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The Carephone

peace of mind

Carephone Landline

User Manual

To Get In Touch

Support Line: 0871 272 1849

Visit: thecarephone.com

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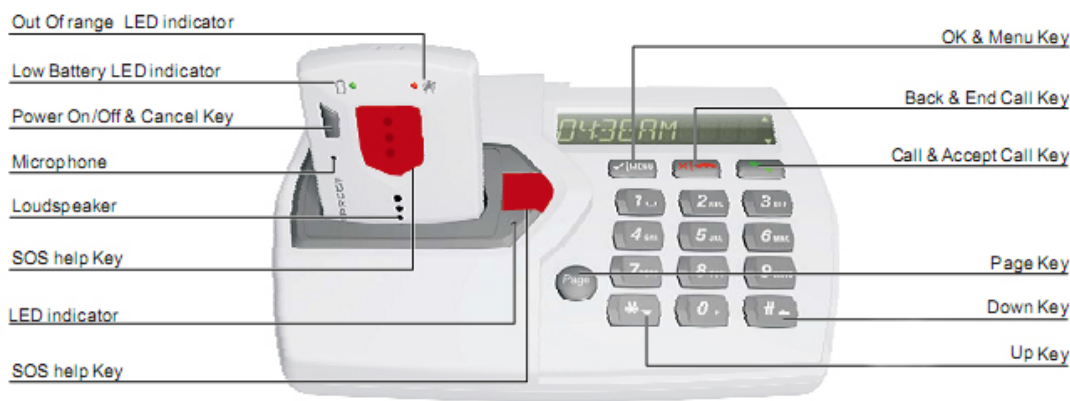
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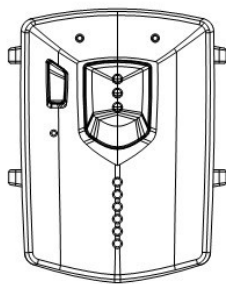
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If you have not already subscribed to Carephone Monitoring then you can do so by calling 0800 849 9254.

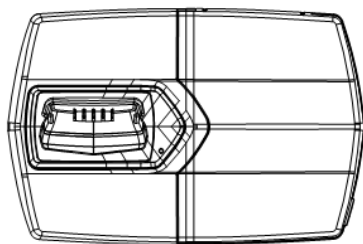
Overview



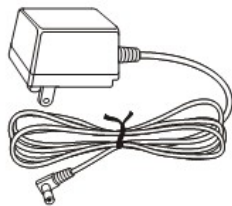
In the box



Pendant



Base Unit



AC Adapter



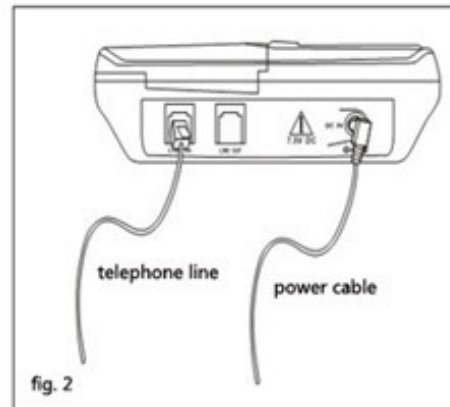
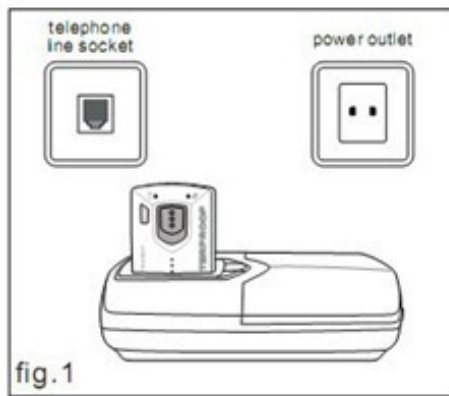
Lanyard



Phone Cord

Connecting the Base Unit

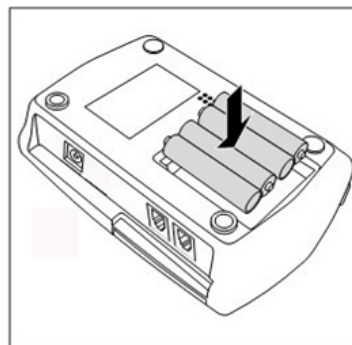
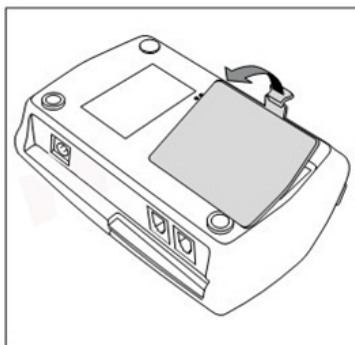
1. Place the base station on a stable surface location near the telephone line socket and electricity socket. (see fig.1)



2. Connect the telephone line and power cable to their corresponding connectors at the back of the base station marked **LINE IN** and **DC IN**. (see fig.2)
3. Connect the other end of the telephone line and power cable to their respective socket.

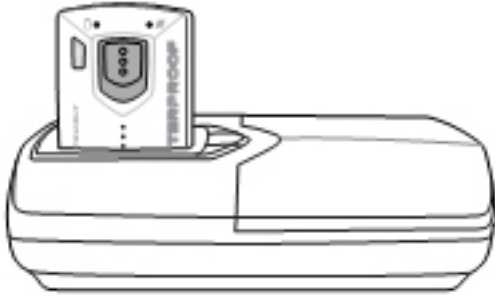
Installing the back up Batteries (optional)

1. Remove the battery cover at the bottom of the base station.
2. Insert 4*1.2VAAA rechargeable batteries as figure









Note: charge batteries for at least 12 hours before first use.

Pendant charging



Note: charge pendant for at least 12 hours before first use.

Navigating in the Menu

1. Press  key in standby mode to go to the main menu.
2. Press  or  key in the main menu to select the desired menu.
3. Press  key takes you back to the previous menu from any menu, long press this key can return to standby screen directly.
4. Press  key make a call and accept call. Press  to cancel the call.

Switching the device ON/OFF

A. Press and hold  key for 6 seconds on the front of the pendant to switch on. You can hear “power on” or “power off”.

B. Put the pendant on the base for 6 seconds, the pendant can switch on automatically. You can hear “power on”.

Menu

DATE + TIME

SET DATE

Go to **“Menu”** → **“DATE + TIME”** → **“SET DATE”**.

Enter date value then press  key to save.


SET TIME

Go to **“Menu”** → **“DATE + TIME”** → **“SET TIME”**.

Enter time value then press  key to save.


DATE FORMAT

Go to **“Menu”** → **“DATE + TIME”** → **“DATE FORMAT”**.

You can change the display date format: DD-MM or MM-DD then press  key to save.

TIME FORMAT

Go to **“Menu”** → **“DATE + TIME”** → **“TIME FORMAT”**.

You can change the display time format: 24 Hours or 12 Hours then press  key to save, default is 24 Hours.




Note: If you set date format is 12 Hours, on idle screen will display “AM” and “PM”.

SOS NUMBERS

If you register for the two pendants, there are two options can select (PENDANT1 and PENDANT 2), select your desired pendant to set.

PENDANT 1 / PENDANT 2 LIST

Go to “Menu” → “SOS NUMBERS” → “LIST”.

Press  or  key until the desired phone number appears and press  key to view.

EDIT


Go to “Menu” → “SOS NUMBERS” → “EDIT”.

You can save 3 SOS call numbers. These numbers, previously saved in order of sequence, will be automatically dialed in an emergency when you pressed “SOS key”.

Press  or  key until the desired SOS call number appears, then enter correct phone number and press  key to save.

DELETE ALL


Go to “Menu” → “SOS NUMBERS” → “DELETE ALL”.

You can delete all SOS call numbers, when you press this, “CONFIRM?” appears, press  key to delete. If all SOS numbers are deleted, “SET P1 SOS” or “SET P2 SOS” will be displayed on the screen.

Note: SOS NUMBERS default is “EMPTY”.


SOS MODES

REACH ONE

Go to “Menu” → “SOS MODE” → “REACH ONE” then press  key to save.

When this option is selected, SOS call will stop when any one of the SOS calling numbers is successfully connected.


REACH ALL

Go to “Menu” → “SOS MODE” → “REACH ALL” then press  key to save.

When this option is selected, SOS call will stop when ALL the saved SOS calling number is successfully connected.

DETECT ACK

ON


Go to “**Menu**” → “**DETECT ACK**” → “**ON**” then press  key to save.

When making an SOS call and the call is picked up, the receiving party can hear: “This is a SOS call, to continue a call, press # key now”, the receiving party shall press the “#” key within 20 sec to confirm.

Otherwise, the corresponding call is considered as un-successful.

The call will be terminated at 20 seconds and the system will continue to the next call.

OFF

Go to “**Menu**” → “**DETECT ACK**” → “**OFF**” then press  key to save.

When this option is selected, the system will not differentiate if the call is picked up by answering machine or voice mail.

CONTINUE SOS CALL

ON

Go to **“Menu”** → **“CONTINUE SOS CALL”** → **“ON”** then press  key to save.

During SOS mode, whether the mode is in REACH ONE or REACH ALL, the calling cycle will continue until REACH ONE/REACH ALL is successfully connected.

OFF

Go to **“Menu”** → **“CONTINUE SOS CALL”** → **“OFF”** then press  key to save.

During SOS mode, whether the mode is in REACH ONE or REACH ALL, the maximum SOS calling cycle is 10 times if there is no successful connected call.


ANSWER CALL

ON

Go to **“Menu”** → **“ANSWER CALL”** → **“ON”** then press  key to save.

When this option is selected, there is incoming ring tone for the pendant and end user can press the SOS HELP Key to pick up any incoming call.

OFF

Go to **“Menu”** → **“ANSWER CALL”** → **“OFF”** then press  key to save.

When this option is selected, there is no incoming ring tone for the pendant.

PILL ALARM

If you register for the two pendants, there are two options can select (PENDANT1 and PENDANT 2), select your desired pendant to set.

PENDANT 1 / PENDANT 2 SET

1. Go to **"Menu" → "PILL ALARM" → "SET" → "START"**

Enter you desired time and press  key to save.


2. Go to **"Menu" → "PILL ALARM" → "SET" → "DURATION"**

Enter you desired duration time and press  key to save.

3. Go to **"Menu" → "PILL ALARM" → "SET" → "TIMES/DAY"**

Enter you desired prompt times and press  key to save.

4. Go to **"Menu" → "PILL ALARM" → "SET" → "REPEAT"**

You can select turn on or turn off this function then press  key to confirm.

This is an alarm reminder for taking medication.
For example, if you set "Start at 9am, Duration is 4 hours, 4 times/day,
Repeat is ON", then you will hear the voice prompt
"Please take medication now" at 9am, 1pm, 5pm, 9pm.
Since Repeat is ON, so this alarm will be repeated every day.

End user can press  key to cancel the announced pills alarm.

CLEAR

1. Go to **"Menu" → "PILL ALARM" → "CLEAR"**

Press  key to confirm it, you can clear the alarm all of your settings.

ALARM

If you register for the two pendants, there are two options can select (PENDANT1 and PENDANT 2), select your desired pendant to set.

PENDANT 1 / PENDANT 2 SET

1. Go to **“Menu”** → **“ALARM”** → **“SET”**.

Enter desired alarm time and press  key to save. When the pendant is



alarm, you can press  key to cancel it.

CLEAR

1. Go to **“Menu”** → **“ALARM”** → **“CLEAR”**.




In this menu, you can press  key to clear you settings of alarm.

When the settings alarm time come, you can hear beep sound from the

pendant, press  key can stop the alarm. If you don't press  key to cancel the alarm, after about 5 minutes the alarm will repeat, total 5 times.


LANGUAGE

Go to **“Menu”** → **“LANGUAGE”**

There are 3 languages you can select. Press  or  key to select desired language and press  key to confirm.

RESTORE DEFAULTS

1. Go to **“Menu”** → **“DEFAULT”**

This function can restore factory settings; excluding date/time setting and SOS help number/Alarm/Pill Alarm. “CONFIRM?” appears, Press  key to confirm.

REGISTRATION

REGISTER

1. Go to “Menu” → “REGISTRATION” → “REGISTER”


press  key, the base screen display “PLEASE WAIT...”, at the same time

you should press and hold  +  key for 3 seconds and you can hear ‘beep’ tone, after a few seconds you can see “SUCCESS” on screen and you can hear “beep” tone.



If register is failed, the base screen will display “failed”, you can register again.

DEREGISTER






1. Go to “Menu” → “DEREGISTER”

Press  key to deregister, the base screen display “PLEASE WAIT...” , after a few seconds, you can see “PLS REGISTER” on base screen.





If deregister is failed, the base screen will display “failed”, you can deregister again.

Note: In normal mode, please do not long press the “  +  key”, because it will make the pendant not work properly. This action is only use for register menu.

Make an SOS Call

1. Press and hold the SOS button  of pendant for 2 seconds to activate SOS, the speaker phone will active automatically, press  key to cancel it.
2. Long press  button of base for 2 seconds to activate SOS. The pendant speaker phone will active automatically, press  key or  key to cancel it.

Make a normal Call

1. Normal call can be made through the pendant and having the base keypad for dialing.
2. Press your desired number then press  key, press  key can cancel it.
3. press  key then press your desired number, Press  key can cancel it.


Answer a call

When a call is coming, press SOS button  or  key to answer the call.

How to cut off line-out

The line-out modular jack is for connecting your own telephone and establishing the normal call between them. When you want to press SOS button to activate a SOS call at the same time, the SOS call will be prioritized to call out and the normal call will be cut off automatically.

System check

Short press  +  key for 1 second on the pendant to start system check.

You can hear "system check, please wait".

System check including:

1. Pendant and Base connection
2. Out of range
3. line availability
4. SOS numbers

If all of above 4 items is OK, you can hear voice prompt:" All functions are ok".

If any one of system check items is failed, you can hear "system check failed".

Paging

When  key is pressed, you can hear "BEEP" tone with the pendant.

Press  key again will cancel paging.

Pendant LED status

Pendant LED indications see below:

Conditions	pendant			
	BATTERY LED	RANGE LED	Turn On	Turn Off
Charging	Red	/	1 sec	1 sec
Full charge	Green	/	Always	/
Low power	Red	/	0.5 sec	2 sec
Make a call	/	Red	Always	/
Out of range	Red	/	0.5 sec	2 sec
Page Pendant	Red	/	0.5 sec	0.5 sec

Back up battery charging indication:

If there is no back up battery installed, there shall be no icon on the base LCD.



If there is back up battery installed, Battery icon on the base LCD will scroll during charging.



If the back up battery full charged, battery icon on the base LCD will become full.

General Warnings And Precautions!

WARNING

- Carephone Landline pendant is waterproof to IP57 certification but to reduce the risk of damage to the unit, DO NOT expose the pendant or base unit to prolonged water, rain or moisture.
- Carephone Landline is intended for residential use only. It may not work properly if connected to some commercial phone systems.
- Carephone Landline's pendant is fully insulated so does not interfere with pacemakers.

Important Safety Instructions:

When using your Carephone Landline, please observe the following instructions in order to reduce the risk of personal injury, electrical shock, or fire.

1. Save these instructions for future reference.
2. Read all instructions carefully and make sure you understand them.
3. Unplug this product from the electrical outlet before attempting to clean it. Do not use any liquids for cleaning either the Base unit or the Pendant. Use only a soft damp cloth.
4. Do not locate the Base unit near any source of water, such as in the bathroom, near a sink in the kitchen, or the like.
5. Do not open the unit, (except the battery compartments as directed in these instructions) on the Pendant for any reason. Any attempt to open the case of the Base unit or the Pendant will void the warranty and may damage the unit or prevent it from working properly.
6. Do not use any power source other than that supplied from Carephone, use of any other power source could damage your unit.
7. Always dispose of batteries properly. Never throw batteries into a fire. Consult your local ordinances for proper battery safety.
8. If your unit becomes damaged do not attempt to repair it. Please return it to Carephone Ltd for service or replacement as stipulated on the next page under "ONE YEAR LIMITED WARRANTY".

Warranty

DISCLAIMER: Carephone Ltd will not be responsible for the improper use of a Carephone Landline product, nor will it be responsible for failure resulting from the use of other equipment connected to the same phone line. We will not be responsible for the quality of the phone line or the reliability or quality of the phone service with which Carephone Landline is used. Carephone Ltd will not be responsible for the installation of the Carephone Landline. It will not be responsible for the improper use or abuse of this unit.

COMMUNICATION AND RESPONSE LIMITATIONS: Purchaser acknowledges that signals which are transmitted over telephone lines, or other modes of communication pass through communication networks wholly beyond the control of Carephone Ltd and are not maintained by Carephone Ltd, and, therefore, Carephone Ltd shall not be responsible for any equipment or communication failure which prevents transmission signals from reaching your contact list including emergency operators or damages arising therefore. Purchaser acknowledges that Carephone Ltd provides no response to its Carephone Landline equipment. The equipment is designed to communicate with the contact list of your choice as well as emergency operators and Carephone Ltd is not and shall not be responsible for ambulance, police or other emergency response time or that any response will be provided by the anyone on your contact list including the emergency response center.

ELECTRIC AND TELEPHONE SERVICE IS NECESSARY AND PURCHASER'S RESPONSIBILITY: Purchaser acknowledges that the Carephone Landline equipment (including optional Battery Back-up accessory) plugs into a standard telephone jack and communicates over standard telephone lines using two way voice communication.

Purchaser acknowledges that the Carephone Landline equipment requires 220 Volt AC power and electrical outlets and receptacles, telephone hook-ups, RJ11 Block or equivalent, all of which is Purchaser's responsibility to obtain and maintain.

TESTING AND SERVICE OF CAREPHONE LANDLINE EQUIPMENT: Carephone Landline equipment, once installed, are in the exclusive possession and control of the Purchaser, and it is Purchaser's sole responsibility to test the operation of equipment and request warranty service if the equipment is under warranty.

LIMITED WARRANTIES OR REPRESENTATIONS: Carephone Ltd does not represent nor warrant that the Carephone Landline system will prevent any loss, damage or injury to person or property, or that the personal emergency alert system will in all cases provide the protection for which it is installed or intended. Purchaser acknowledges that Carephone Ltd is not an insurer, and that Purchaser assumes all risk for loss or injury to Purchaser's property or person. Carephone Ltd has made no representation or warranties, except those expressed herein and hereby disclaims any warranty of merchantability or witness for any particular use.

LIMITATION OF LIABILITY: The Carephone Landline equipment is not designed or guaranteed to prevent any loss or injury. This Limited Warranty and Disclaimer of Liability constitutes the terms of sale and use of the Carephone Landline (and accessory) equipment, and if, notwithstanding these terms of sale and use of the product, there should arise any liability on the part of Carephone Ltd as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused by or contributed to by Carephone Ltd's negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to an amount paid by the Purchaser to Carephone Ltd for the product.

Warranty Claim Form

Name:

Address:

Contact Number:

Fault Description:

Purchase Date:

**For warranty claims please call 0800 849 9254 for returns processing.
Please complete the above fields and return this slip with your handset.**

Limitation of Liability

This page is a summary of the Disclaimer and Limited Warranty disclosed in full at the end of this instruction manual.

The purchaser agrees by using this product to the terms and conditions below and in the Disclaimer and Limited Warranty. The purchaser also agrees to read and follow all instructions and warnings on the product and contained within these Installation and Operation Instructions.

It will be the sole responsibility of the purchaser and user to assure that the Carephone Landline product is installed and programmed properly, and that the unit is used and maintained correctly. This includes, but is not limited to, periodic use to assure that the Carephone Landline, including batteries, are in proper working order, that the unit is located in an appropriate location in the home, that the electrical outlet is supplying power, and that the user has been educated as to the operation and functionality of the product as a whole.

Carephone Landline equipment is not designed or guaranteed to prevent any loss or injury. This Limited Warranty and Disclaimer of Liability discussed in full at the end of this instruction manual constitutes the terms of sale and use of the Carephone Landline (and accessories) equipment, and if, notwithstanding these terms of sale and use of the product, there should arise any liability on the part of Carephone Ltd as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused by or contributed to by Carephone Ltd negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to an amount paid by the Purchaser for the product.

Further, Carephone Ltd has no obligation to assure that calls are made, received or responded to, nor is Carephone Ltd responsible for acts, or consequences of the acts, of those responding.