CASTLE Care-Call
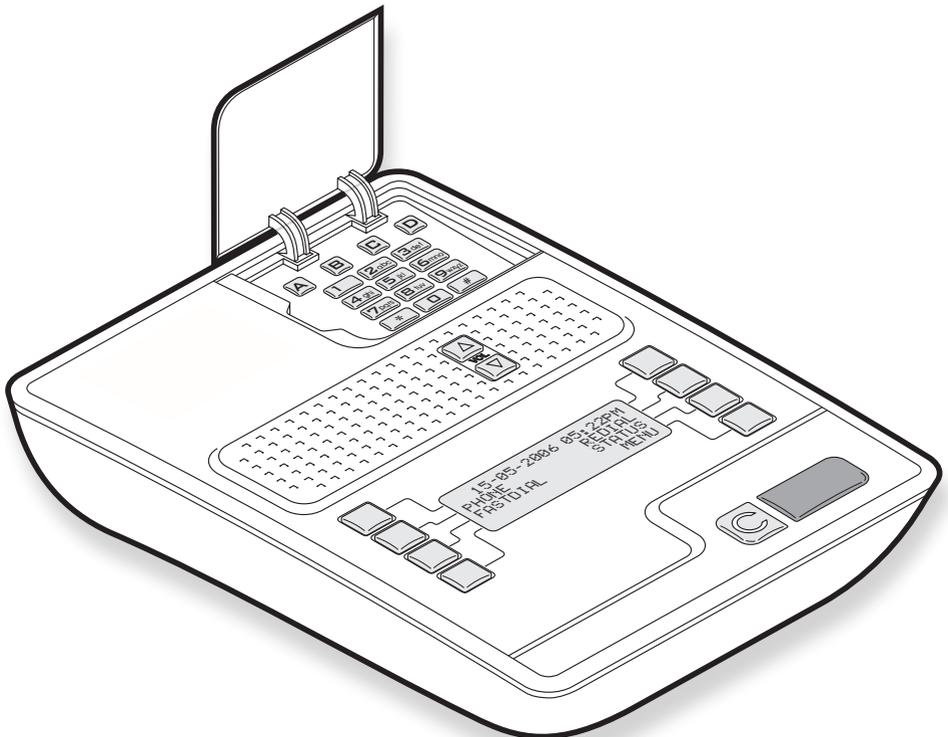
Personal Emergency Response System

User Guide

RINS1181-2

Ten step quick setup

Every possible feature of your Voice-garde system is covered within this user guide. However, we realise that you may be in a hurry and need to begin by using only the standard features.

Here are the ten essential steps to get your Voice-garde working:

Your Professional Installer:

COMPANY AND INSTALLER NAME

CONTACT NUMBER

Contents

Introduction

Welcome to Castle Care-Call, a system that provides the great reassurance of direct communication with people who can help when you need them most. The Castle Care-Call system comprises two (or possibly three) main items:

• A *home unit* that connects to a power socket and a telephone line;

• A *speech pendant* which you carry with you at all times while at home,

• One or more optional *speech pullcords*, which can be mounted in areas of particular hazard, such as your bedroom or near to your toilet.

The idea is simple, whenever you require assistance, just press the large red button on either the speech pendant or home unit, or pull the cord of a nearby speech pullcord. Your home unit will then begin to dial the first of your chosen phone numbers. Once a successful call is made, you can then speak directly with the person through whichever device you used to sound the alarm: the *speech pendant*, the *speech pullcord*, or the *home unit*.

speech pendant

1 Press the button on your speech pendant or pull a speech pullcord.

3 When a response is achieved, you can talk directly with the person through your speech pendant, speech pullcord or the home unit.

2 The home unit begins dialling your emergency contacts.
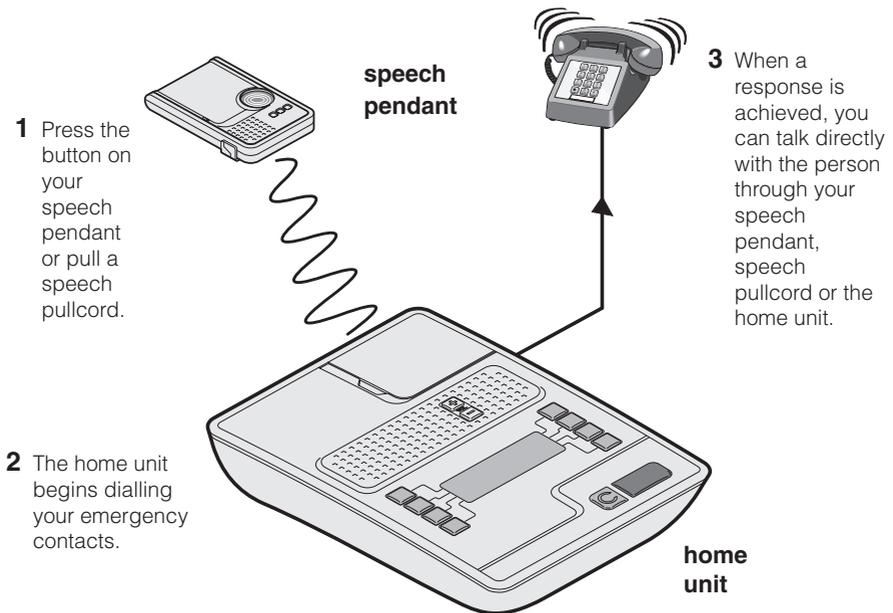
home unit

The list of phone numbers that your home unit calls is up to you. They could include your near neighbours, friends, family, the emergency services or a specialised 24-hour monitoring centre. We recommend that your professional installer make these changes for your convenience and peace of mind.

Using your Castle Care-Call

Your Castle Care-Call system has been designed to be straightforward to use and a reassuring addition to your home. Castle Care-Call comprises three items:

- *Speech pendant*: you need to carry this compact device with you at all times around your home - *see page 21*
- *Speech pullcord*: this can be fixed to the ceiling like a light switch to help you raise an alarm when if your pendant is unavailable - *see page 21*
- *Home unit*: this is the main control centre and the unit that does the dialling.

The home unit

Top corner keypad
These buttons, hidden behind a flap, are used to enter numerals and characters.

Volume buttons
These two buttons illuminate whenever they are available and increase or decrease volume at necessary stages, such as during a call. However, they also serve as up/down controls within certain menus.

Speaker

Display panel
Indicates current mode and shows the options available.

Soft buttons
These eight buttons illuminate whenever they are available and, when pressed, select the option shown on the adjacent line of the display panel.
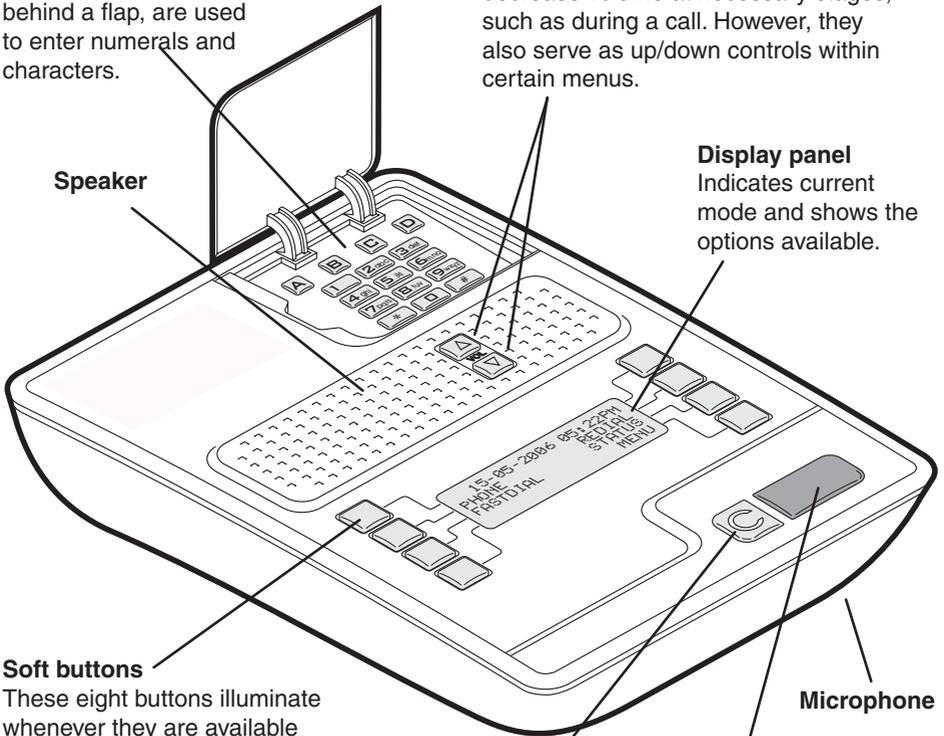
Green cancel button
Press this to cancel an alarm or cancel incoming/outgoing calls.
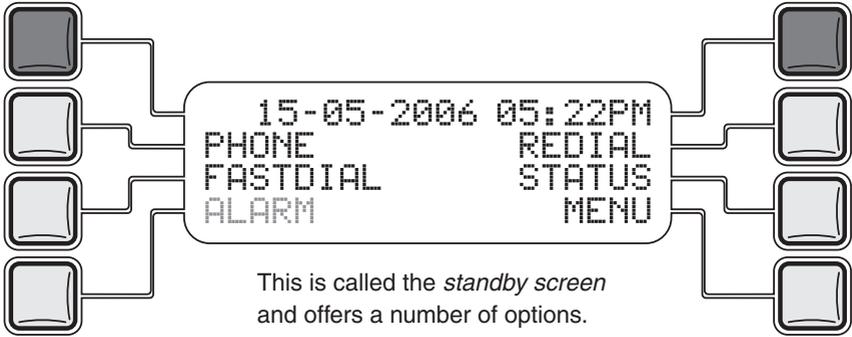
Red alarm button
Press this to trigger an alert.

Microphone

The home unit standby screen

When the home unit is switched on but not involved in any operation or alarm state, the display panel will show the following:


```
    15-05-2006 05:22PM
PHONE           REDIAL
FASTDIAL        STATUS
ALARM             MENU
```

This is called the *standby screen* and offers a number of options.

Press one of the illuminated buttons to choose the adjacent option shown on the display panel.

From the standby screen you can choose:

PHONE   Use the top corner keypad to make a phone call just as if using a normal telephone – *see page 26*

FASTDIAL   Allows you to quickly call any of six named people (their numbers are stored within the home unit) – *see page 27*

REDIAL   Allows you to re-call the last phone number dialled from the home unit – *see page 29*

STATUS   Allows you to check the condition of various items, such as the various batteries, the mains supply and the alarm log – *see page 30*

MENU   Choose this option to enter the main settings menu. You will be requested to enter a four-digit PIN number – *See page 7*

ALARM   This option appears (accompanied by warning beeps) only when either a problem has been detected, or an alarm call from either the home unit, speech pendant or speech pullcord has been registered - *see page 32*

Other options that are regularly available within menus

BACK   The lower left soft button is most often used as a way to exit from your current menu level to the previous level.
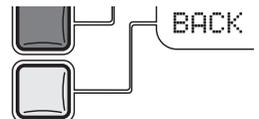
ENTER/STORE The lower right soft button is usually the one that you press to move to the next level or confirm an action.
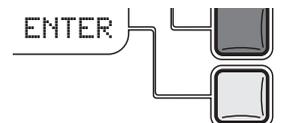
Entering the Settings menu

The Settings menu is where all of the configuration steps for the home unit, speech pendant(s) and speech pullcord(s) take place.

To enter the Settings menu

1 From the standby screen, press the MENU soft button (the lower right button). The display will show ENTER PIN.

2 Open the flap and use the top corner keypad to enter the four digit PIN number. At default the PIN number is *1234*.

3 Press the ENTER soft button. The SETTINGS menu screen will be displayed:

These are the two options that are currently visible within the list. Use the volume keys to show the other options within the list.

```
          SETTINGS
LANGUAGE                    ◀
DATE & TIME
BACK        ▼▲      ENTER
```
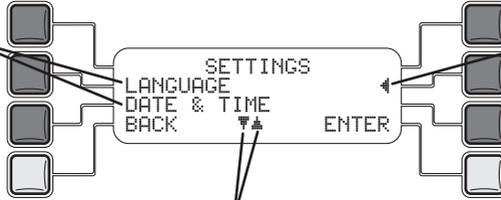
This symbol indicates the option that will be selected if you press the ENTER button.

These symbols indicate that the volume keys (▼ & ▲) can be used to move down and up the menu.

The full list of settings options are shown on the next page.

Note: If no button is pressed, the home unit will automatically revert back to the standby screen after one minute.

To select an option

1 Use the volume buttons to move up and down the list until the required option is level with the ◀ symbol.

2 Press the ENTER soft button to select the option.

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Options within the Settings menu

The SETTINGS menu comprises the following options:

LANGUAGE	Chooses the language in which the menu prompts are displayed.
DATE & TIME	Sets the date and time details that are used within the standby screen and the alarm log.
ALARM SEQUENCE	This is where the emergency contact details are stored. The phone numbers listed in this section will be dialled when an alarm is triggered.
ALARM MESSAGE	Allows you to record the voice message that will be played to the emergency contact when they respond to the call.
REGISTER	Allows you to form a bond between the home unit and all speech pendants and speech pullcords that will be used with it.
DEREGISTER	Allows you to cancel the bond between the home unit and a speech pendant or speech pullcord.
ALARM VOLUME	Allows you to individually set the speaker volume levels on the home unit, the speech pendant and any speech pullcords.
PREALARM	This sets an optional waiting period that must elapse between an alarm being triggered and the first emergency call being placed. This delay provides time to cancel an alarm if it was triggered accidentally.
PERIODIC CALLS	This optional setting allows you to instruct the home unit to place test calls to a particular monitoring centre at specific intervals. This allows the home unit's operation to be verified.
HARDWIRED I/P	Allows you to configure the required response to an external alarm input (if fitted) into the home unit. Such an external input could be an intruder alarm or smoke detector.
HARDWIRED O/P	Allows you to configure the switching of an external device (if fitted) when the home unit alarm is triggered. Such an external output device could be a sounder or flashing beacon.
FASTDIAL	Allows the phone numbers of up to six contacts to be stored (these are stored separately from the emergency contact list). These contacts can be quickly selected from the standby screen when needed.
SET PIN NO	Allows you to change the four digit PIN code that is required to enter the settings menu and to cancel alarms.
RESTORE DEFAULTS	Select this option to return the home unit to its factory state. All stored information/settings will be erased.

Changing the language

When supplied the home unit menus operate in English. If required, the menus can be changed to use one of many languages that are available.

To change the language

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Ensure that the LANGUAGE option (it is the first option in the list) is level with the ◀ symbol, then press the ENTER soft button.

The display will show the current language first in the list:

3 Use ▼ ▲ until the appropriate language option is level with the ◀ symbol, then press the STORE soft button to save the language and return to the SETTINGS menu.

Entering the date and time

The home unit maintains a log of all alarms and when they occurred. To do this it needs to have the correct date and time.

To enter the date and time

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Use ▼ ▲ until the DATE & TIME option is level with the ◀ symbol, then press the ENTER soft button.

The display will then show two date format options: DD:MM:YYYY and MM:DD:YYYY.

3 Use ▼ ▲ until the appropriate date format option is level with the ◀ symbol, then press the STORE soft button.

The display will now prompt you to enter the correct date using the chosen format:

```
            SET DATE
        DD:MM:YYYY
        04-06-2006
        BACK        STORE
```

4 Enter the current date using the top corner keypad. Remember to use a 0 before any single-digit day or month. To erase a digit, use the large green C (cancel) button.

5 Press the STORE soft button. The display will show two time format options: 24HR and 12HR.

6 Use ▼ ▲ until the appropriate time format option is level with the ◀ symbol, then press the STORE soft button.

The display will now prompt you to enter the correct time using the chosen format:

```
            SET TIME
        12HR
        09:51 **
        BACK        STORE
```

7 Enter the correct time using the top corner keypad. Remember to use a 0 before any single-digit hour or minute. When using the 12HR format, after entering the hour and minutes, press the ✱ button to choose AM or the **#** button to choose PM. To erase a digit, use the large green C (cancel) button.

8 Press the STORE soft button to save the new date and time values and return to the SETTINGS menu.

Entering the alarm sequence contact numbers

When an alarm is triggered, the home unit needs to make contact with some-one who can help. It can be made to do this in one of two slightly different ways, either:

- Sequentially call through a list of up to ten friends, family or neighbours until one of them responds, whereupon a recorded message will greet them and tell them what to do next, or
- Call directly to a central 24-hour monitoring agency and automatically report your details, whereupon assistance can be summoned.

The first option is called PRIVATE and the second option is known as CENTRAL. In both cases, once contact is made, you can then talk to the person at the other end of the line.

To select the required alarm sequence

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Use ▼ ▲ until the ALARM SEQUENCE option is level with the ◀ symbol, then press the ENTER soft button.

The display will then show two options: PRIVATE and CENTRAL.


```
        ALARM SEQUENCE
PRIVATE                  ◀
CENTRAL
BACK       ▼▲     ENTER
```

3 If you will be using a central monitoring agency choose the CENTRAL option, otherwise select the PRIVATE option.

For further details:

- PRIVATE   *see 'To enter private alarm sequence contacts' on page 12*
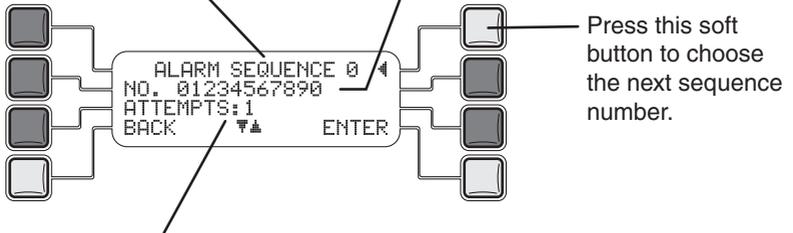- CENTRAL   *see 'To enter a central alarm sequence contact' on page 14*

Note: If any contact details are stored within the CENTRAL section, the home unit will only use those details during an alarm. Any stored PRIVATE contact details will be ignored. Be sure that the CENTRAL section is set to EMPTY if you wish to use PRIVATE dialling. See 'To permanently remove a central entry' on page 15.

To enter private alarm sequence contacts

After you select the PRIVATE option, the display will show the details for the first of up to ten alarm sequence contact entries (numbered 0 to 9):

The sequence number (0 to 9)   The phone number for sequence 0

Press this soft button to choose the next sequence number.

```
ALARM SEQUENCE 0
NO. 01234567890
ATTEMPTS:1
BACK        ENTER
```

Dialling attempts that should be made to contact this number before moving to the next number.

[off screen] TIME OUT: 60 - The time in seconds that should be allowed during each dialling attempt (the standard setting is 60 seconds).

4 Either press the top right soft button to move to the next entry or press the ENTER soft button to edit the current entry. You can now edit the PHONE NO for this entry. This is the telephone number that will be dialled during an alarm.

   • IMPORTANT: Do not enter any spaces within the phone number.

   • Use the top corner keypad to add the required phone number.

   • If required, use the large green C (cancel) button to erase digits.

5 Press the STORE soft button to save the phone number and edit the ATTEMPTS value. This is the number of times in succession that the phone number for this entry will be attempted before moving to the next entry. The value can be between 0 (i.e. the entry will be ignored) and 5.

   • If required, use the large green C (cancel) button to erase the existing number.

   • Use the top corner keypad to add the required number of attempts.

6 Press the STORE soft button to save the attempts value and edit the TIME OUT period. This is the time (in seconds) that the home unit will allow to: dial the number and for the respondent to answer the call, listen to your recorded message and then press the star button on their phone. It is important that this value is not too short that the recipient is not given chance to respond or too long that valuable time is wasted if the called phone number is engaged, unanswered or unavailable. The standard time is 60 seconds.

   • If required, use the large green C (cancel) button to erase the existing time out period.

   • Use the top corner keypad to add the required time out period (the system will not allow a time out period less than 10 seconds).

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To enter private alarm sequence contacts

7 Press the STORE soft button to save the time out period and finish editing the current sequence entry. The next entry will be shown. You can now either:

- Edit the next entry (as per steps 4 to 6), or
- Skip through the next entry to get to others later in the list (press the ENTER and STORE soft buttons at each stage to leave the existing values unchanged), or
- Press the BACK soft button to exit the list.

To temporarily prevent an entry from being used

At times it may be necessary to temporarily cease using a sequence contact number, for instance if that person is away on holiday for a long period. In this case, edit the list as described in this section and set the ATTEMPTS value to 0. To reinstate the contact, change the value back to its previous setting.
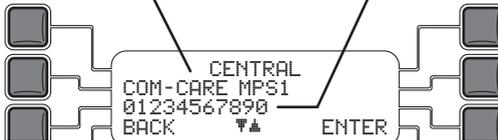
To permanently remove an entry

1 When the overall details for the sequence entry are displayed, press the large green C (cancel) button. The display will show DELETE?

2 Press the ENTER soft button to confirm or the BACK soft button to decline.

To enter a central alarm sequence contact

After you select the CENTRAL option, the display will either state that the option is EMPTY or it will show the current entry:

The reporting format that will be used to send your details to the central monitoring centre

Your home unit ID number

```
         CENTRAL
COM-CARE MPS1
01234567890
BACK      ▼▲      ENTER
```

Use the volume keys (▼&▲) to move between the information

```
         CENTRAL
02345444555
PHOENIX SECURITY
BACK      ▼▲      ENTER
```
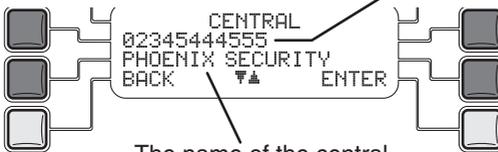
The name of the central monitoring centre

4 Press the ENTER soft button to edit the entry. You can now select the alarm reporting format that will be used to identify you to the central monitoring centre. There are two options: COM-CARE MPS1 and COM-CARE MPT1. Your monitoring centre will advise on which to select.

5 Use ▼ ▲ until the required reporting format name is level with the ◀ symbol, then press the STORE soft button. The display will show HOME UNIT ID NUMBER. This is where you enter the home unit ID number that has been given to you by the central monitoring centre. It is vital that the number entered matches exactly with the one declared because this is used to identify you.

   • If required, use the large green C (cancel) button to erase the existing number.

   • Use the top corner keypad to add the declared home unit ID number.

To enter a central alarm sequence contact

6 Press the STORE soft button to save your home unit ID number and edit the CENTRAL NUMBER. This is where you enter the alarm contact number of your central monitoring centre.

- IMPORTANT: Do not enter any spaces within the phone number.
- If required, use the large green C (cancel) button to erase the existing number.
- Use the top corner keypad to add the central phone number.

7 Press the STORE soft button to save the central phone number and edit the CENTRAL NAME. Here you need to enter the name of the central monitoring centre - this helps to make it clear how your home unit is operating.

- If required, use the large green C (cancel) button to erase existing characters.
- Use the top corner keypad to add the central name:

  Repeatedly press the button containing the required character until that character is shown on the display.

  Press the ✱ button to move the cursor to the next position and then enter the next character. *Note: If the next character is on a different button to the last one pressed, you don't need to press the ✱ button.*

  To enter a space, press the ✱ button twice.

8 Press the STORE soft button to save the central name and return to the ALARM SEQUENCE menu. The details are now stored and you can review them by selecting the CENTRAL option from this menu.

Notes

- When using a central monitoring centre, you do not need to record an alarm message because your contact details are sent automatically.
- If you wish to change to PRIVATE mode on a home unit that was previously used in CENTRAL mode, ensure that the CENTRAL section is set to EMPTY. If any contact details are stored within the CENTRAL section, the home unit will always use only those details during an alarm. Any stored PRIVATE contact details will be ignored.

To permanently remove a central entry

1 When the overall details for the entry are displayed, press the large green C (cancel) button. The display will show DELETE?

2 Press the ENTER soft button to confirm or the BACK soft button to decline.

Recording your alarm message(s)

When the home unit makes alarm calls it repeatedly plays your voice message to inform the called person of your name and what they need to do. The home unit can be triggered in two main ways: by a *speech trigger* (home unit button, pendant or pullcord) or by *hardwired input* (from a different source, such as a smoke alarm or intruder alarm). You can record separate messages for the two types of alarm.

Note: If you are using a central monitoring agency (i.e. the ALARM SEQUENCE *option is set to* CENTRAL*), no alarm message is required.*

To record your emergency message

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Use ▼ ▲ until the ALARM MESSAGE option is level with the ◀ symbol, then press the ENTER soft button.

   The display will now offer two options: SPEECH TRIGGER and HARDWIRED I/P.

3 Use ▼ ▲ until the required option is level with the ◀ symbol, then press the ENTER soft button. The display will show the following:


```
          ALARM MESSAGE
                       RECORD
   BACK      PLAYBACK
```

For best results:

• Ensure that there is minimum background noise,

• Practice your message,

• Speak clearly, approximately 30cm (12") away from the front edge of the home unit (the microphone is under the lower front corner beneath the large red button).

A sample message

   "This is a personal alarm call from *[your name]* on phone number *[your phone number]*. You must press * to acknowledge the call and you must press # to end the call."

Note: Whichever message you choose to use, ensure that it clearly informs the recipient to press the star button on their phone and the # key to end it.

4 When you are ready, press the RECORD soft button and clearly read your message.

5 Press the STOP soft button when complete. You can then press the PLAYBACK soft button to hear your message.

   If necessary, repeat steps 4 and 5 to re-record your message.

6 When complete, press the BACK soft button until the standby screen is displayed.

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Adjusting speaker volume levels

The speaker volume levels for the home unit and every speech pendant and/or speech pullcord can be individually set to suit the general background noise level or the requirements of individuals.

Note: The only way to test the speaker volumes for each device is to use that device to create an alarm - you should always discuss such a test alarm with the recipient(s) of the alarm call before carrying it out.

To adjust speaker volume levels

1 Select the SETTINGS menu screen. *See page 18 for details.*

2 Use ▼ ▲ until the ALARM VOLUME option is level with the ◀ symbol, then press the ENTER soft button.

   The display will then allow you to choose between the three types of device: HOME UNIT, PENDANTS and PULL CORDS.

3 Use ▼ ▲ until the required device type is level with the ◀ symbol, then press the ENTER soft button.

   • If you selected the HOME UNIT then its current volume level will be shown.

   • If you selected either PENDANTS or PULL CORDS, ensure that the required device name is level with the ◀ symbol (if there is more than one device name, use ▼ ▲), then press the ENTER soft button.

4 Use ▼ ▲ to adjust the speaker volume between 0 and 9, where 0 is silent and 9 is full volume. The standard level is 5 and this is sufficient for most situations.

6 Press the STORE soft button to save the speaker volume for the selected device and return to the ALARM VOLUME menu.

Setting a pre-alarm time

As standard, the home unit will begin to dial its alarm sequence contact numbers as soon as the alarm is triggered. However, you may prefer a short delay between the alarm being triggered and the first contact being made. For instance, this might allow time to cancel false alarms before the calls were placed. This delay is known as a *pre-alarm*, and it can be set between 0 and 180 seconds.

Note: Once a pre-alarm has been set, it will affect all registered devices.

To set a pre-alarm time

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Use ▼ ▲ until the PREALARM option is level with the ◀ symbol, then press the ENTER soft button.

3 Use the top corner keypad to enter a pre-alarm time (in seconds) up to a maximum of 180.

4 Press the STORE soft button.

Entering fastdial numbers

In addition to operating as an emergency alarm, the home unit allows you to store the phone numbers of up to six regular contacts so that you can quickly select and dial them from a list. These numbers are stored independently of the alarm contact numbers.

To enter fastdial numbers

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Use ▼ ▲ until the FASTDIAL option is level with the ◀ symbol, then press the ENTER soft button.

   The display will show the list of current fastdial contacts. If an entry is not used, it will show EMPTY within the list.

3 Use ▼ ▲ until the required fastdial entry is level with the ◀ symbol, then press the ENTER soft button.

   The display will prompt you to enter or edit the name for the contact.

4 Use the top corner keypad to enter/edit the contact name:

   • Repeatedly press the button containing the required character until that character is shown on the display.

   • Press the ✽ button to move the cursor to the next position and then enter the next character. *Note: If the next character is on a different button to the last one pressed, you don't need to press the ✽ button.*

   • To enter a space, press the ✽ button twice.

   • If required, use the large green C (cancel) button to erase characters.

5 Press the STORE soft button.

   The display will prompt you to enter or edit the phone number for the contact.

6 Use the top corner keypad to enter/edit the contact phone number and press the STORE soft button to return the FASTDIAL menu.

   • IMPORTANT: Do not enter any spaces within the phone number.

To delete a complete entry

1 Display the FASTDIAL list, as discussed above, and use ▼ ▲ until the required fastdial entry is level with the ◀ symbol.

2 Press the large green C (cancel) button. The display will show DELETE?

3 Press the ENTER soft button to confirm..

Changing the security PIN number

The PIN number is used within the home unit to control access to the Settings menus and also to cancel an alarm. As standard the PIN number is set to *1234*, however, this can be changed and you are recommended to do so.

To change the security PIN number

1 Select the SETTINGS menu screen. *See page 7 for details.*

2 Use ▼ ▲ until the SET PIN NO option is level with the ◀ symbol, then press the ENTER soft button.

The display will prompt you to enter your new 4-digit PIN number.

3 Use the top corner keypad to enter your new PIN number and press the STORE soft button.

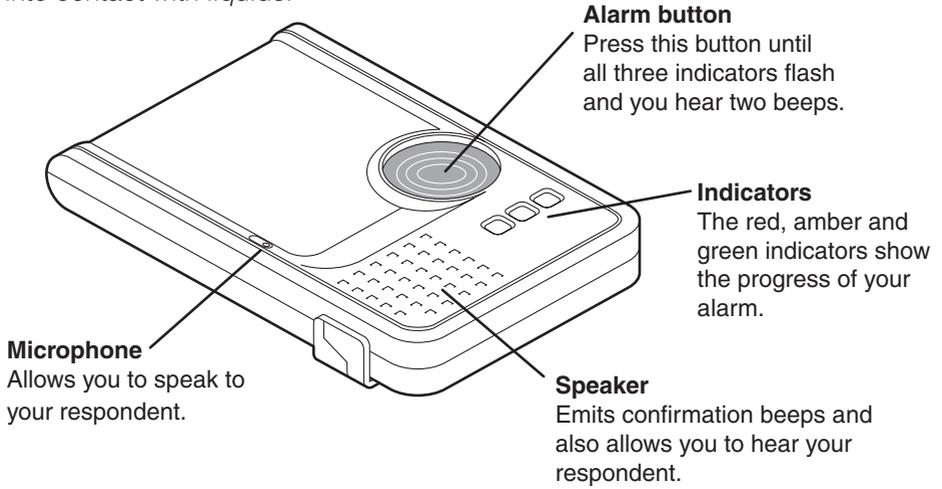The display will prompt you to repeat your new 4-digit PIN number.

4 Use the top corner keypad to re-enter your new PIN number and press the STORE soft button.

If the entered numbers match, the display will show SET PIN NO CORRECT and then return to the SETTINGS menu. Otherwise, you will be asked to repeat steps 3 and 4.
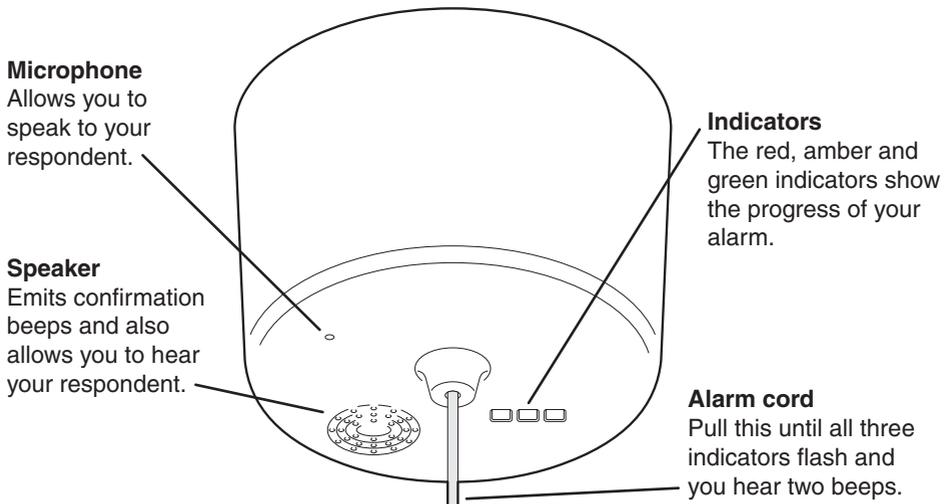
The speech pendant

This wireless compact unit should be your constant companion around your home. When you press the large red button, it instructs the home unit to begin dialling your trusted respondents. When contact is made, you can then speak to the other person using your speech pendant like a small wireless telephone.

IMPORTANT: The speech pendant is not waterproof, do not allow it to come into contact with liquids.

Alarm button
Press this button until all three indicators flash and you hear two beeps.

Indicators
The red, amber and green indicators show the progress of your alarm.

Microphone
Allows you to speak to your respondent.

Speaker
Emits confirmation beeps and also allows you to hear your respondent.

The speech pullcord

The speech pullcord works in a similar manner to the speech pendant except that it can be attached to the ceiling and you pull its cord to raise an alarm. Once connected, you will be able to hear your respondent and speak to them via the sensitive microphone within the speech pullcord housing.

Microphone
Allows you to speak to your respondent.

Indicators
The red, amber and green indicators show the progress of your alarm.

Speaker
Emits confirmation beeps and also allows you to hear your respondent.

Alarm cord
Pull this until all three indicators flash and you hear two beeps.

Common questions

What happens if more than one alarm triggers occur at the same time?

In situations where you are not the only person to carry a speech pendant (or have access to a speech pullcord), it is not inconceivable that multiple alarm triggers could take place at the same time. This is particularly so if people are responding to the same emergency, e.g. a fire. The Castle Care-Call system is specifically designed to handle such situations.

The first alarm trigger will initiate the emergency call(s). Once contact has been made with the emergency contact, anyone who also raised an alarm will be added to the existing alarm call, where all parties are able to speak with each other. The Castle Care-Call system can support a total of four simultaneous home unit/pendant/pullcord triggers in what is called a 'conference alarm call'.

What happens if my speech pendant is out of range?

When you press the red button on the speech pendant it will go through a sequence as it tries to make contact with the home unit. First you will hear two beeps and see all three of its indicators flash. Then, only the red indicator will remain on while contact is being made. If contact fails, the speech pendant will keep re-trying for two and half minutes, after which time it will stop. If it is possible for you to move closer to the home unit then you should try this. Alternatively, wait for a short while and then try pressing the button again in case short-term outside interference was causing the problem.

How do I know if my pendant or pullcord has a low battery?

In order to maximise battery life, pendants and pullcords remain completely dormant until you use them to trigger an alarm. At this point, they not only communicate with the home unit, but also check their battery status. If your pendant or pullcord detects low battery power, it will:

• Display a flashing red indicator along with intermittent beeps, and

• Register the low battery alarm with the home unit.

If you are using a central monitoring centre, (once the alarm situation has been dealt with) the home unit will automatically call the centre and report that you have a low battery.

Note: If two or more speech triggers are involved in a conference alarm call, only the first speech pendant/pullcord will be listed within the home unit's alarm log. This means that a low battery indication for the secondary device would not be logged or reported to a monitoring centre. However, the device itself would continue to show a flashing red indicator and produce an intermittent beep.

Triggering an alarm

Whenever you get into difficulty, you can trigger an alarm in any of three ways:

Using the speech pendant
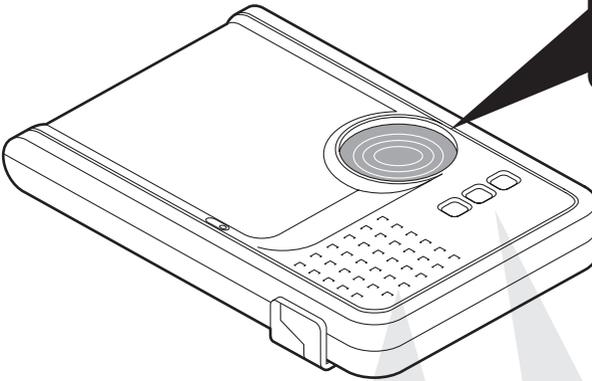
Press the large red button
Press until all three indicators flash and you hear two beeps.

You should hear:

• The device emit two beeps.

• Then: The call being placed, your emergency message being played repeatedly* and the respondent as they answer.

• When they press their star button, you will be able to speak with them via your pendant or pullcord.

You should see:

• All three indicators initially illuminate, then:

• Red only: Contact is being made with the home unit, then:

• Amber only: Home unit is dialling the first emergency contact number, then:

• Green only: Respondent has pressed the star button on their phone*.

IMPORTANT NOTE:
Having used the panic button in the case of a misactivation, the user or the first attendee in the
case of an emergency call needs to check that the base unit has been reset, having first attended to the caller.
See page 5 for the location of the cancel button.

Using the speech pullcord

Pull the pullcord
Press until all three indicators flash and you hear two beeps.

Using the home unit

Microphone

Press the large red button
Press and release.

You should hear:
- Your emergency message being played repeatedly* and the respondent as they answer.
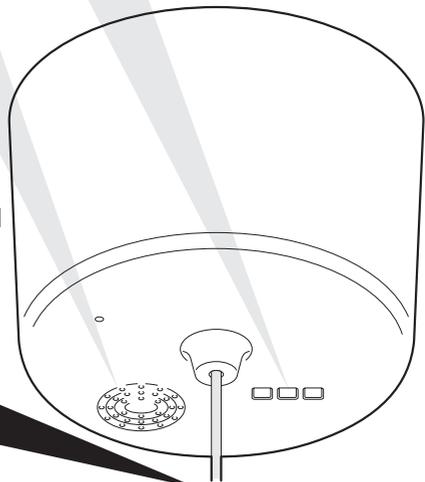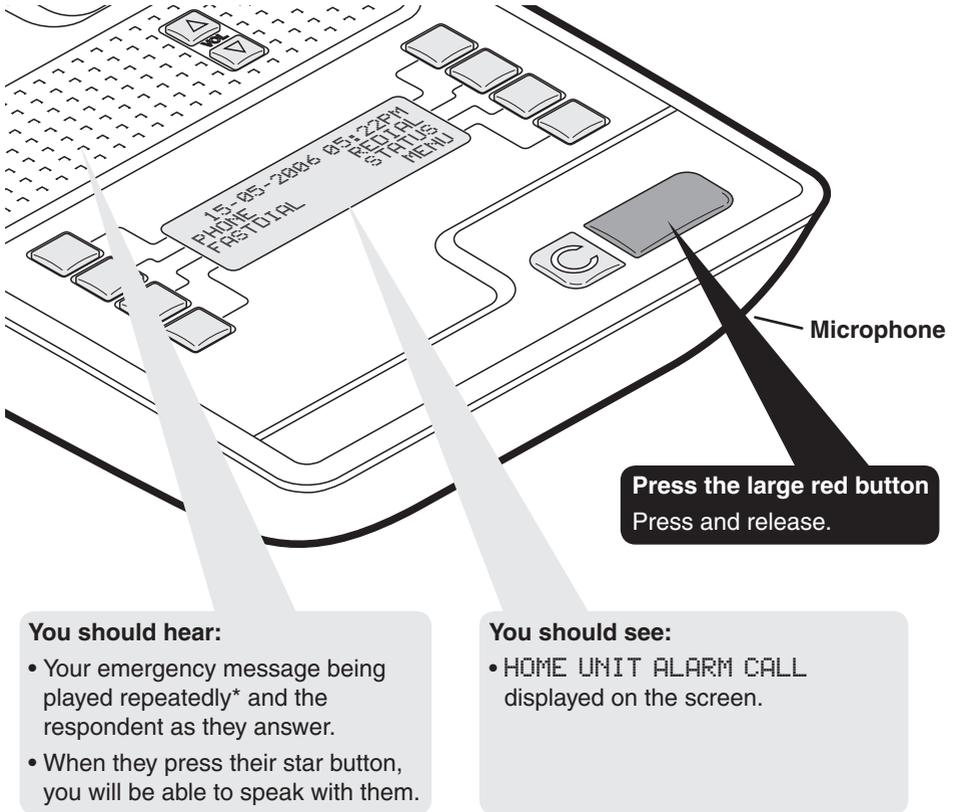- When they press their star button, you will be able to speak with them.

You should see:
- HOME UNIT ALARM CALL displayed on the screen.

When the called party responds

When your home unit makes a call to your chosen emergency contacts, they will hear your recorded message* which will ask them to press the **star button** on their phone to accept the alarm call. When they do this, the recorded message will cease and you will be able to speak with them.

When you have finished your conversation, if the caller merely hangs up, the alarm state will continue. However, if they press the **# button** on their phone, they can remotely cancel the alarm.

Please see Page 44 for more details about ending a call

If you have opted to use a central monitoring centre, no message will be played because your details are sent automatically. You will be able to speak with the operator.

Cancelling an alarm

The alarm can be cancelled in three ways, either:

- **Locally using the home unit**

    1 At any time during an alarm call, press the large green C (cancel) button in the lower right corner of the home unit. The display will prompt you to ENTER PIN.
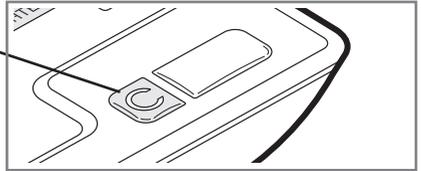
    2 Lift the flap in the top right corner of the home unit and use the keypad to enter the four-digit security PIN number. The display will show a ✲ character for every digit that you enter.
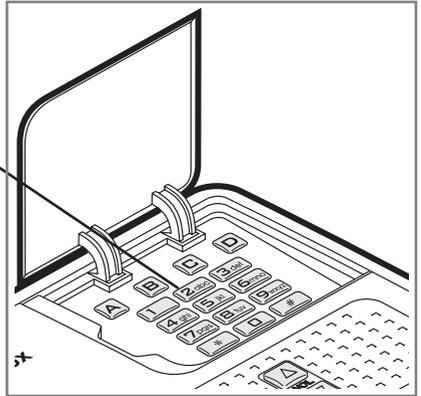
    3 Press the button adjacent to the ENTER option on the lower right side of the display.

        If your PIN number was correct, the alarm will cease immediately.
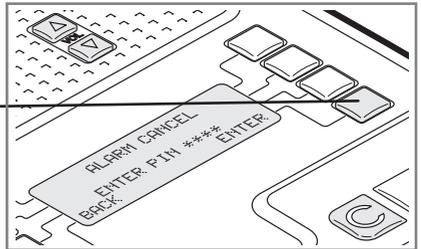
- **Remotely by the respondent**

    On their phone, the respondent can press the **#** (hash) button at any time during the alarm call. The alarm will cease and hang up the call.

- **Remotely by a monitoring centre**

    If your home unit has been programmed to use a monitoring centre, the operator can cancel the alarm once they have made contact and checked on your situation.

Notes

- *If the alarm was triggered from an external source such as a hardwired intruder alarm or smoke detector, the external source must be cancelled before the home unit alarm can be cancelled.*
- *The alarm cannot be cancelled from a speech pendant or a speech pullcord.*

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Making calls

In addition to making emergency alarm calls, you can use your home unit as a handsfree phone to make and receive normal calls. You can make calls in three ways:

- Normal dialling - use the top corner keypad to dial any phone number,
- Fastdial - quickly choose any of six frequently used, pre-stored numbers,
- Redial - call the last number that was dialled from the home unit.

Note: If an alarm is triggered while an outgoing call is in progress (initiated either from the Castle Care-Call unit or from an attached phone), it will automatically terminate the call and begin dialling its emergency contacts.

To make a call by normal dialling

1 Ensure that the home unit display is showing its normal set of options (i.e. the *standby screen*):


```
        15-05-2006 05:22PM
PHONE              REDIAL
FASTDIAL           STATUS
                     MENU
```

2 Press the button adjacent to the PHONE option (the second button down on the left side of the display).

The display will show:


```
        15-05-2006 05:22PM
VOLUME 5

BACK               DIAL
```

3 Lift the flap in the top right corner of the home unit and use the keypad to dial the required phone number.

4 Press the button adjacent to the DIAL option (lowest button on the right side of the display). The home unit will make the call and you can use the handsfree microphone and speaker to talk to your recipient.

During the call you can use the volume buttons ($\blacktriangledown$ $\blacktriangle$) to adjust the speaker volume.
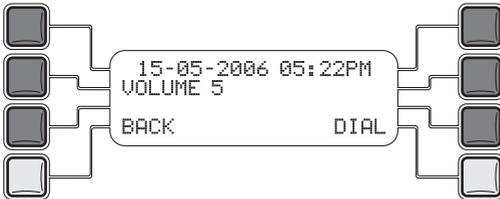
To end the call

- Press the large green C (cancel) button.

To make a call using fastdial

1 Ensure that the home unit display is showing its normal set of options (i.e. the *standby screen*):


```
    15-05-2006 05:22PM
PHONE              REDIAL
FASTDIAL           STATUS
                     MENU
```
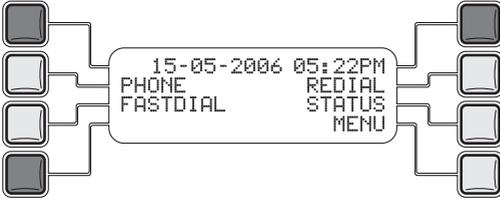
2 Press the button adjacent to the FASTDIAL option (the third button down on the left side of the display).

The display will show the first two entries (of up to six) available within your fastdial list:


```
       FASTDIAL
DICK                 ◀
ROSEMARY
BACK      ▼▲    ENTER
```

The entry that is level with the ◀ indicator when you press the ENTER button will be selected.

Two of your (up to six) fastdial contacts.

These symbols indicate that you can use the volume buttons to move up and down the list of contacts.

3 If necessary, use the volume buttons ($\blacktriangledown$ $\blacktriangle$) to bring the required fastdial contact name level with the ◀ indicator.

4 Press the button adjacent to the ENTER option (lowest button on the right side of the display). The display will show the phone number for the chosen contact.

5 Press the button adjacent to the DIAL option (lowest button on the right side of the display). The home unit will make the call and you can use the handsfree microphone and speaker to talk to your recipient.

During the call you can use the volume buttons ($\blacktriangledown$ $\blacktriangle$) to adjust the speaker volume.

To end the call

• Press the large green C (cancel) button.

To add entries to your fastdial list

The contacts within your fastdial list can be updated via the Settings menu. Please see the following page.

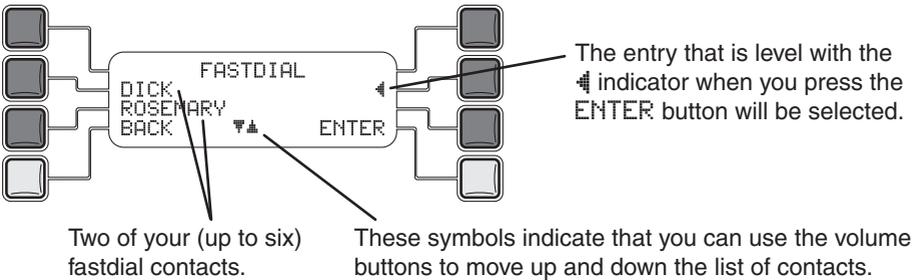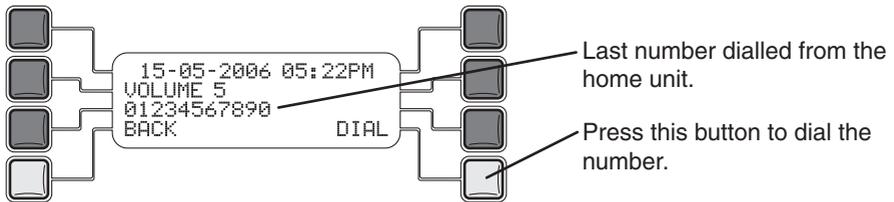**To make a call using redial**

1 Ensure that the home unit display is showing its normal set of options (i.e. the *standby screen*):

```
   15-05-2006 05:22PM
PHONE          REDIAL
FASTDIAL       STATUS
                 MENU
```

2 Press the button adjacent to the REDIAL option (the second button down on the right side of the display).

The display will show the last number dialled:

```
   15-05-2006 05:22PM
VOLUME 5
01234567890
BACK           DIAL
```

Last number dialled from the home unit.

Press this button to dial the number.

3 Press the button adjacent to the DIAL option (lowest button on the right side of the display). The home unit will make the call and you can use the handsfree microphone and speaker to talk to your recipient.

During the call you can use the volume buttons ($\blacktriangledown$ $\blacktriangle$) to adjust the speaker volume.

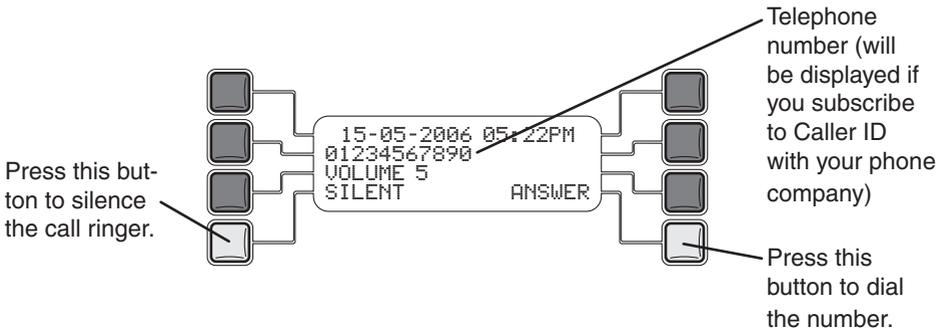**To end the call**

• Press the large green C (cancel) button.

Answering calls

When you receive an incoming call, you can choose to pick up the call using the home unit or use your normal telephone (if it is connected to the home unit).

Note: If an alarm is triggered while an incoming call is in progress, the Castle Care-Call unit will play its recorded alarm message over the conversation to warn the callers. However, if the unit has been programmed to use a monitoring centre, then it will have no message to play and can do nothing until the call is terminated by the callers.

To answer an incoming call

1 When an incoming call is received, the display will show:

Telephone number (will be displayed if you subscribe to Caller ID with your phone company)

Press this button to silence the call ringer.

```
15-05-2006 05:22PM
01234567890
VOLUME 5
SILENT        ANSWER
```

Press this button to dial the number.

2 You can either:

- Press the button adjacent to the ANSWER option (lowest button on the right side of the display). The home unit will answer the call and you can use the handsfree microphone and speaker to talk to your recipient.
- Press the button adjacent to the SILENT option (lowest button on the left side of the display). The home unit leave the call unanswered but will cease the call ringer.

To end the call

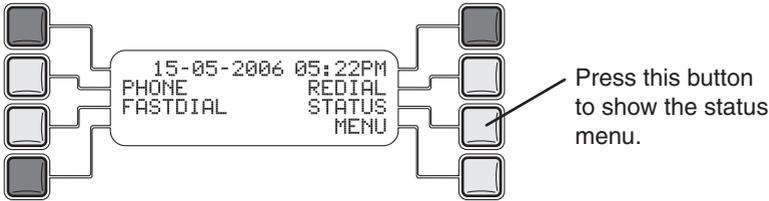- Press the large green C (cancel) button.

Status

The home unit allows you to check upon various aspects of operation to ensure that the constituent parts of the system are operating correctly. Using the status option, you can check:

- The home unit backup battery
- The mains power supply
- Speech pendant batteries
- Speech pullcord batteries
- The Alarm log

To check the status

1 Ensure that the home unit display is showing its normal set of options (i.e. the *standby screen*):


```
        15-05-2006 05:22PM
PHONE              REDIAL
FASTDIAL           STATUS
                   MENU
```

Press this button to show the status menu.

2 Press the button adjacent to the STATUS option (the third button down on the right side of the display).

The display will show the first two of the five status options:


```
           STATUS
HU BATTERY              ◀
MAINS
BACK      ▼▲    ENTER
```
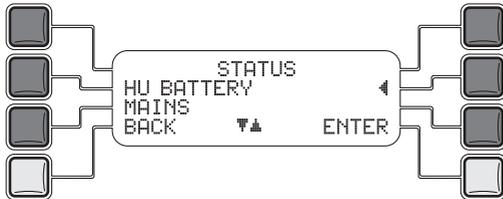
3 Use the volume buttons (▼ ▲) to bring the required status option level with the ◀ indicator.

4 Press the button adjacent to the ENTER option (lowest button on the right side of the display). The display will show the results for the chosen status option:
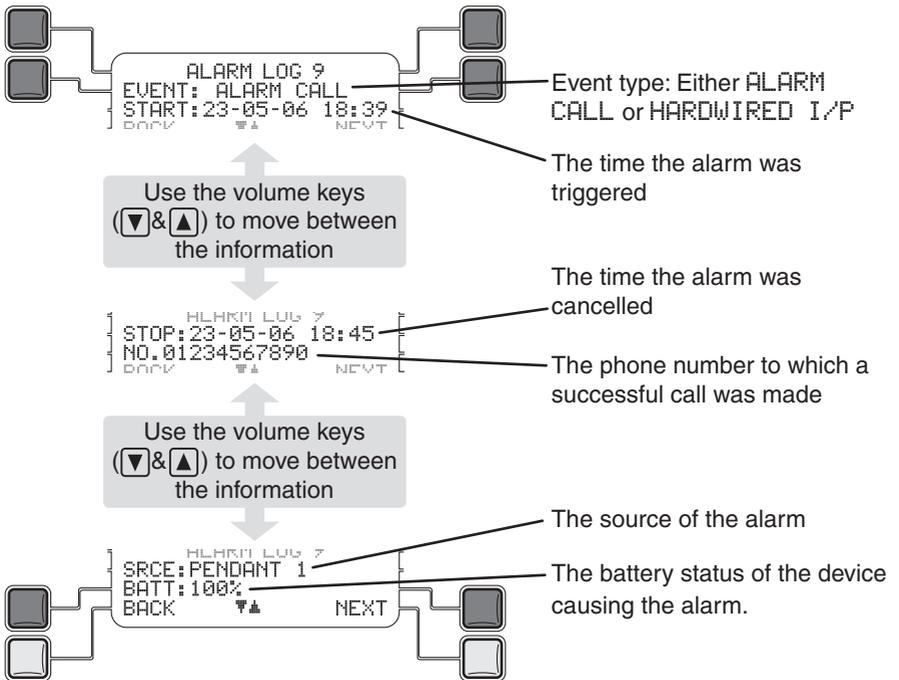
- HU BATTERY - This option will indicate the status of the home unit backup battery. The response will either be: HU BATTERY : GOOD or HU BATTERY : FAIL.

- MAINS - This option will indicate the status of the home unit power supply. The response will either be: MAINS : GOOD or MAINS : FAIL.

continued

- PENDANTS / PULL CORDS - These options will indicate the battery status of each pendant or pullcord, as reported when they last made an alarm call. The battery status will be presented as a percentage of charge, where 100% is fully charged. If the NEXT option is shown in the lower right portion of the display, press the lower right hand button to view the status for the next pendant or pullcord.

  Note: If no alarm call has been made by a pendant or pullcord, its battery status will be reported as 0%. A low battery warning from a pendant or pullcord can only be issued when that device is making an alarm call.

- ALARM LOG - This option allows you to view a log of the last ten alarm calls. Beginning with the last alarm call, you can view the following information:

Event type: Either ALARM CALL or HARDWIRED I/P

The time the alarm was triggered

Use the volume keys (▼ & ▲) to move between the information

The time the alarm was cancelled

The phone number to which a successful call was made

Use the volume keys (▼ & ▲) to move between the information

The source of the alarm

The battery status of the device causing the alarm.

IMPORTANT: The alarm log will only store one trigger per alarm call. If any further alarm triggers (from other speech devices) occur before the initial alarm call has been dealt with and cancelled, they will not be added to the log.

Press the button adjacent to the NEXT option (lowest button on the right side of the display) to view the next alarm log.

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Other information

Standby screen configuration alarm

In normal conditions the standby screen offers five option choices. However, if the home unit detects one or more problems with any part of the system, a sixth choice appears, called ALARM. The corresponding soft buttons will flash and initially warning beeps will also be sounded. Press the ALARM soft button to discover the problem(s).
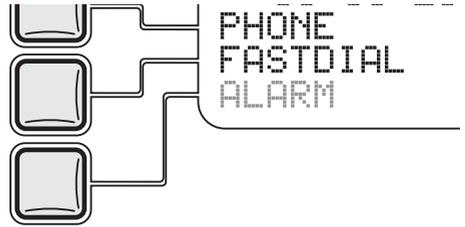
To check the standby screen configuration alarm

1 Press the flashing ALARM soft button.

The display will indicate the first discovered problem. Common causes could be:

- XXX ALARM - Either the home unit, a registered pendant or registered pullcord with the name XXX has triggered an alarm.
- PHONE LINE FAIL - Check the connection to, and the correct operation of, the phone wall socket.
- MAINS FAIL - Check the mains supply from the adapter.
- HOME UNIT LOW BATTERY - Allow the backup battery time to charge within the home unit. If this message does not cease after 24 hours, seek a replacement backup battery pack.
- BATT FAIL - Check the connection of the backup battery within the home unit.
- XXX LOW BATTERY - A registered pendant or pullcord with the name XXX has reported a low battery. The low battery alarm can be cancelled by pressing the ALARM soft button when the low battery alarm screen is visible. Press the large green C (cancel) button.

2 If there is more than one problem, the NEXT option will be shown in the lower right corner of the display. Press the NEXT soft button to view the next problem.

Troubleshooting

If you experience any difficulties or the system does not operate as you expected, please take a moment to read through this section.

The home unit button and display do not illuminate when power is switched on

- Check that the power adapter is correctly connected to the home unit and the mains socket.
- Check that the mains socket is switched on.
- Try an alternative appliance, that is known to work, using the mains socket.

When I press the large red alarm button on the home unit, it does not raise an alarm

- Check that the home unit is correctly connected to the telephone line. Check any extension leads that may be used between the home unit and the wall socket.
- Check that the wall socket is operating correctly by temporarily replacing the home unit with a standard telephone.
- Try connecting the home unit to a different wall socket, if one is available.
- Check whether there is a fault with any other telephone that is also connected to the same line. Try disconnecting all other telephones connected to the line and then raise the alarm on the home unit.

  Important: Remember to reconnect the other telephones after your test and to check that they are operating correctly.

- Check that you have entered the alarm sequence information correctly.

Since connecting the home unit I cannot receive telephone calls

- Disconnect all telephones, with the exception of the home unit. Then ask someone to call you. The home unit should ring and you will be able to answer the call, as discussed on *page 11.*

  If the home unit rings when it is the only telephone device connected to the line, this may be because one of your other phones is faulty. Alternatively, it may be that there are too many phones connected to the telephone line.

  You should not connect more than four telephone devices (phones, answering machines, fax machines, computer modems, etc.) to a single line. The home unit counts as one telephone.

  Important: Remember to reconnect the other telephones after your test and to check that they are operating correctly.

The date and time on the home unit are not correct
- When the home unit is plugged into the mains and a telephone socket, it should automatically update its date and time from the telephone line (optional services may be required from your telephone service provider).

  If your home unit cannot update its date and time automatically, you will need to set them manually, as discussed on *page 10*.

The red indicator on my speech pendant or speech pullcord is flashing and beeping (during an alarm call)
- The batteries are getting low on power, replace the batteries for a new set as soon as possible - *see pages 36* and 37

My speech pendant or speech pullcord does not trigger an alarm
- Check the indicators on the pendant or pullcord when you press the button or pull the cord respectively. If no indicators illuminate then change the batteries for a new set - *see pages 36 and 37.*
- Check that you are within range of the home unit: 50 to 60 metres (160 to 200 feet).
- Check that the pendant or pullcord is correctly registered with the home unit - *see page 38.*

My speech pendant or speech pullcord does not switch off after the alarm call has ended
- Press the large green C (cancel) button on the home unit, use the top corner keypad to enter the four-digit PIN number and press the ENTER soft button.

I cannot cancel an alarm from my intruder alarm system which is hardwired to the home unit
- Depending on how the alarm system and home unit are configured, if the intruder alarm system triggered the alarm, it must be reset first followed by the home unit. If, however, the home unit or one of its device triggered the alarm, reset the home unit first followed by the intruder alarm.

When an alarm is triggered the home unit does not call my private contacts
- The home unit may be configured to use a central monitoring centre rather than private contacts. Within the SETTINGS menu, unless the CENTRAL option within the ALARM SEQUENCE section is set to EMPTY, the home unit will not use the private contacts - *see page 11.*

Replacing the home unit backup battery

The home unit is fitted with a backup battery pack which is accessible via a flap on the underside of the unit. You will not normally need to access the backup battery unless it requires replacement.

Note: Remove the mains power and telephone connections before proceeding.

To replace the backup battery

1 On the home unit rear panel, use a small Philips screwdriver to loosen and remove the retaining screw from the battery compartment cover.

Remove the retaining screw and slide off the cover

2 Slide the battery compartment cover in the direction of the arrow shown upon it and then lift it out.

3 Carefully unplug the battery lead from the home unit's recessed connector. You can now remove the battery and replace it with a new unit.

Attach the battery plug to the recessed three pin connector
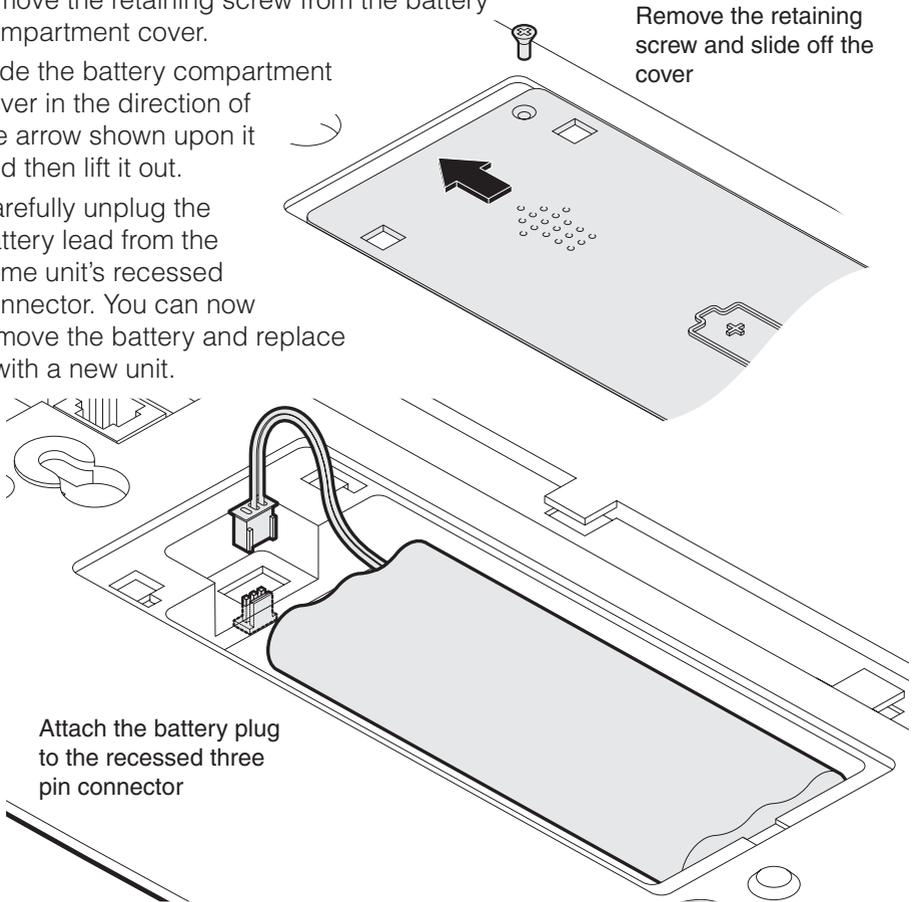
4 Carefully attach the battery lead to the recessed three-pin connector within the compartment. The home unit will begin to beep intermittently to signify that it does not have mains power - ignore this for the moment - once power is connected and the battery becomes fully charged, it will cease.

5 Replace the battery compartment cover. Press down on the end of the cover that is furthest from the arrow and simultaneously slide the cover until it locks into place.

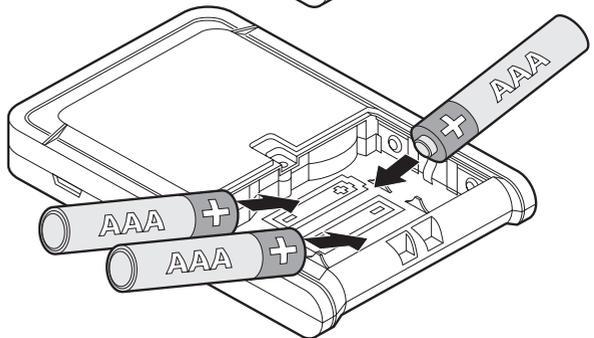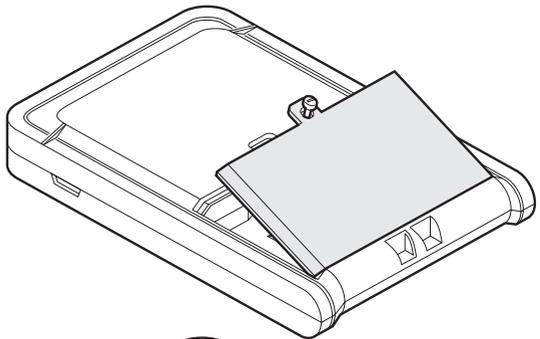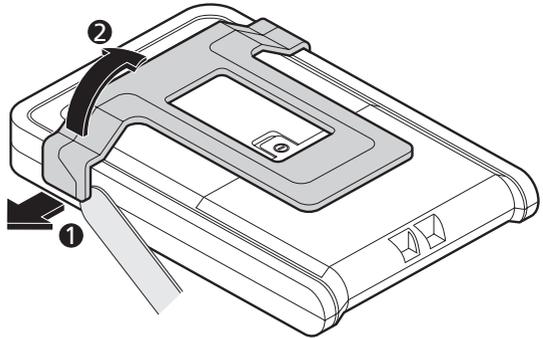6 Replace and gently tighten the retaining screw.

Inserting speech pendant batteries

The speech pendant is operated by three Duracell MN2400 super alkaline (AAA) batteries. In order to maximise the life of its batteries, the speech pendant uses no power until the panic button is pressed.

IMPORTANT: The speech pendant is not waterproof, do not allow it to come into contact with liquids.

To insert the speech pendant batteries

1 If fitted, carefully remove the clip from the speech pendant.

2 Using the supplied screwdriver, loosen the retaining screw of the battery compartment cover.

3 Lift off the battery compartment cover and insert three AAA batteries according to the orientation marks shown for each battery position.

4 Replace the battery compartment cover and tighten the retaining screw.

5 Replace the clip onto the speech pendant body.

Inserting speech pullcord batteries

The speech pullcord is an essential requirement in situations where it is difficult to wear the speech pendant, such as in bed or in a toilet. The speech pullcord is operated by three Duracell MN2400 super alkaline (AAA) batteries. In order to maximise the life of its batteries, the speech pullcord uses no power until the cord is pulled.

Note: The speech pullcord is not suitable for use in bathrooms or other steamy environments.

To insert the speech pullcord batteries

1 Grip the body of the speech pullcord (if the speech pullcord is not yet mounted, you will also need to hold the base plate with your other hand) and twist it in an anti-clockwise direction so that it disengages from the base plate.

2 Within the main body, disengage the battery holder from its retaining clips and slide off its top cover.

3 Insert three AAA batteries into the holder according to the orientation marks shown for each battery position.

4 Slide on the top cover of the battery holder and place it into the retaining clips within the speech pullcord body.

5 Offer up the speech pullcord body to the base plate. Within the inner lip of the main body there are two tabs of differing sizes. These must be aligned with the correct slots within the base plate. Once engaged, twist the main body clockwise until it clicks into place.
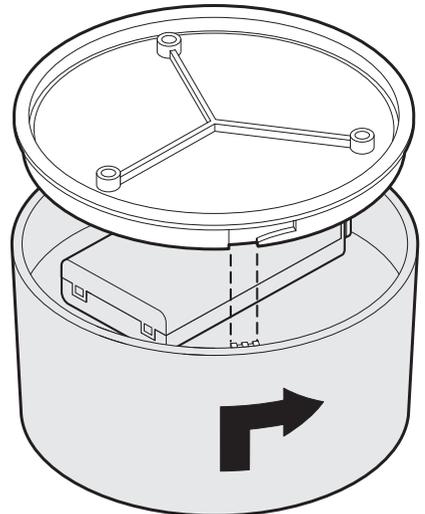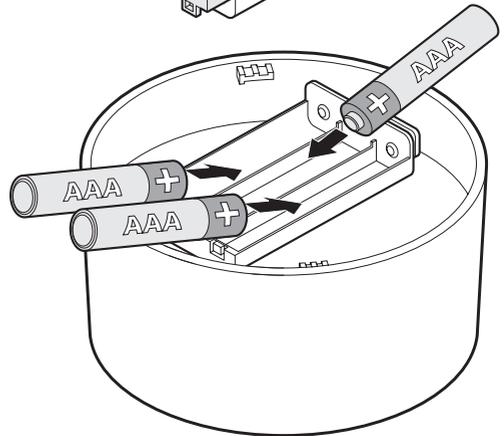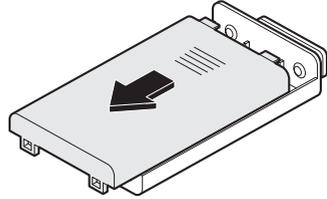
Registering the pendant(s) and pullcord(s)

Before a speech pendant or speech pullcord can be used with the home unit, each must be registered. It is often easier to register pullcords before they are mounted in place so that you can bring them closer to the home unit.

To register the pendant(s) and pullcord(s)

1 Select the SETTINGS menu screen. *See page 18 for details.*

2 Use ▼ ▲ until the REGISTER option is level with the ◀ symbol, then press the ENTER soft button.

 The display will then show two options: PENDANT and PULLCORD.

3 Use ▼ ▲ until the required option is level with the ◀ symbol, then press the ENTER soft button. The display will now ask you to either press the button on the pendant or pull the cord of the pullcord. This screen will remain for one minute.

4 On the pendant or pullcord, either push the button or pull the cord until all three of the device's indicators illuminate and two sets of beeps have sounded. Two of the indicators will then extinguish to leave just the red one lit and the home unit should respond at this stage with either:

 REGISTER SUCCESSFUL or REGISTER UNSUCCESSFUL.

 Note: It can take up to one minute to register a pendant or pullcord.

 • If unsuccessful, try the procedure again. If it still does not register, try changing the batteries in the device or try a different pendant or pullcord. Please wait until the device has reset (after a further two minutes) before trying to register it again.

 • If successful, the display will now prompt you to enter a name for the new device.

5 Use the top corner keypad to enter a name (e.g. John) or location (e.g. Bedroom) for the device:

 • Repeatedly press the button containing the required character until that character is shown on the display.

 • Press the ✱ button to move the cursor to the next position and then enter the next character. *Note: If the next character is on a different button to the last one pressed, you don't need to press the ✱ button.*

 • To enter a space, press the ✱ button twice.

 • If required, use the large green C (cancel) button to erase characters.

6 Press the STORE soft button to save the name or location of the device and return to the REGISTER menu. The device is now stored and can be used to trigger an alarm.

To deregister a pendant or pullcord

Please see page 39 for details.

Deregistering a pendant or pullcord

It may sometimes be necessary to remove or replace a pendant or pullcord. When you do this, remember to deregister the device that is being removed.

To deregister a pendant or pullcord

1 Select the SETTINGS menu screen. *See page 18 for details.*

2 Use ▼ ▲ until the DEREGISTER option is level with the ◀ symbol, then press the ENTER soft button.

   The display will show a list of the currently registered pendant and/or pullcords.

3 Use ▼ ▲ until the required pendant or pullcord name is level with the ◀ symbol, then press the ENTER soft button.

   The selected device will be wiped from the home unit memory and the message DEREGISTER SUCCESSFUL will be shown.

Monitoring protocols

Your Castle Care-Call system provides two reporting protocols for use with monitoring centres. Your monitoring centre will advise you on which format to use.

Comcare MPS1 (compatible with the Scancom fast format protocol)

This monitoring protocol has the following functions and reporting capabilities:

1 Locally programme the home unit with a unique identifying number and monitoring centre phone number.
2 Raise an alarm call triggered by the home unit, speech pendant or speech pullcord, allowing the operator to open a two way conversation and to close down the alarm call when finished.
3 Raise an alarm call from a hardwired input device such as an intruder alarm.
4 Raise a call automatically reporting a mains failure and, once reported, shut down the call.
5 Raise a call automatically reporting a low battery alarm on either a speech trigger or on the home unit and, once reported, shut down the call.
6 Carry out periodic test calls where the home unit will automatically raise a pre-programmed test alert and then shut down the call.

Comcare MPT1 (compatible with the TTnew protocol)

This monitoring protocol has the following functions and reporting capabilities:

1 Locally programme the home unit with a unique identifying number and monitoring centre phone number.
2 Remotely re-programme the home unit with a new unique identifying number and/or monitoring centre phone number.
3 Raise an alarm call triggered by the home unit, speech pendant or speech pullcord, allowing the operator to open a two way conversation and to close down the alarm call when finished.
4 Raise an alarm call from a hardwired input device such as an intruder alarm.
5 Raise a call automatically reporting a mains failure and, once reported, shutdown the call.
6 Raise a call automatically reporting a low battery alarm on either a speech trigger or on the home unit and, once reported, shut down the call.
7 Carry out periodic test calls where the home unit will automatically raise a pre-programmed test alert and then shut down the call.

Safety

- The home unit, the power adapter, the speech pendant and speech pullcord devices are designed for indoor use. Do not allow moisture to enter any of the devices.

- Do not attempt to open the home unit, the power adapter, the speech pendant or speech pullcord devices, except in accordance with the instructions given in this guide regarding battery replacement. There are no user serviceable parts within these devices.

- Use only the supplied and approved power adapter with the home unit.

Power safety instructions

Use only the power adapter supplied with and designed specifically for the Castle Care-Call home unit. Always plug the power adapter to a mains outlet socket that is nearest to the equipment and is most accessible without causing a trip hazard.

Caution

Risk of personal harm and/or damage to the equipment if the rechargeable battery is replaced by an incorrect type. Dispose of used batteries as instructed by your local authorities.

Rechargeable battery details

Use only with Hunan Corun Hi-Tech Co. Ltd, type no: AA1200 x 6 7.2VDC 1200mAh NiMH rechargeable battery pack.

Ringer equivalence number (REN)

The Ringer Equivalence Number (REN) is used to determine the number of devices that can be connected to the telephone line. The sum of all RENs of all telephone devices simultaneously connected to the telephone line should not exceed four (4). Exceeding a REN of 4 on a telephone line may result in the devices not ringing in response to an incoming call. Check with your telephone service provider to confirm the maximum REN number for your telephone line.

Battery disposal

The speech pendant and speech pullcord devices use three AAA alkaline batteries. The devices employ a zero power policy when in standby mode in order to maximise the operating period of the batteries. When new batteries must be fitted, dispose of the old batteries in an environmentally friendly manner using local recycling facilities where available.

Warranty

Castle Care-Tech Ltd and or its subsidiaries and its affiliates ("the Manufacturer") warrants its products hereinafter referred to as "the Product" or "Products" to be in conformance with its own plans and specifications and to be free of defects in materials and workmanship under normal use and service for a period of twelve months from the date of shipment by the manufacturer. The manufacturer's obligations shall be limited within the warranty .period, at its option, to repair or replace the product or any part thereof. The manufacturer shall not be responsible for dismantling and/or reinstallation charges. To exercise the warranty the product must be returned to the manufacturer freight prepaid and insured.

This warranty does not apply in the following cases: improper installation; misuse, failure to fallow installation and operating instructions, alteration, abuse, accident or tampering, and repair by anyone other than the Manufacturer.

This warranty is exclusive and expressly in lieu of all other warranties; obligations or liabilities; whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall the Manufacturer be liable to anyone far any consequential or incidental damages for breach of this warranty or any other warranties whatsoever, as aforesaid.

This warranty shall not be modified, varied or extended, and the Manufacturer does not authorise any person to act on its behalf in the modification, variation or extension of this warranty. This warranty shall apply to the Product only. All products, accessories or attachments of others used in conjunction with the product, including batteries shall be covered solely by their own warranty, if any. The Manufacturer shall not be liable for any damage or loss whatsoever, whether directly, indirectly, incidentally, consequentially or other wise, caused by the malfunction of the product due to products, accessories, or attachments of others, including batteries, used in conjunction with the products.

The manufacturer does not represent that its product may not be compromised and/or circumvented, or that the product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery. fire, or otherwise, or that the product will in all cases provide adequate warning or protection. User understands that a properly installed and maintained alarm may only reduce the risks of events such as burglary, robbery and fire without warning, but it is not insurance or a guarantee that such will not occur or that there will be no death, personal damage and/or damage to property as a result.

The manufacturer shall have no liability for any death, personal and or bodily injury and/or damage to property or other loss whether direct, indirect, incidental, consequential or otherwise, based on a claim that the product failed to function. However if the Manufacturer is held liable whether directly or indi-

rectly for any loss or damage arising under this limited warranty or otherwise regardless of cause or origin, the Manufacturers maximum liability shall not in any case exceed the purchase price of the product, which shall be fixed as liquidated damages and not as a penalty, and shall be the complete and exclusive remedy against the Manufacturer.

Warning: The user should follow the installation and operation instructions and among other things test the product and the whole system at least once a week. For various reasons, including, but not limited to, changes in environmental conditions electric or electronic disruptions and tampering, the product may not perform as expected. The user is advised to take all necessary precautions for his/her safety and the protection of his/her property.

12 MONTH GUARANTEE REGISTRATION FORM

Customer details

Title   Mr / Mrs / Miss / Ms / Other

First name ....

Surname ....

Address ....

....

Town / City ....

County...

Postcode ....

Country ....

Telephone ....

Email...

Product details

Name of system...

Home unit serial no....................................

Pendant serial no.......................................

Retailer ....

Date of purchase ....

In case of problems

1 Retain this warranty and your proof of purchase for future reference.

2 Contact the store or retailer and provide the above product details along with a clear description of the problem.

HOME UNIT RESET WARNING:

Please ensure that when you program the Home unit to call PRIVATE individuals, that the user(s) are aware of the procedures to cancel hardwired alarm calls and alarm calls made by either, the home unit, speech pendant and speech pull cord.

After the recipient of the call has pressed the * (star key) to accept the alarm call they MUST:

1) In the case of a hardwired alarm call made by the home unit

a) The recipient of the call MUST press the # key on their phone to reset the home unit. If this is not actioned, the   telephone line will remain open and your telecommunications provider will charge you accordingly.

b) Arrange for the key holder to visit the property where the hardwired alarm was made and reset the both the hardwired alarm device e.g. intruder alarm, and check that the home unit has been reset.

2) In the case of an Alarm Call made by the home unit, speech pendant or speech pullcord.

a) The recipient of the call MUST press the # key on their phone to reset the home unit and / or speech pendant / pullcord. If this is not actioned, the telephone line will remain open and your telecommunications provider will charge you accordingly.

b) The individual who made the alarm call can reset the home unit and / or speech pendant / pullcord by pressing the cancel button on the home unit and then entering the 4 digit pin if programmed to do so.

If the home unit is linked to a monitoring centre:

1) In the case of a hardwired alarm call made by the home unit

The alarm call will go the monitoring centre who can then take the appropriate action. (please check this bit) The operator has the ability to close down the alarm call when finished.

2) In the case of an Alarm Call made by the home unit, speech pendant or speech pullcord. This allows the operator to open a two way conversation and to close down the alarm call when finished
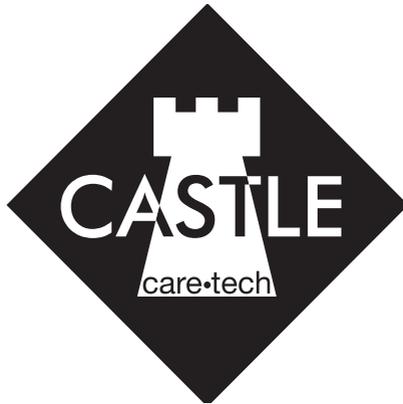
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