

Need more help?

Troubleshooting

Unit triggers without cause

There may be interference from another keyfob or wireless equipment nearby. You may also have accidentally knocked the 'HELP' button. Consider how you wear the keyfob to reduce false alarms.

Audible interference through speaker

Occasionally, other electrical items in a room (TVs, radios etc) can interfere with the main unit's speaker. Try moving the unit, or the suspected item affecting it, to a different location.

Poor sound quality on message

Try re-recording your message, speaking clearly into the main unit. Speak close to the microphone at the front of the unit, and away from other electrical items.

Keyfob low battery indicator

The light on the keyfob will turn red instead of green when the 'HELP' button is pressed. Replace battery.

Your nominated contact(s) cannot acknowledge the call

The call acknowledgement will only work if your nominated contact is using a touch-tone phone.

Important notes

To indicate low battery on the main unit (when running on batteries only) the main unit red light will be on permanently. Plug in mains adaptor and replace backup batteries.

If you have any special requirements, you should always consult a medical professional for appropriate advice on tele-medical equipment.

The best way to raise an alarm in the event of an emergency is to call 999 directly.

Test the unit frequently to check system is functioning correctly.

Keep the main unit away from direct sunlight or hot surfaces.

Only use the supplied power adaptor. Other adaptors may damage the main unit.

Always inform your nominated contact(s) prior to their inclusion and agree a particular course of action upon their receiving your automated call.

Specification

- Frequency: 433.92MHz
- Range: 50 metres free line of sight
- Power supply-

Main Unit: 6V DC adaptor or 4 x AAA alkaline batteries (backup power, not included)
Remote Keyfob: 12V A23S battery

Adaptor information:

Input: 100-240V 50-60Hz 0.2A
Output: 6.0V 1000mA

Question not answered?

Visit our website for more details on 'How the Alarm Works'.

www.personalalarms.org

E: info@personalalarms.org

0800 112 3201



SureSafe

PERSONAL EMERGENCY CALL SYSTEM

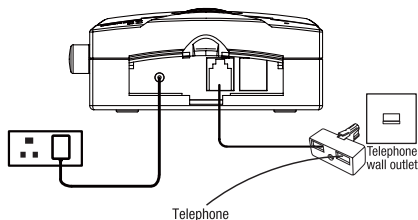
- Personal alarm / medical alert for seniors
- Supporting independent living for all
- Auto-dials family and friends at the push of a button

User Manual

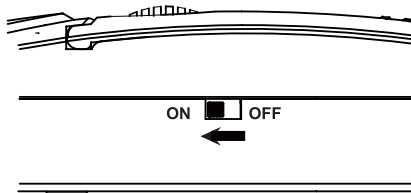


Step 1. Connection

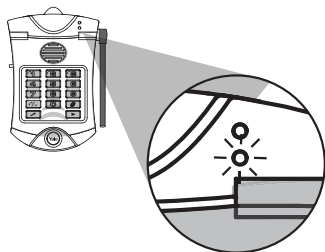
Lift cover at rear of unit



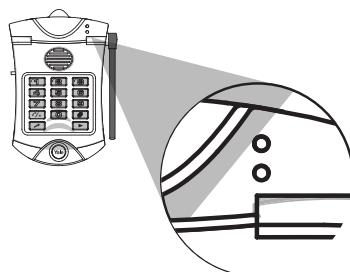
Step 2. Turn on main unit



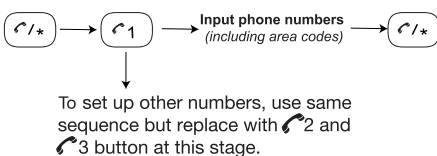
Step 3. Red light stops flashing and stays lit



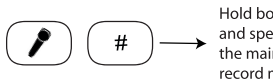
Step 4. Red light will turn off




Step 5. Set maximum 3 phone numbers



Step 6. Recording voice message



Step 7. Play back voice message

Press  to play back pre-recorded message.

**Repeat step 6 if required.
Setup is now complete**

Connection

Remove all components from packaging. Open the cover on back of the main unit and plug in one end of the supplied telephone cable. Connect the other end into the supplied telephone splitter. Remove the existing telephone cable from the wall outlet and plug into the telephone splitter. Then plug the telephone splitter into the telephone wall outlet. Connect the power adaptor to the main unit and plug into the mains. Insert optional 4 x AAA batteries if back-up power is required for the main unit

Setting contact telephone numbers

1. After the red light goes out you can program up to 3 telephone numbers - land line or mobile.
2. Press the 'handset and star' button, followed by button 1 (this will be the first contact number used by the system).
3. Key in the full telephone number including the area code.
4. Press the 'handset and star' button again to finish the process.
5. Repeat this process for each of your remaining 2 contact numbers, using buttons 2 and 3 accordingly. If you make a mistake, these numbers can be overwritten using the same process.

Recording your voice message

You can now record your voice message, which can be up to 6 seconds long. This is the message that the system will play if triggered. Try to ensure that the message is as detailed as possible.

1. To record the message, press and hold the 'microphone' button and the 'hash' button together and speak clearly into the main unit. When you have finished recording, release the buttons.
2. To play back your message, press the 'play' button. If you want to re-record your message, repeat the process above.

Operation

Using your Suresafe Personal Alarm

1. If you need to activate your system, press the 'HELP' button, either on a pendant or the main unit.

2. The system will beep 10 times, then, after a short delay, will automatically dial the preset numbers in the order that you set them (beginning with the telephone number you assigned to button 1).

The speaker on the main unit will playback your prerecorded message repeatedly. Each number will be dialled 5 times, with each call lasting 45 seconds if not acknowledged.

If you accidentally press the 'HELP' button and activate the system, you can cancel the alert by switching the main unit OFF and then back ON. After the red light goes out, the system is ready to use.

Instructions for your nominated contacts

When any of your nominated contacts receives a call, they will hear your recorded message being played repeatedly. To acknowledge the call they must press any number on their telephone keypad. This will then activate a 2-way communication with you. If you are near the main unit you will be able to speak to them via the built in speaker/ microphone (if you are too far from the main unit, the microphone may not pick up your voice).

The 2-way communication will last for 50 seconds before 3 warning beeps indicate that the call will end within 10 seconds. To extend the call for a further 60 seconds, your nominated contact should press any number on their telephone keypad. After the call is ended the system is ready to use.

Testing your system

To ensure your system is set up correctly, test it fully before using. Ensure your nominated contacts are aware that you are testing, and then activate, to check all functions. If your system doesn't work, first check all connections and then reset using the 'reset procedure'. Then work through the 'set-up' procedure again.

This is a wireless system with a limited transmission range. Try triggering your pendant(s) in different parts of your house. Doors, walls and other wireless equipment may reduce the range. Make a note of where the signal cannot be consistently received by the main unit and do not use pendants in these areas.

Package contents

- 1 x Main unit
- 1 x 6V DC adaptor
- 2 x Alarm pendants
- 1 x Telephone cable
- 1 x Telephone splitter