

PPP  
Taking  
Care



# Your Personal Alarm

*QUICK USER GUIDE*

# Welcome

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***Thank you for choosing a  
Personal Alarm Service provided  
by PPP Taking Care.***

This step-by-step guide has simple to follow instructions on how to install the alarm, if you have chosen our self-connect option, as well as advice on operating the alarm.

## What's in your Personal Alarm box?

*Alarm unit*



*Pendant, neck cord  
and wrist strap*



*Telephone adapter*



**A**

*Telephone lead*



**B**

*Power adapter*



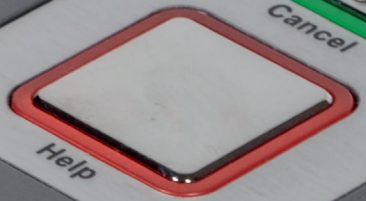
**C**

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



Tunstall

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# How to set up your Personal Alarm

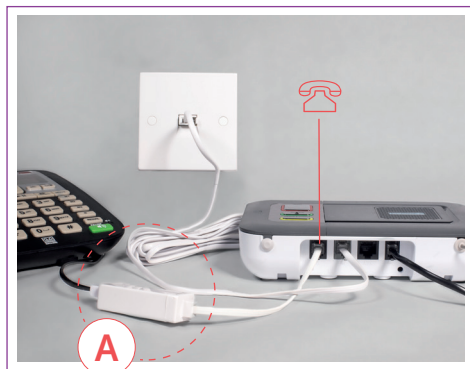
*Your alarm unit has been set up with your details and those of your nominated emergency contacts to make installation as simple as possible*

## STEP ONE

Connecting the leads and adapters

### 1A

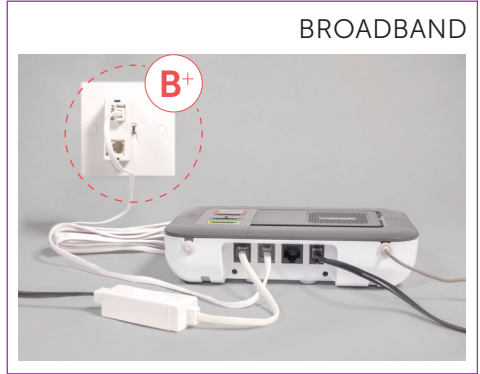
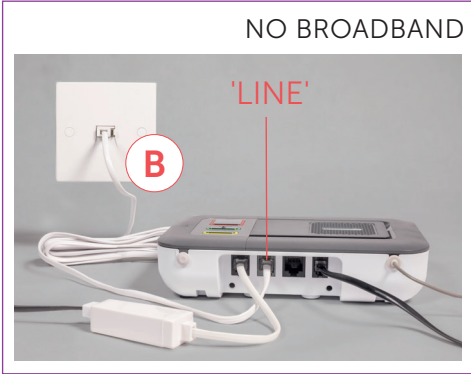
Unplug any existing telephones from the telephone wall socket (or broadband filter if fitted) then plug the telephone adapter (A) into the alarm unit socket labelled  and plug the telephone into the telephone adapter (A).



# 1B

Plug the telephone lead (B) into the alarm unit socket labelled '**LINE**' and the telephone wall socket.

If your home has broadband, please ensure the alarm unit is plugged into the ASDL filter provided by your broadband supplier (B+).

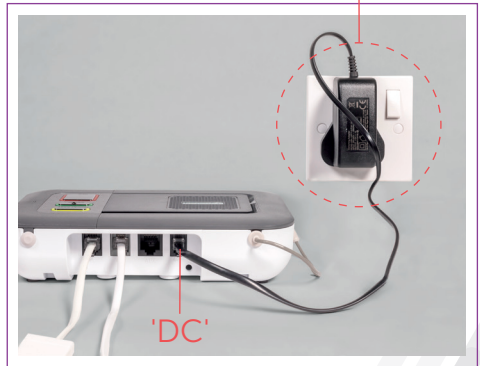


# 1C

Plug the power adapter (C) into the alarm unit socket labelled '**DC**' and then connect to the mains power.

**NOTE:**  
Ensure the  
mains power is  
switched OFF

**NOTE:**  
Only use with the  
power adapter  
supplied with the  
alarm unit



# Setting the time and date on your alarm unit

## STEP TWO

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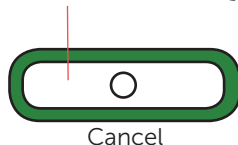
To set the clock:

**Your home telephone *must* be plugged into the white adapter (as per Step 1). The alarm unit must be plugged in to mains power and switched ON with the green LED light on.**

## 2A

Press and hold the **green cancel button** for 6 seconds until the unit beeps once.

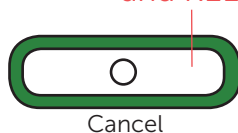
PRESS and HOLD  6s



## 2B

Release the button and unit will announce "**programming mode**".

and RELEASE





# 2C

Lift the handset of the attached telephone and press on your telephone keypad ...

**NOTE:**  
Use your keypad to type in the individual numbers to match the current date and time

\* 6 1 \* DD MM YY HH MM 1 1 \*

- DD - represents the day of the month (01-31)
- MM - represents the months (01-12)
- YY - represents the two digit year (00-99)
- HH - represents hours 00-23 (24 not an option)
- MM - represents minutes 00-59 (60 not an option)
- 1 - daylight saving zone - BTS
- 1 - auto update

For example - 21<sup>st</sup> June 2019 at 4:35pm would be:

\* 6 1 \* 21 06 19 16 35 1 1 \*

# 2D

Replace the telephone handset and press the **green cancel button** once to exit the programming mode.

**NOTE:**  
The real-time 24 hour clock in the alarm unit automatically adjusts when the clocks go forward or back. During power cuts the clock is backed up by the alarm unit's battery for up to 40 hours. However, if the unit is powered down or the battery is depleted, then the clock must be reset again once the power is restored. Please follow the above instructions





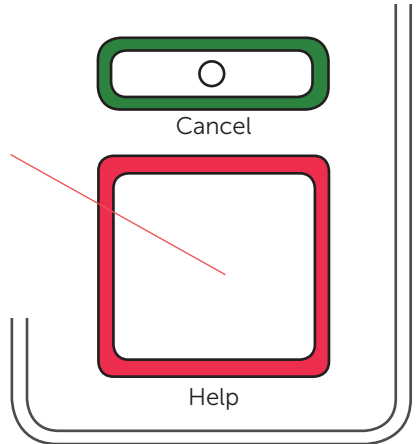
# Activating and testing the alarm unit

**STEP THREE**

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# 3A

Activate and test your unit by pressing the red button on the **alarm unit**. This will generate a call through to the Emergency Resolution Centre.

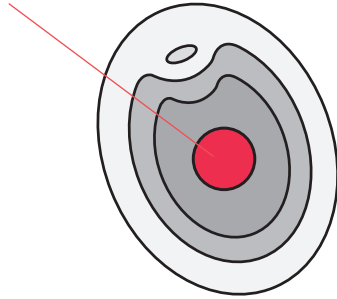


# 3B

When the operator answers via the alarm unit, let them know that you have just installed the alarm unit. The operator will welcome you to the service and check they have your correct contact details, prior to guiding you through the testing process.

## 3C

After your previous call has been closed down by the operator, press your **pendant button** while standing in the room with the alarm unit. The operator will guide you through a testing process from several points in your home and garden, so that you are able to establish the range of the system. 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.



## 3D

Once you have made your final pendant range test the operator will then close down the call.



***Your Personal  
Alarm Service  
is ready to use***

# Using your alarm

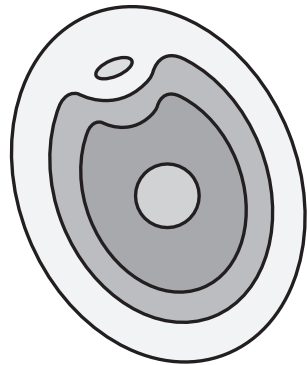
## YOUR PENDANT

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The pendant works with your alarm unit. When you press the button, a red light will show and the alarm will be activated and alert our 24 hour Emergency Resolution Centre. The operator will know who you are and where you live, even if you cannot speak or hear them. Please try to remember to wear your pendant all the time, either around your neck or on your wrist so that you always have the means to call for help. You can even wear it in the shower.

### The pendant has the following features:

- Water resistant (Up to 1m for 30min)
- A minimum of 50m radio range
- Auto low battery warning



#### NOTE:

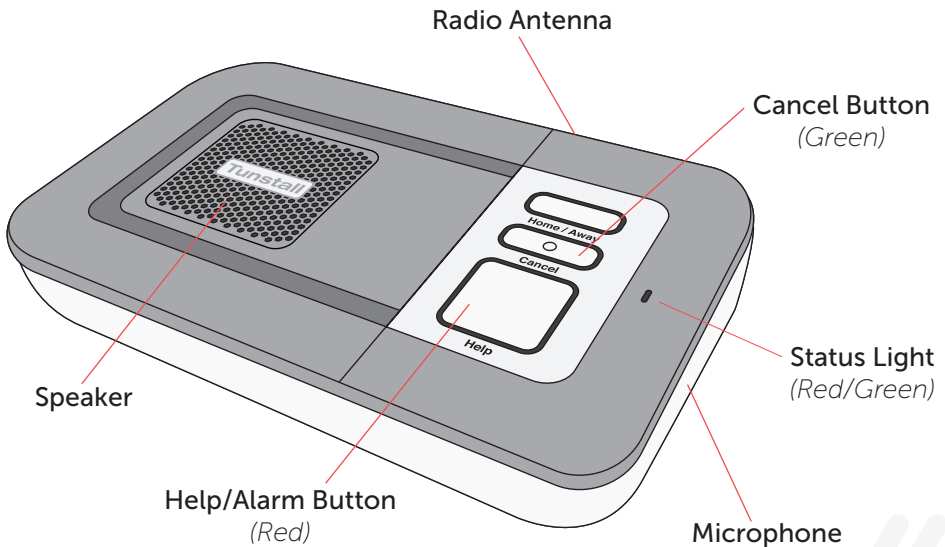
The pendant will automatically tell the 24 hour Emergency Resolution Centre when its battery is low, and they will contact you to arrange a replacement



## YOUR ALARM UNIT

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The unit enables you to contact our 24 hour Emergency Resolution Centre should you need help. The alarm unit needs to stay plugged into a power socket and telephone socket at all times to work properly.

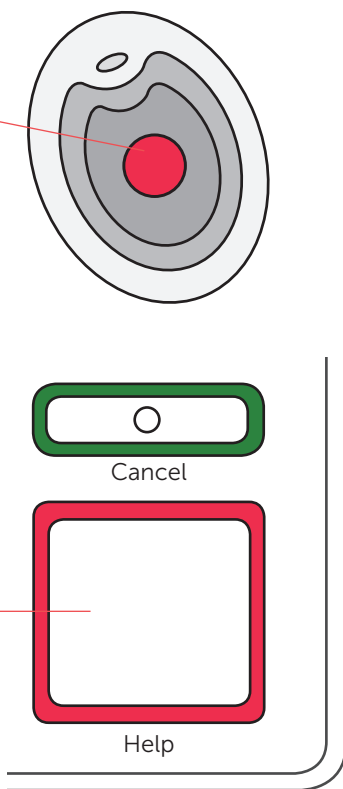


# How to make an emergency call

## MAKING AN ALARM CALL

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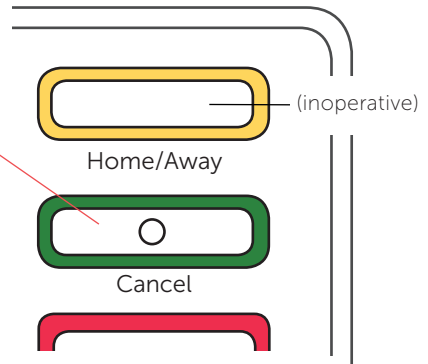
- If you need help, press either your **pendant button** or the **red button on the alarm unit**. The alarm indicator will flash red. The alarm unit will announce 'Do not worry, your alarm telephone is dialling for assistance' and you will hear several tones as the unit contacts the Emergency Resolution Centre.
- When an operator speaks to you through the alarm unit, explain your problem. They'll know who you are, where you live and your medical history.
- If the operator cannot hear you, or you cannot speak, they will call your house phone just to rule out any false alarms.
- We will ask a keyholder to check on you, and if necessary contact the emergency services.



## CANCELLING AN ALARM CALL

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If you press the red help button by accident, just wait **5 seconds** and press the **green cancel button** on the alarm unit. The unit will not let you cancel immediately (to avoid accidental cancellation). You will know your alarm has been cancelled when the alarm unit announces **'The alarm call has been cancelled'**.

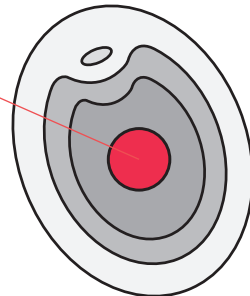


## PERIODICALLY TESTING

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Please test your alarm monthly by pressing your **pendant button** (we recommend the day of your birthday for easy reference).

Don't worry about manually testing your alarm unit - this will automatically test itself monthly.



# Lights on your Personal Alarm explained

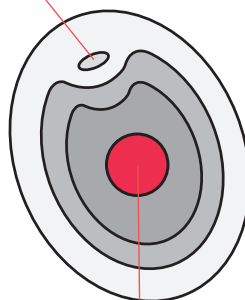
## THE LIGHT ON YOUR PENDANT

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When the button is pressed on the pendant it will display a small red light. If this light flashes, this means that the pendant's battery is low. The pendant will automatically notify the 24 hour Emergency Resolution Centre who will contact you to arrange a replacement pendant. You don't need to do anything.

***In the unlikely event that the pendant does not light, the alarm call may not have been transmitted. You must contact Customer Services on 0800 085 7310 as soon as possible to arrange a replacement pendant.***

Flashing light = low battery

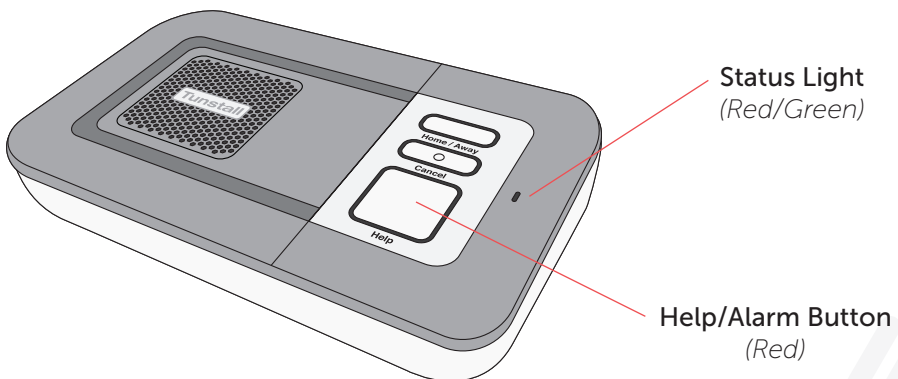


When button is pressed a small red light will display

## THE LIGHTS ON YOUR ALARM UNIT

STATUS LIGHT (GREEN/RED)	ALARM UNIT STATUS
Green light on	Normal mode
Red light flashing (every 4 seconds)	Low battery
Red light flashing (every second)	Telephone line disconnected
Red/Green flashing	Radio interference detected

HELP BUTTON (RED)	ALARM UNIT STATUS
Red light on	Normal mode
Flashing (every 4 seconds)	Normal mode running on battery
Flashing (every second)	Alarm call raised




# Troubleshooting and installation advice

***Warning: If all extension telephones are not plugged into the back of the alarm unit, in the event of an alarm call being raised when a telephone extension is in use or off the hook, the alarm call will not reach the Emergency Resolution Centre.***

If there is a fault on your telephone line this will also prevent the alarm call reaching the Emergency Resolution Centre. It is your responsibility to ensure your telephone line is working and report any faults to your telephony provider.



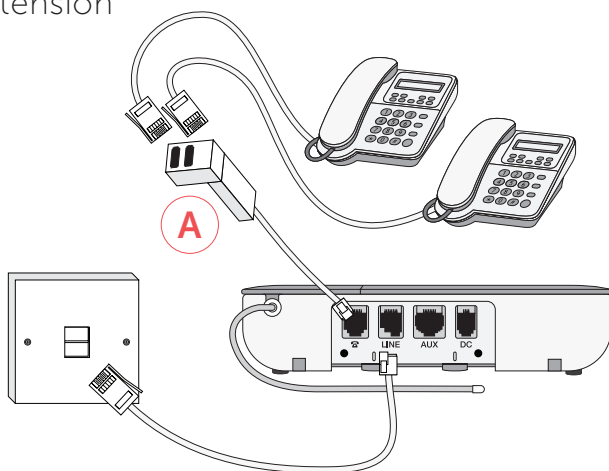
# Extension phones/smart boxes/modems/TV set top boxes

All telephone line apparatus in the house **must** be plugged into the alarm unit using the telephone adapter (A) and the unit socket labelled  to enable the alarm unit to disconnect extension

telephones when raising an alarm call. A multiple telephone adapter (not supplied) may be required to connect more than one telephone.

## NOTE:

If all extensions cannot be connected as described, please read the warning on the previous page (p19).



## NOTE:

It is important to ensure that all handsets are always firmly replaced to ensure the reliable operation of your alarm

# Some hints and tips

## DO'S

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- Keep the alarm unit connected to the mains power at all times.
- Let us know if you will be going away for a while but do still keep the alarm unit connected to the mains power.
- Connect the alarm unit to the telephone point in the house with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off the hook.
- Ensure your emergency contacts are aware that they have been provided to us as a named responder in the event of an emergency.
- Advise your emergency contacts to store our number in their phone so they can identify us quickly when we call. The number we will call them from is: 0330 678 1097. Please ensure you do not block this number.

## **DON'TS**

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- Expose the alarm unit to water or other liquids.
- Connect cables other than those supplied with the alarm unit.
- Place the alarm unit next to a noisy device, such as a television, radio or washing machine.
- Place the alarm unit close to a heat source e.g. cooker or large metal objects e.g. microwave.

**Contact us on:  
0800 085 7310  
if you need  
further advice**

# Common faults and solutions

FAULT	SOLUTION
The alarm unit says: 'Warning – telephone line disconnected'.	Check the alarm unit is plugged into a working telephone socket. The alarm unit will not work if it is not connected to an operational telephone line.
The alarm unit says: 'Warning – there is no mains power'.	Check the alarm unit is plugged into a working electrical socket. The alarm unit has a back up battery and will continue to operate for up to 40 hours. If the battery is exhausted the alarm unit will stop working until mains power is restored. Providing your telephone line is working, the alarm unit will automatically inform the monitoring centre in the event of power failure. The operators will contact you, or your keyholders, to ensure that power is restored as soon as possible.
The alarm unit says: 'Warning – battery low'.	Check the alarm unit is plugged into a working electrical socket.

# Specifications

## BATTERY INFORMATION

All batteries should be disposed of in accordance with the latest legislation

## TECHNICAL DETAILS

Weight:	572g (939g packaged)
Dimensions:	185mm x 122mm x 41mm (WxLxD)
Mains power:	230v ac 13A electrical socket (3 Watts)
Stand-by battery:	1200mAh capacity (continually internally charged)
Back-up time:	40 hours of stand-by operation allowing for one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio frequency:	869.2125MHz, compliant with the European Social Alarm frequency band
REN:	1
External connections:	Telephone line cord with type BS6312 plug and 3m cable DC power adapter with 3m cable
Radio trigger battery:	3V Lithium (not changeable) with up to 7 year life

## ENVIRONMENTAL

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

## STANDARDS

EMC:	EN55032, EN50130-4, EN301 489-1, EN301 489-3
Safety:	EN60950-1
Radio:	EN300 220-2 Category 1
CE:	Compliant
Social alarm:	EN50134-1:2002, EN50134-2:2017 (trigger device)
Design, Manufacture, Installation and Service:	ISO9001:2015

## DECLARATION OF CONFORMITY

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Tunstall declares that the radio equipment is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address:

*[www.tunstall.co.uk/approvals](http://www.tunstall.co.uk/approvals)*

Our policy of continual development means that product specification and appearance may change without notice. PPP Taking Care does not accept responsibility for any errors and omissions contained within this document.





Your fee includes a lifetime warranty on all equipment

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

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