

Doro installation guide

Pack contents

When you receive your pack, open the box and ensure that you have the following equipment:

- a) The home unit – this has a large red oval button at the bottom, above that is an oblong green button and to the right side of that, there is an oblong yellow button.



- b) A black mains adaptor (3 metre)



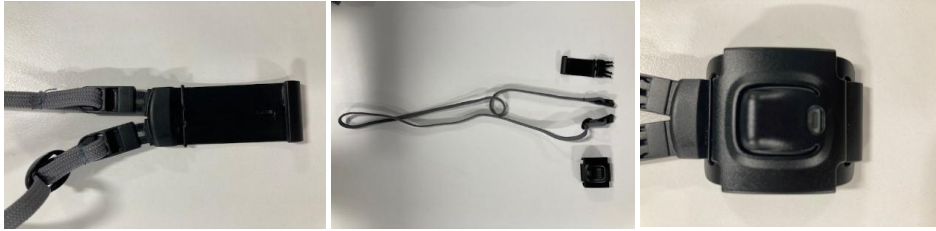
- c) Personal trigger button – these are black and grey and square in shape.



- d) A two tone grey wrist strap.



- e) A grey neck cord with black plastic attachments.



f) The unit



If any of the above equipment is missing, **please call the Carecall office on 01925 458000.**

Connecting the lead and switching on

1. Turn **the home unit (a)** upside down. Then remove the oblong back plate (nearest to the aerial).
2. Plug **the black mains lead (b)** (clear plastic end) into the visible grey socket. The switch to the right hand side of the grey socket can now be switched to the '**On**' position.
3. Plug the **black mains adaptor (b)** into the mains electricity socket, and switch the power supply on.

Your unit should now be live. The large red oval button will now be illuminated with a small red light, and this will stay red whilst the unit is live.

Above this red button and to the left hand side of the unit, you will see three small symbols with lights beneath them. The first symbol to the left is the '**power**' symbol. This should be green and stay green when the unit is switched on.

The middle symbol is a '**caution**' symbol. (If illuminated, this indicates that the system is not connected correctly. Please return to the previous instructions and re-check).

The third symbol + is the '**signal strength**'. Because this system runs off a SIM card (like a mobile phone), initially this symbol will show a red light for a minute or so. Once a signal has been found, the red light will turn green (showing a good signal strength) and the system is ready to operate.

(If this symbol shows a constant red light after a few minutes, it means that the signal strength is poor). **Please call us to arrange for a different system to be arranged on 01925 458000.**

Using the home unit – Test call

- 1) Press the red oval illuminated button. The unit will start to dial to the dedicated 24hr switchboard. When the call is answered by an operator at the monitoring centre, the operator will speak to you and ask if you are okay.
At this point, you can tell the operator why you have pressed the button.

Say to the operator: **'I am doing a test on a newly installed unit'**.

The operator will inform you that you can be heard clearly and that the Test Call has been successful. The operator will then terminate the call

- 2) Now attach your black & grey emergency button/pendant to the wrist strap.
 1. Push the wrist strap through the narrow strip on the pendant (from above, then under the pendant and back through the opposite side).
 2. Open the grey plastic clasp, thread the other end of your wrist strap through the clasp and close to secure. This can be re-adjusted to your personal wrist size.

If you prefer to wear it around the neck, follow these instructions:

1. Take the neck cord (which has two black plastic clips at the end). There is an additional black plastic piece which has a two prongs to the top and a curled-up lip to its base. Fix the two prongs into the two plastic clips on the neck cord.
2. Then take your square black/grey pendant and place the curled lip into one end of the pendant (narrow) opening, then press the other end of the pendant into the top piece until you hear it click into place. This should now be securely fixed.

Note: There is an additional piece of plastic that can be fitted over the pendant (neck cord only), which gives an easy press option. Only use this if you have minimal strength in your fingers. The plastic fitting can be placed on top of the pendant and pushed in place until it secures itself.

Testing your new emergency button.

To test, press the grey part of the button. When you press it, the small light indicator will flash red and green. You will then hear the unit activate in the same manner as the previous Test call. Once your call has been answered by the operator, you can repeat to them that you are conducting '**A pendant test**'. They will confirm that all is working fine and terminate the call.

Your system is now set up and can be used when needed. Over the coming weeks, it is good practice to repeat the test calls a few times in order to familiarise yourself with the system.

Your pendant is completely waterproof and can be worn in the shower or bath.

If you have any concerns **please contact our office on 01925 458000.**