



SELF INSTALL INSTRUCTIONS CARESSE+



Connect Care Medical Alert is managed and operated By:

**Halton Healthcare
A Not-for-Profit Program
associated with the**

Oakville Trafalgar Memorial Hospital



PLEASE READ BEFORE INSTALLATION



Do's

- Do keep the Caresse+ connected to the AC power at all times.
- Do keep the aerial upright for the best range of the button signal.

Don'ts

The Caresse+ is quite sturdy and you can treat it just like any other telephone, however, **YOU SHOULD NOT DO THE FOLLOWING:**

- **Do Not** place the Caresse+ next to something that makes a lot of noise, such as next to a television or radio.
- **Do Not** put it right next to your stove or close to any other heat source.
- **Do Not** set the Caresse+ in a place where it will get damp, such as a bathroom or near house plants that are sprayed at any time.
- **Do Not** place it very close to any large metal objects such as microwave ovens, as metal stops the signals from the button from reaching the Caresse+.
- **Do Not** put the Caresse+ on top of something soft, such as a thick towel, as this can stop sound from reaching the microphone.
- **Do Not** connect cables other than those supplied with the unit.

Status Warnings - Telephone Line Monitoring

If the telephone line is faulty or becomes disconnected, the Caresse+ will announce "WARNING – the telephone line is disconnected". This warning will be repeated every 30 seconds until the telephone line becomes available again.



To silence the warning, reconnect the phone line. If the telephone line is connected and the warning continues, press the **Green Cancel Button Twice**. If the warning continues you should contact your telephone company, as the telephone line may be faulty.

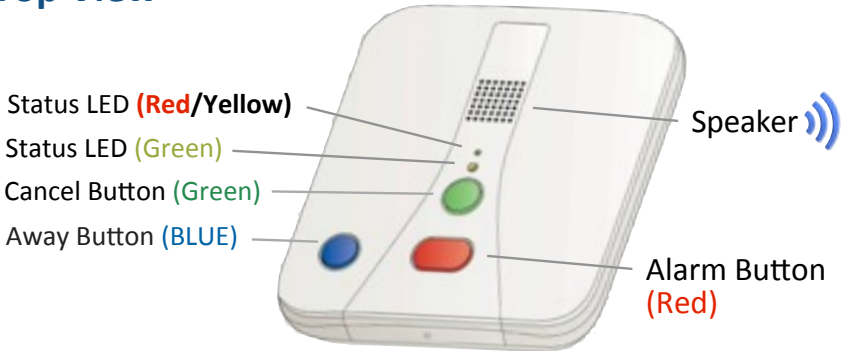
AC Power Failure Monitoring



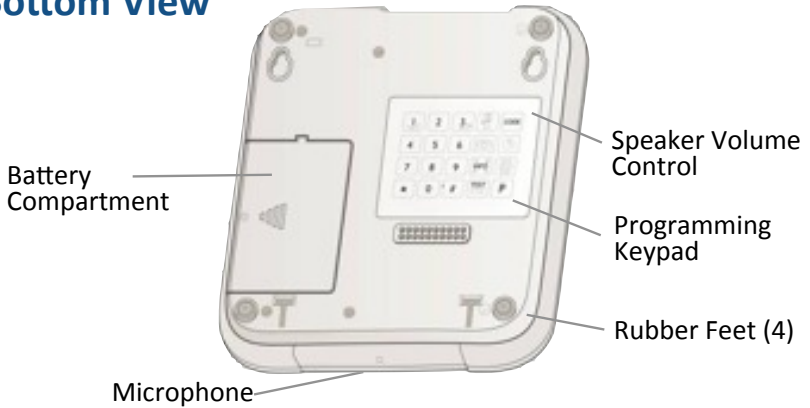
If an AC power failure occurs, the Caresse+ will continue to work using its backup battery. However, as a warning, the green LED light will flash once every 4 seconds. **The unit will also announce "WARNING – there is no electrical power"**. This warning is repeated every five minutes. To silence the warning, reconnect the power cord or press the **Green Cancel Button Twice**.

Caresse+ Unit

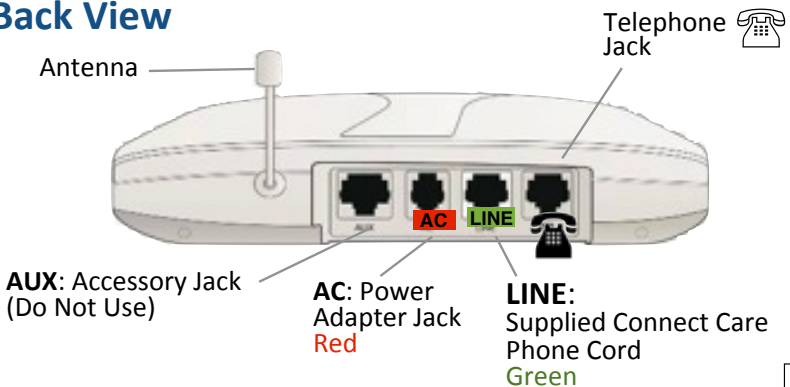
Top View



Bottom View



Back View



Connecting the Leads And Adaptors

STEP 1

- Position the Caresse+ so the **end view** is facing you (refer to the attached diagram).
- Rotate the aerial to the upright position.
- **This will ensure the best range for the personal help button.**

Fig. A

- Unplug the telephone from the wall jack.
- Plug the cord connected to the jack labelled **LINE** to the telephone wall jack.
- Connecting a modem cable.
See page 10 for details.

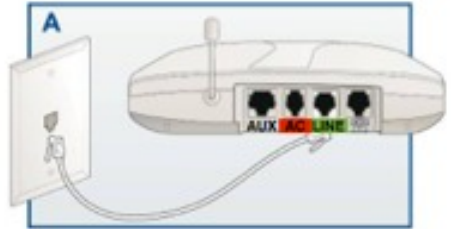



Fig. B

- Plug your telephone cord into the jack on the Caresse+ labelled 
- If you are using an answering machine, the answering machine should be connected to this location (your phone stays plugged into the answering machine).

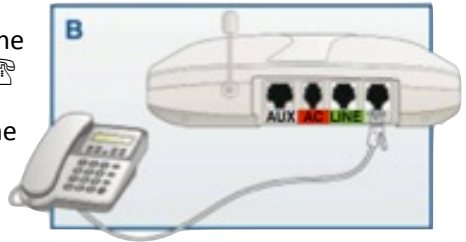
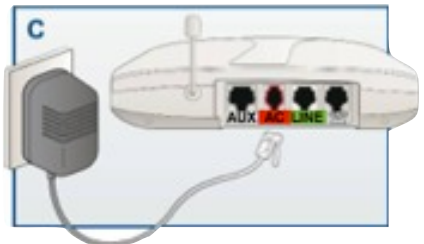


Fig. C

- The cord for the power adaptor is marked with a **band of red** tape.
- This should **ONLY** be connected to the AC jack (outlined in red).
- **Placing this cord into one of the other openings will result in damage to the base unit.** Plug the power adaptor into the wall outlet.



Do Not place the base unit in a power outlet controlled by a wall switch.

Amie Button

Your **Amie button** can be worn on a neck cord or wrist strap. **The help button is waterproof.** Every four (4) hours your button will send a silent signal to the Caresse+ to check the button battery. After 18 attempts (approximately 3½ days) the Caresse+ will send an alarm to the Monitoring Centre if a problem is found.

2 ways to wear the call button: on your wrist, or as a pendant.



Amie
Pendant



Wrist Strap

A REPLACEMENT FEE WILL BE CHARGED FOR LOST BUTTONS



DO NOT TAKE YOUR BUTTON AWAY ON VACATION!



Waterproof



Up to 390ft Radio Range



Auto Low Battery*

**The help button will automatically send a notification call to the monitoring center when the battery is low.*

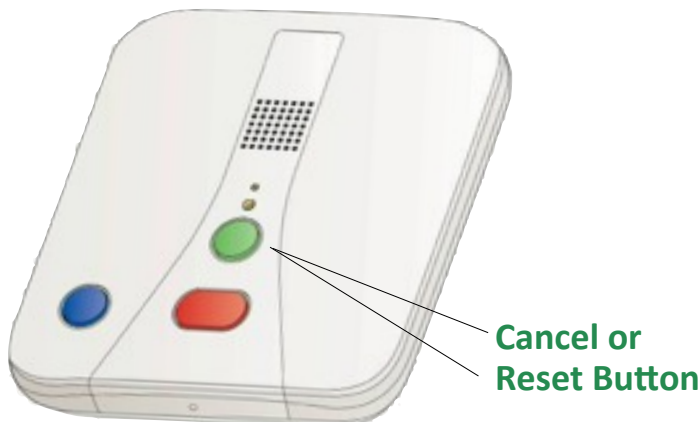
Answering Calls Remotely with Your Button

- Pressing the **Grey Button** allows you to answer incoming telephone calls remotely while the telephone is ringing. The Caresse+ will answer the call and you can speak to and hear the caller hands free via the Caresse+.
- **To end a hands free call:** Press the **Grey Button Again.**
- **To change to handset mode:** Just pick up the telephone handset connected to the base unit. Replacing the handset will end the call.

STEP 3

Range Test

- Press and hold the **Green Cancel or Reset Button** for approximately 5 seconds until you hear a beep.
- The unit will announce “programming mode”.

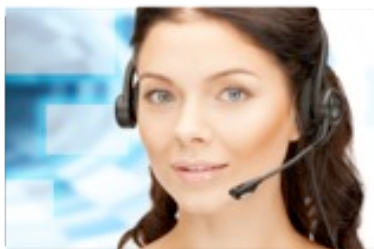


- Take the personal help button and travel around the residence. Press the pendant in all locations to ensure there are no areas where the signal is not reaching. With each press, a light appears on the button for a few seconds and the base should beep to acknowledge the signal. Once the light goes out on the button, wait a few seconds to press it again.
- If you are in a single family residence the button should be tested in your yard as well. In an apartment/condo your pendant works within your apartment only. The pendant will work approximately 200 ft from the base unit.
- **You have three minutes to perform the range test. If you run out of time, you may place the base unit in test mode again.** If you finish the range test before the 3 minutes are up, push the **Green Cancel or Reset Button** to exit range test mode.
- **Your button is designed for home use. It will not work in the community. Please call Connect Care if you have any questions.**

STEP 4

Testing

Once you have successfully completed the range test, press the personal help pendant to raise an alarm to the Monitoring Centre. You will know your Connect Care equipment has tested successfully when your call is answered by the Monitoring Centre. Tell them you are testing.



Auto Fall Detector

If you are using the Auto Fall Detector with your Cresse base unit, please refer to the detailed information in the [Auto Fall Detector User Guide](#) for testing and proper use of your Auto Fall Detector



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Fig. A

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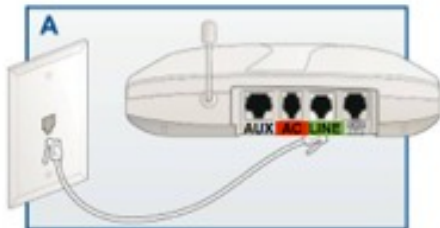



Fig. B

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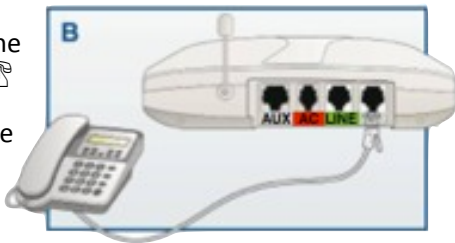
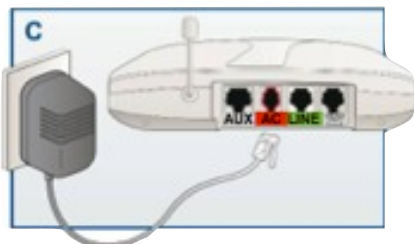


Fig. C

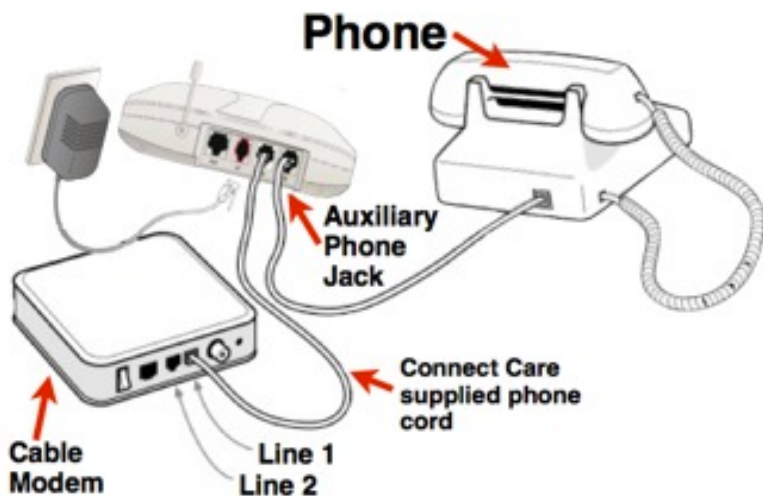
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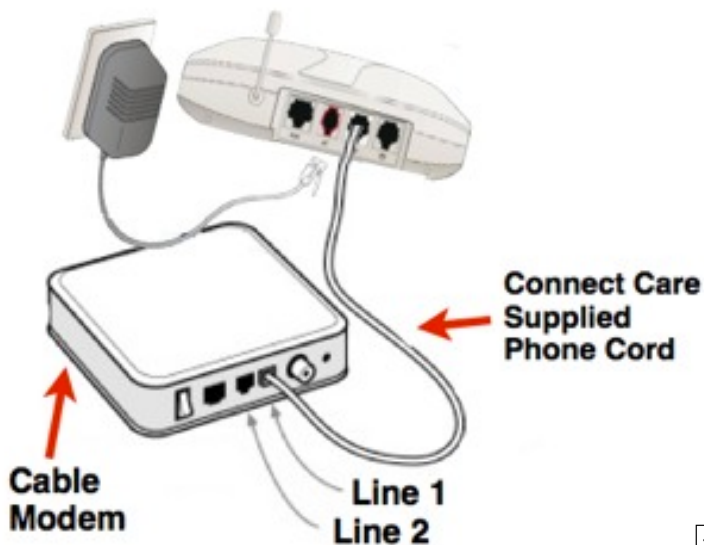
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Connecting The Connect Care System using a cable modem.

Cable Modem with Phone



Cable Modem without a Phone



Trouble Shooting Guide

Two LED's on the Caresse+ provide the status of the unit based on the information below.

LED LIGHTS	HOME UNIT STATUS
Green LED ON	Normal Mode
Green LED Flash (1 Every 4 Seconds)	Normal Mode Running On Battery (A/C Power Off)
Green LED Flash (1 Every Second)	Alarm Mode
Red LED Flash (2 Every Second)	Telephone Line Discounted
Red LED ON	Telephone Line in Use
Yellow LED ON	Away Button in Away Mode
Yellow LED OFF	Away Button in Home Mode
NO LED ON	Unit Powered Down (If Power is on and Connected then the unit may be faulty)

When pressed, the red LED on the Amie button will light up. This is to indicate that the button has been pressed. If the LED flashes when pressed, this indicates that the pendant battery is low and should be replaced.



Language Line - Over 170 Languages!

When you activate your button, the monitoring centre would call the language line, once we confirm you are ok, we will give them information about you so the interpreter can relay a response to you and take appropriate action.*

* Some languages may not be available at the time of your call. Not all languages are available in all regions. Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment.



**Connect Care Medical Alert Service is
Hospital Owned & Operated**

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**24 Hour Central Station
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All net proceeds support hospital programs.



ConnectcareMedicalAlert.ca