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Self Installation & Home User Guide

CONNECT CARE
Medical Alert Button
Hospital Owned & Operated

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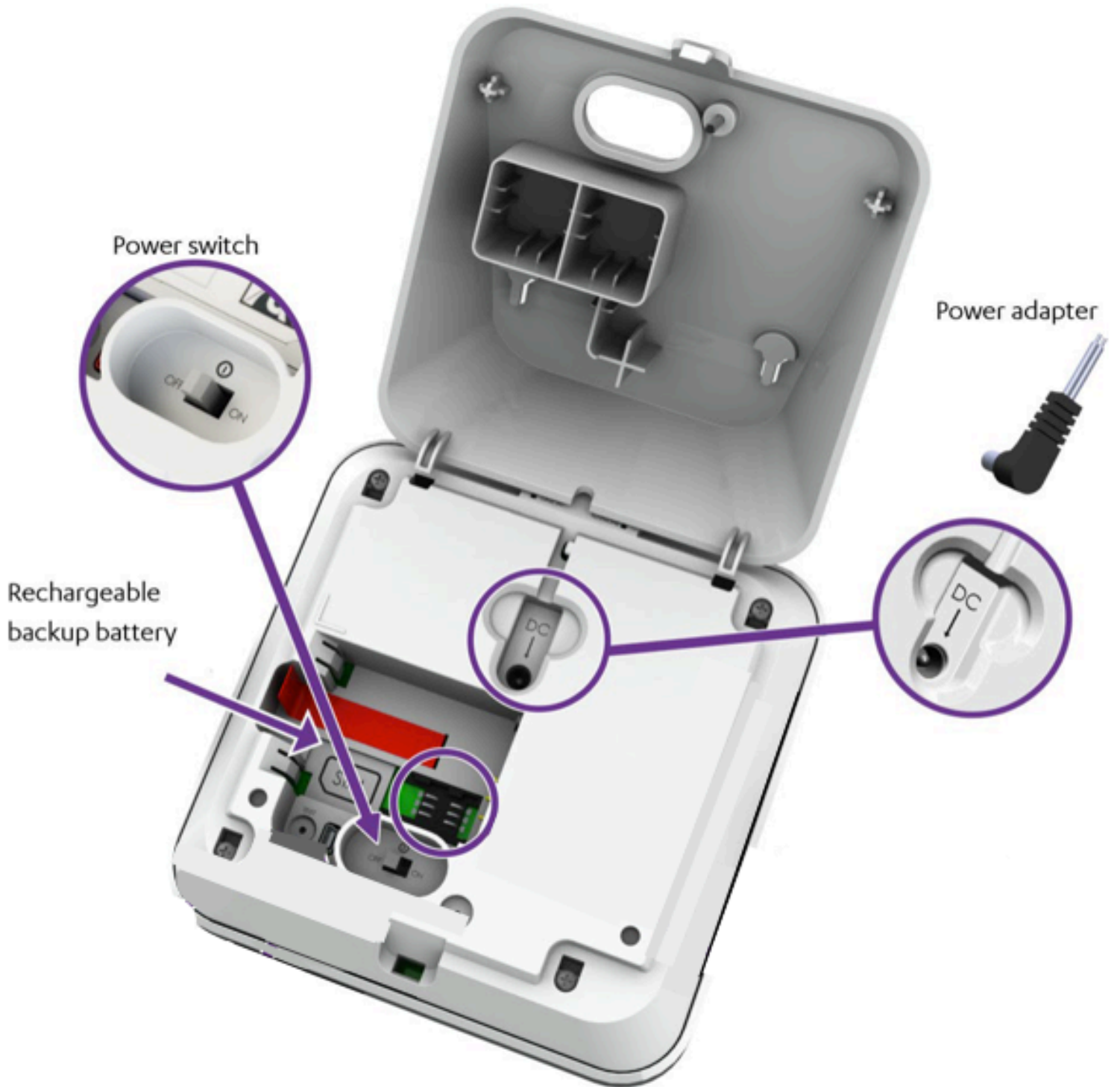Tel: 905.338.4357 • Toll Free: 1.800.665.7853

Halton Healthcare

ConnectcareMedicalAlert.ca

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

Power switch

Power adapter

Rechargeable
backup battery

Important - Please Read Before installation

Determine the best location for the control panel i.e. central location in the home such as living room or the bedroom

Please avoid placing the control panel/base unit in areas with metal obstructions and concrete walls to eliminate radio frequency obstructions
Do not place the control panel 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 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
Do not connect cables other than those supplied with the control panel

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

Installing the Control Panel with an Existing Telephone Service

Step 1. Plug in the power adapter into a power outlet

Step 2. Determine the telephone service used by the client via a **land-line** or a **digital modem**

    A. Land-line   Locate a telephone jack that is in close proximity to the power source. If there is a telephone plugged into the telephone jack, unplug it from the telephone jack and plug it into the port on the back of the control panel marked "To Phone". Plug the telephone cord that is connected to the port on the back of the control panel marked "Line In" into the telephone jack. **Note: Verify that the telephone has a dial tone.**

    B. Digital modem   Check to see whether the telephone cord connected to the digital modem is connected to a **telephone** or a **telephone jack**.

        i.   If it is connected to a **telephone**, unplug the telephone cord from the digital modem and plug into it into the port on the back of the control panel marked "To Phone". Plug the telephone cord that is connected to the port on the back of the control panel marked "Line In" into the telephone port of the digital modem. **Note: Verify that the telephone has a dial tone.**

        ii. If it is connected to a **telephone jack**, unplug the telephone cord connected to the telephone jack and plug it into the port on the back of the control panel marked "To Phone". Plug the telephone cord that is connected to the port on the back of the control panel marked "Line In" into the telephone jack. **Note: Verify that the telephone has a dial tone.**

Step 3. Turn the power switch ON.   The control panel switches to Standby mode.   In this mode the power LED is green and the communication LED is red.   The control panel announces "control panel on". The Communication LED flashes green. When communication is established the communication LED is solid green. (This may take up to 1 minute to established connection)

Installing the Control Panel with a Landline Replacement /Cellular Unit

Step 1. Plug in the power adapter into the power outlet

Step 2. Turn power switch on (Located at the back of the control panel at the bottom). Unit announces "Control panel on"   communication LED light flashes RED, once communication is established LED turns GREEN. (This may take up to 1 minute to established connection)

Step 3. Control Panel announces cellular strength.

Performing the range test of your personal help button

If at any time you encounter difficulty and want to start again, simply press the reset button

1. Press the pairing button **twice** located on the right hand side of the control panel

2. Unit announces "control panel enters test mode" LED lights flash

3. Holding the emergency pendant or fall detector, move about 50 cm (20in.) away from the control panel.

4. Press the personal help button until the red light on the pendant appears then release.
    Note: You must press below where red circle is so you can see it for approx. 3-5 seconds

    The Unit announces "test successful". Now take the personal help and travel around the residence i.e. bathroom, kitchen etc.
    Remember you must Press below where red circle is so you can see it for approx. 3-5 seconds

    You have 10 minutes to perform this test.

5. To exit programming mode press the reset button located at the top middle of the control panel
    Unit announces "Control panel exited test mode"

Testing your Personal help button or fall detector

Press the personal help button or fall detector until the Red light appears then release to raise an alarm to the monitoring centre. Control panel flashes.

You will know your Connect Care equipment has tested successfully when your call is answered by the monitoring centre. Tell them you are testing.

You are now ready to use your Connect Care Medical Alert Service

Fall Detector test
If you are testing with a Fall Detector and wish to test the fall detection sensor simply place the fall detector on a table top and place for 10 seconds, pick up the fall detector and hold it shoulder height at arm's length and immediately drop it. Wait 20 seconds, the LED flashes green to indicate success.

PLEASE NOTE: The Fall detector does not signal the base unit when it flashes green. It is a means of ensuring the initial test of the sensor was successful.

What you need to know about the personal Help Buttons

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.

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