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Care @ Home User Guide

CONNECT CARE
Medical Alert Button
Hospital Owned & Operated

Oakville Trafalgar Memorial Hospital
3001 Hospital Gate, Oakville, ON L6M 0L8

Tel: 905.338.4357
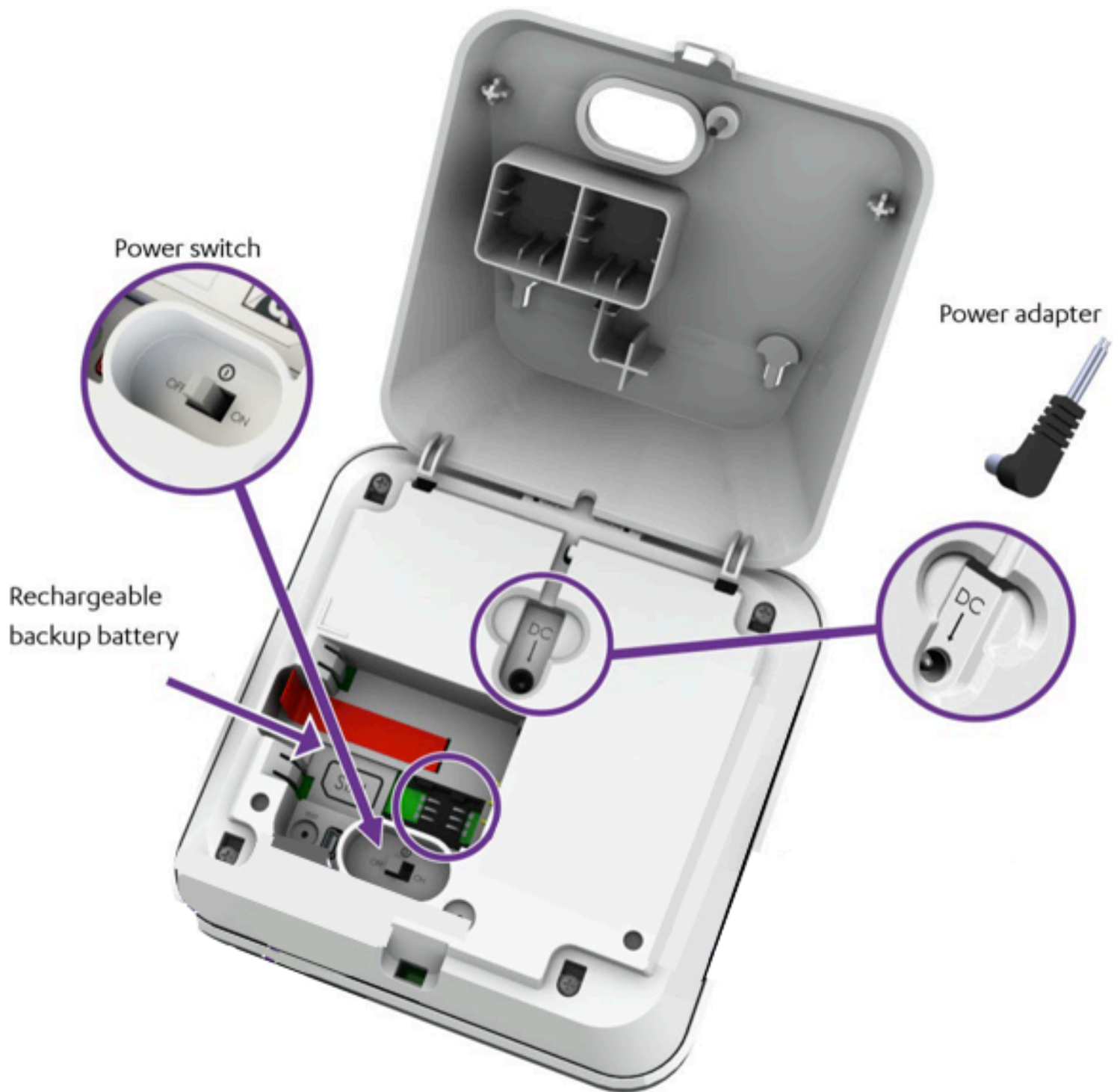**Toll Free: 1.800.665.7853**

www.ConnectcareMedicalAlert.ca

Halton
Healthcare

Care @ Home-Self Installation Guide

Control Panel - Base Unit

EMERGENCY CALL button:

Initiates an emergency call

Disconnects during speakerphone call

Speaker

RESET button:

Cancels an active alarm report in progress

Clears reminders

Enable/disable activity timer

Emergency Call Button

Power LED

Communication LED

PAIRING button

Bottom View of Your Control Panel

Power switch

Power adapter

Rechargeable
backup battery

Important - Please Read

Please avoid placing control panel/base unit in areas with metal obstructions and concrete walls to eliminate radio frequency obstructions.

Do not place the control panel/Base unit 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 control panel/base unit 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 reaching the control panel/base unit

Do not connect cables other than those supplied with the control panel/base unit

If you require your Control panel/base unit moved or re-located within the home, please contact our office for assistance

Using your Care @ Home personal Emergency response unit

Making a Monthly Test Call

Press the personal help button or fall detector until the Red light appears then release to raise an alarm to the monitoring centre. You can also raise an alarm call by pressing the Emergency call button on the control panel/base unit.

You will know your Connect Care equipment has tested successfully when your call is answered by the monitoring centre. Tell them you are testing. We ask you perform this test on a monthly basis.

Option 1

Option 2

Option 3

Accidental Alarms

Do not worry if you accidentally raise an alarm by pressing your button. You can simply press the reset button to cancel an active alarm in progress but if your call goes through to the central station operator, simply explain it was an accidental press. The operator will be pleased to know you are okay and will reset the system at that time.

What you need to know about the personal Help Buttons

Standard emergency pendant
Your emergency pendant can be worn on a neck cord or wrist band.

The help button is lightweight and waterproof with up to seven year battery life and has a range up to 400 m (1312ft.)

When assistance is needed, simply press the button to raise an alarm call. You will be connected to the medical alarm monitoring station.

Emergency Fall Detector

Your emergency fall detector is lightweight and waterproof with up to two years of battery life and has a range up to 400 m (1312ft.)

This pendant like the standard emergency pendant allows you to press the button to raise an alarm call. The Emergency fall detector provides an added layer of protection by automatically generating a call for assistance if a fall is detected and you are unable to push a help button.

NOTE: This button has an Automatic reset: it will not send a call for help after a fall is detected if the client takes three or more steps while the LED is flashing (over a period of 8 seconds)

Fall detection feature does not detect 100% of falls. If able, clients should always press their help button when they require help

Trouble Shooting Guide

There are two LED on the control panel that provides the status of the unit based on the information below.

LED LIGHTS	HOME UNIT STATUS
Power Status Green LED ON Solid Green LED ON Blinking	Power ON-Normal mode Running on back up battery (AC power OFF) Control panel announces "Attention, console switched to back up battery" one time only (Back up battery supplies power for up to 30hrs) Check power connections to the control panel
Communication Status Green LED ON Solid Green LED ON Blinking Red LED ON Solid Orange LED ON	Normal mode Message being sent Telephone line disconnected Control panel announces "Attention, phone line disrupted" one time only Check phone line connections On during emergency call
Emergency Call Button ON Blinking ON Solid	Normal Mode Alarm call in progress Operator answering call/message acknowledged
	The reset button lights up in Orange for 3 seconds when the button is pressed. Located at the top of the unit.