

PPP
Taking
Care



Your
self-connect
guide

Your personal alarm service

Thank you for choosing the
PPP Taking Care personal alarm service.

This step by step guide has simple to follow instructions to help you connect your personal alarm service. It's quick and easy to do, and you can always ask a friend or relative to help you.

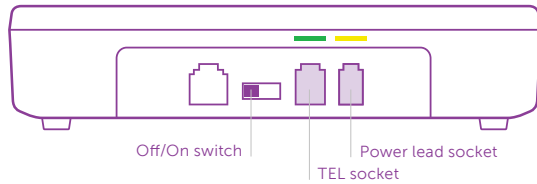
Please read through the information carefully before you start.

We're happy to help if you have any questions.
Please call us on **0800 085 7310**



What's in the box

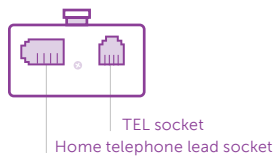
Alarm unit



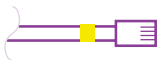
Pendant



Alarm adapter



Power lead & plug



Telephone lead



Pendant wrist strap



Pendant neck strap



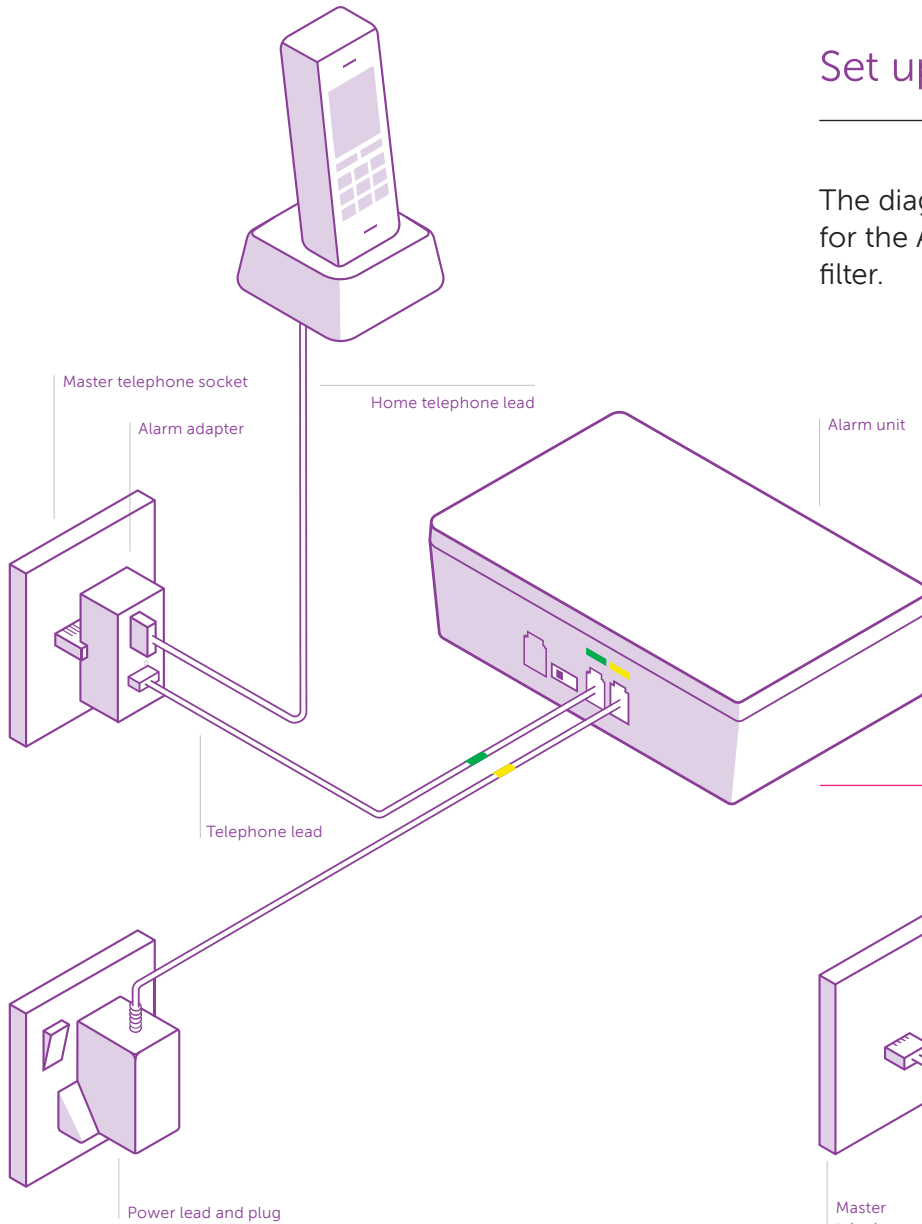
Before you set up your alarm

The Alarm unit should be placed on a flat surface and as far as possible from other radio devices to avoid interference (e.g. cordless phone base station).

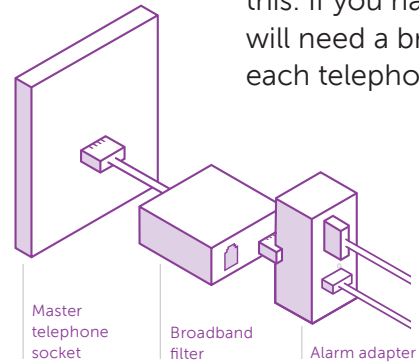
Important: you need a master phone socket and a mains electricity socket nearby (i.e. within 2–3 metres).

Set up overview

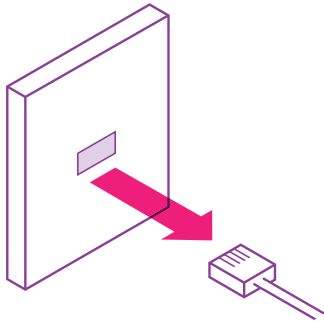
The diagram overleaf shows the standard set up for the Alarm if you do not have a broadband filter.



If there is a broadband filter, plug the Alarm adapter into this. If you have internet you will need a broadband filter for each telephone socket in use.

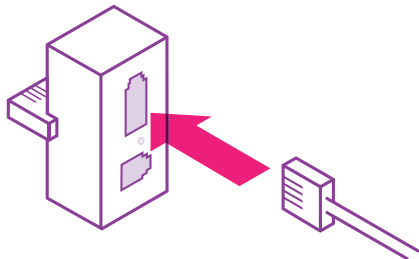


Step by step set up guide



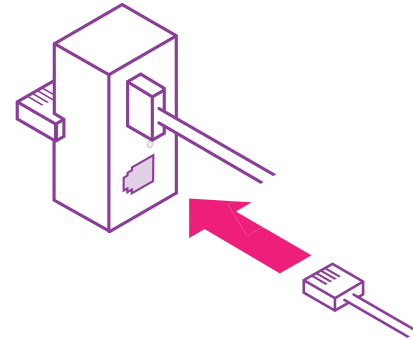
Step one

Disconnect your home telephone lead from the master telephone socket.



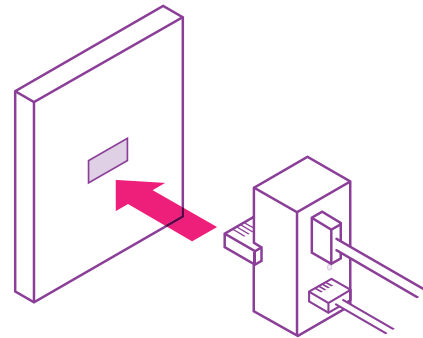
Step two

Connect your home telephone lead to the telephone socket on the **Alarm adapter**.



Step three

Connect the **telephone lead** (the end that isn't green) to the socket on the **Alarm adapter**.

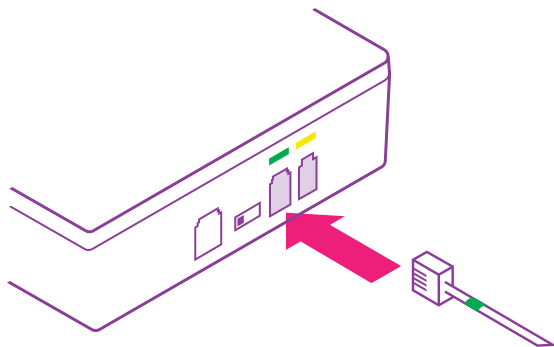


Step four

Connect the **Alarm adapter** to the master telephone socket.

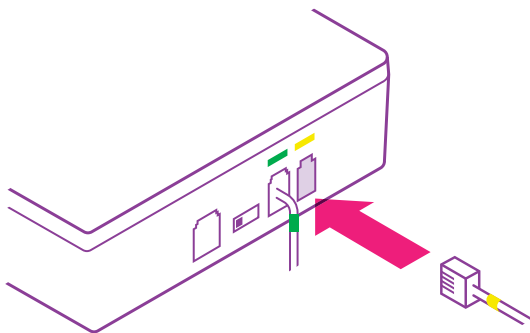
(If you have a broadband filter connected to the phone socket, connect the Alarm adapter to this).

Step by step set up guide



Step five

Connect the **telephone lead**, to the TEL socket (green) on the **Alarm unit**.



Step six

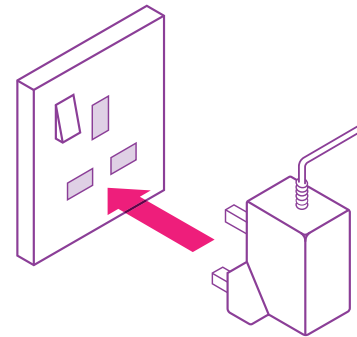
Connect the **Power lead** (yellow) to the Power socket on the **Alarm unit**.



Step seven

Turn the **Off/On switch** on the **back of the alarm unit** to on. All of the lights will flash on and then off and the alarm will beep once.

Step eight

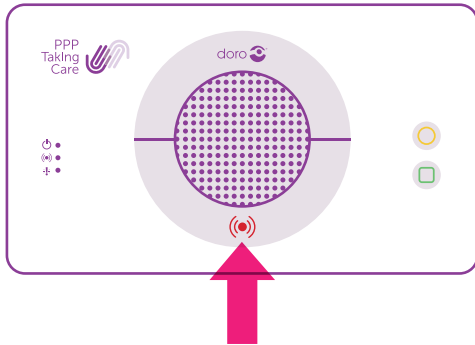
Ensure the power socket is turned off before plugging in the **power cable** to the power socket, once plugged in turn the power socket on.



-  The alarm button on the top of the alarm base unit will turn **red** and remain solid red.
-  The power indicator will turn **green** then remain solid green. Once it remains green the alarm is ready for you to test and check your phone has a dialling tone.

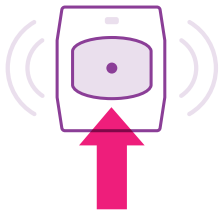
Within a minute - some of the lights will flash and the alarm may beep once.

Test your alarm



Step one

Press the red button on the Alarm unit, the alarm indicator will flash red and a call will be raised to the response centre. When the operator answers via the alarm unit, let them know where you've installed the Alarm unit.



Step two

After your previous call has been closed down by the operator, and the red alarm button is back to solid red, press your Pendant button while standing in the room with the Alarm unit.

When the operator answers let them know you are testing your pendant in different parts of your home.

Please do a minimum of three range tests, one furthest away from the alarm, one from the kitchen and one from the garden.

Ensure one of the tests is carried out at low (preferably floor) level to make sure the cover is comprehensive.

Each time you press your pendant you will need to return to the alarm unit and speak to the operator who will confirm the test has been successful. Wait for the red alarm button to return to solid red before starting the next test.

Step three

Once you have made your last pendant range test please let the operator know. The operator will then close down the call and the red alarm button will then go back to solid red light.

Your personal alarm is now ready to use.

WARNING: when carrying out a range test if the pendant flashes **green – red** only, you are out of range of the alarm unit.

How to make an emergency call

Step one

If you need help, press either your **Pendant** button or the red button on the **Alarm unit***.

The alarm indicator will flash red and a call will be raised to the response centre.

Step two

When a response operator speaks to you through the **Alarm unit**, explain your problem. They'll know who you are, where you live and your medical history.

Step three

If the operator cannot hear you, or you cannot speak, they will call your house phone just to rule out any false alarms.

Step four

We'll ask a keyholder to check on you, and if necessary contact the emergency services.

* When you activate your PPP Taking Care Personal Alarm you may be using an 0845 number which may incur charges at a premium rate. Please check with your telephone provider who can provide you with their charges which are usually calculated per minute.

Top tips

Let us know if there are any access issues or instructions we should have to help others find your home address.

Contact us if you're going away and always leave the alarm system plugged in and switched on while you're not at home.

Don't worry if you press your button by mistake. The operator will be glad to know that you're all right and that your alarm unit is working correctly.

If there were issues setting up or testing your alarm, or you have any concerns, please visit www.ppptakingcare.co.uk/troubleshooting where we answer frequently asked questions and you can watch a short video which takes you through the steps for self-connecting.

Or call us on **0800 085 7310**

– we're always happy to help.

Important information

Please make sure that you have self-connected and tested the unit in line with the instructions provided.

You are required to test the pendant to make sure it works in all the areas of your home and garden that you need it to. We can only respond to calls being made within its coverage area.

We do not accept responsibility for the system being incorrectly set up, or for not connecting to the telephone line or electricity supply.

We hope you are happy with your personal alarm service and if you have any questions please give us a call on **0800 085 7310**



PPP Taking Care Limited is a company registered in England and Wales number 01488490. Registered office address: 5 Old Broad Street, London EC2N 1AD. PPP Taking Care Limited is a subsidiary of AXA PPP healthcare Group Limited. VAT number 243 6741 60.