

Tunstall Installation guide

Pack contents

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

a) The home unit

On top of the unit there is a slim yellow **Home / Away** button a slim green **Cancel** button and a large red **Help** button.



b) Long white telephone lead - 3 meters



c) Short white telephone adaptor lead



d) Black mains adaptor - 3 metres



e) Personal trigger button – these are usually red and cream sometimes black



f) White neck cord attachment (and/or a grey elasticated wrist strap)



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

Connecting the leads and adaptors

Follow these five simple steps to connect your home unit to your phone line.

- 1) Take the **long white telephone lead (b)** and plug the small clear end into the back of **the home unit (a)** marked 'Line' (2nd socket on the left).



- 2) Take your existing telephone cable out of the square white socket (usually situated near a skirting board in your house).
- 3) Plug the other end of the **long white telephone lead (b)** into your main telephone socket.
- 4) Plug the **short white telephone adaptor (c)** in the rear of **the home unit (a)** labelled with a telephone symbol. Then plug your personal telephone cable into this socket.



- 5) Finally, plug the **black mains adaptor (d)** into the rear of the unit labelled 'DC'. Then connect the plug into your mains power plug socket, and switch on.



Your unit should now be live. The large square red button will be illuminated. To the right hand side of the unit, a slim solid green light will also show. This is your electricity/telephone supply to the unit - If this shows red at any point there is a problem with the installation.

Follow the above steps to re-check your connections. If still showing red, it could be an electricity problem or telephone line failure. The unit will not work correctly until this issue is fixed.

Using the home unit – Test call

- 6) Press the red square illuminated button.



The unit will announce an automated message:

“Do not worry your alarm telephone is dialling for assistance”

This message will be followed by a number of sounds, which is the unit dial tone. Once these sounds stop, wait for a 2 second-long sound, which will indicate that the call has been 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:

“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. (You should hear a long beeping sound for a second or two).

- 7) Now attach your **personal trigger button (e)** to either **the neck cord or wrist strap (f)**.



The neck cord has a plastic attachment attached to it. Push this through the back of the red/cream button 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 button, and open the strap plastic clasp. Push the strap through the clasp and secure by pushing the clasp down.

Testing your new emergency button

- 8) Now press the red part of the 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.

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**.