

Tunstall GSM 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 red oval button at the bottom, above that is a round green button and to the left side of that, there is a round blue button
- b) Black mains adaptor cable - 3 metre



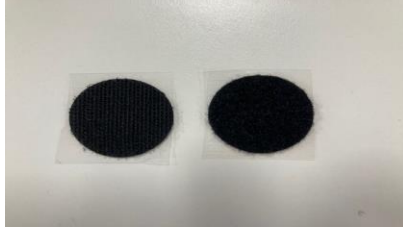
- c) Black aerial cable with a gold screw in thread at the end



- d) Personal trigger button – these are red and cream and oval in shape



- e) A white neck cord attachment and/or a grey elasticated wrist strap
- f) Two black sticky velcro pads – for aerial attachment



If any of the above equipment is not present, **please call the Carecall office on 01925 458000.**

Connecting the aerial and electricity cable



- 1) Attach the aerial to the rear of **the home unit (a)**. At the rear of the unit, you will see a gold round metal cable attachment to the right hand side. Screw your **black aerial cable (c)** to this attachment so that it is secure. Then using your two **black velcro pads (f)**, stick one pad on top of the unit and the other pad to the base of the aerial stick. Then stick these two Velcro pads together. The aerial will now stand at the top of the unit and it will be secure.
- 2) Plug the **black mains lead (c)** (clear plastic end) into the second from the left socket on the rear of **the home unit (a)**. Plug the black plug into the mains electricity socket, and switch the power supply on.
- 3) Your unit is now live.
- 4) Because this system runs off a SIM card (like a mobile phone), initially the light above the green button will show red for a minute or so, whilst the unit finds an appropriate signal. This indicates your 'Signal strength'. Once a signal has been found, the red light will change to green or yellow, depending on your location and the signal strength in your area. The system is now 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

Press the red oval button on the unit. 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 call on my 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.

Now attach your red & cream **personal trigger button (d)** to either the **neck cord or wrist strap (e)**. The neck cord has a plastic attachment attached to it. Push this through the back of the red/cream pendant so that it clicks into place and secures itself. If you choose to use the watch strap, push the elasticated strap through the rear of the pendant and open the straps plastic clasp. Push the strap through the clasp and secure by pushing the clasp down.

Testing your new emergency button

Now press the red part of the pendant/button. When you press it, the small nodule at the base should light up red. 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 doing '**A pendant test**'. They will confirm that all is working fine and terminate the call, as mentioned previously.

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**.