

Digital/IP Personal Alarm: Setup for Homes with Digital Broadband

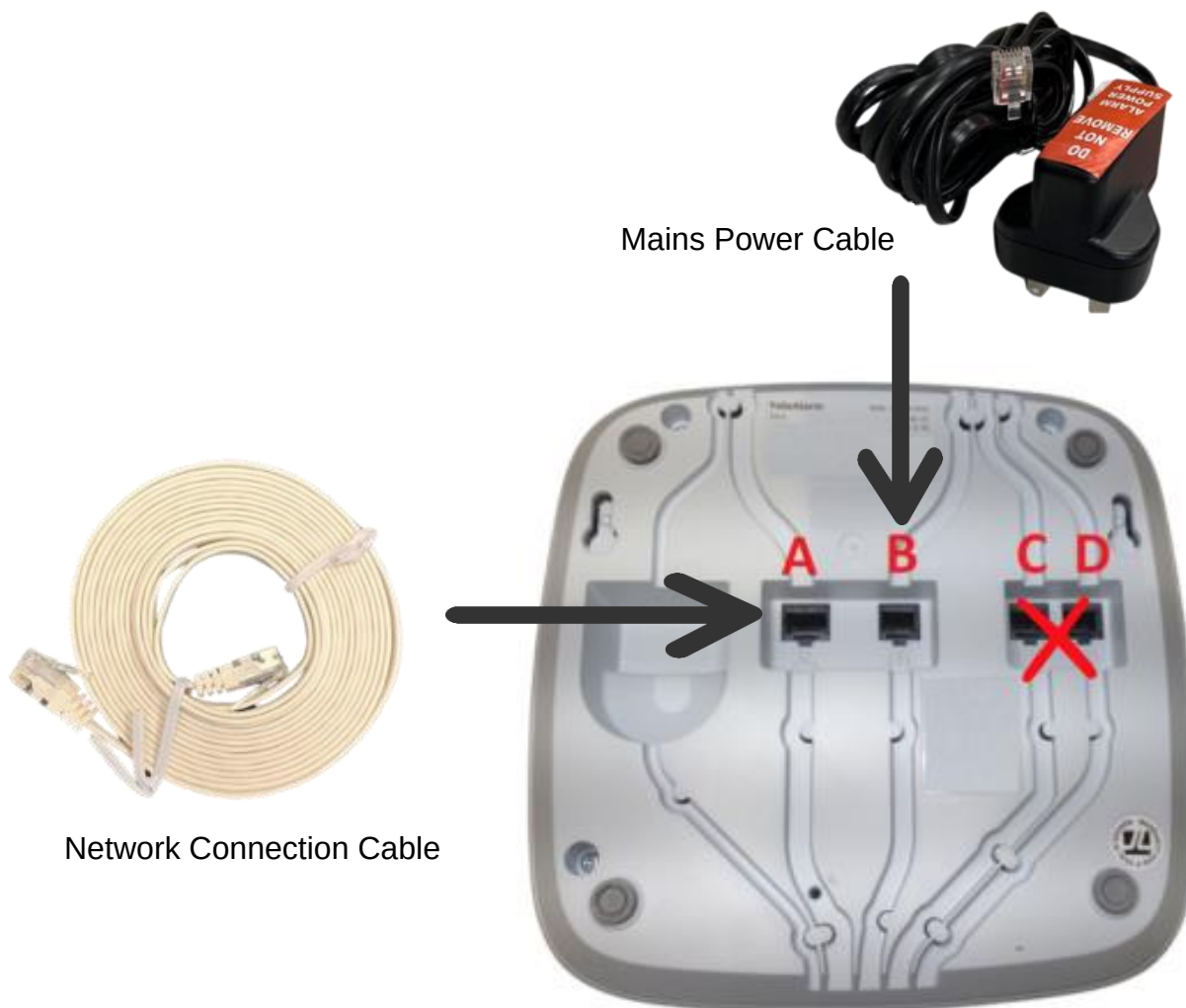
What is in the Box:

1. Alarm base unit
2. Mains power adapter
3. Network cable
4. Pendant Button (with Neckcord and Wristband) **or** Vibby Fall Detector

Prior to installation, please ensure broadband services are in working order. Check that you can access external websites via a PC or tablet, as a Wi-Fi signal does not always mean the broadband service is active.

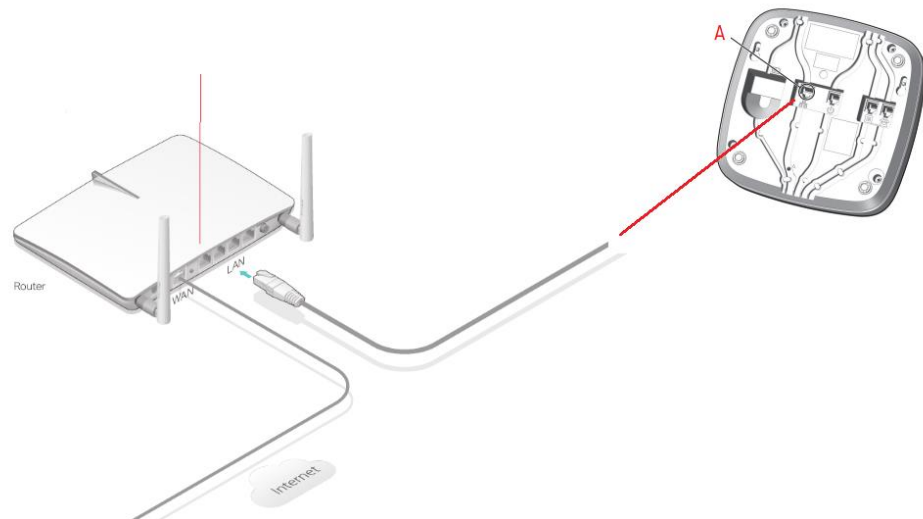
INSTALLATION INSTRUCTIONS

Please look at the base of your alarm system and identify the sockets labelled in the image. Only **Socket A and Socket B** are to be used.



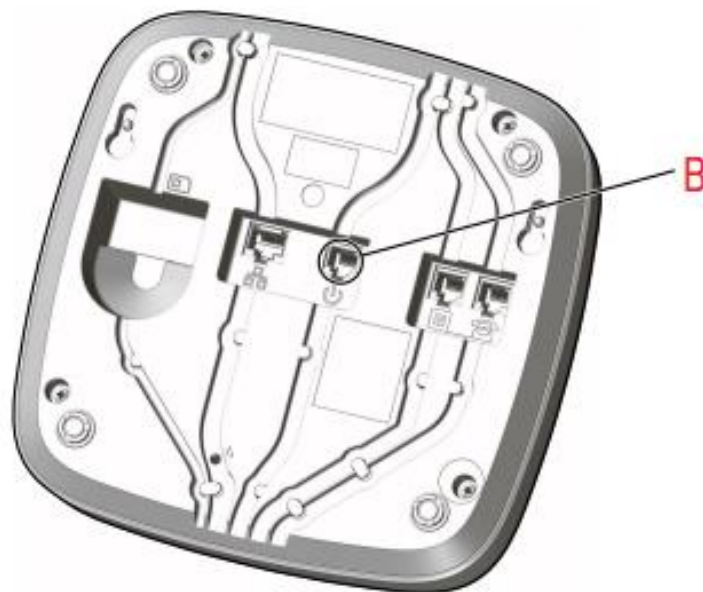
- (1) Insert the plug of the **network connection cable** into **Socket A**. Fit the other end of the cable into your broadband router, into one of the **LAN** sockets. Typically, these are marked 1 through to 4.

*****Do not connect the LAN cable into any sockets marked WAN*****

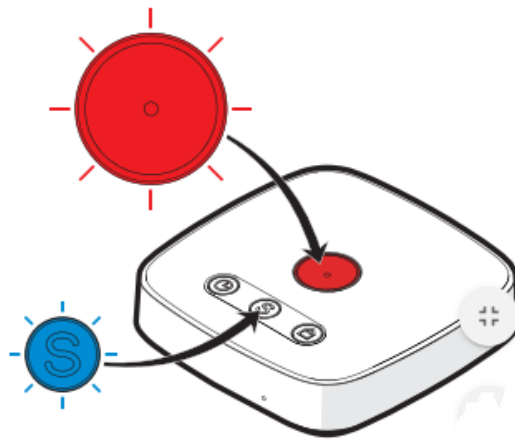


- (2) Insert the plug of the **mains power cable** into **Socket B**. At the other end of the cable insert the plug into an electrical socket. Avoid using an extension lead if possible.

Power connection



- (3) Turn the unit around so that the buttons are visible. A steady red and blue light will be seen on the unit indicating the unit is in its standby mode.



- (4) Press the red emergency button on the base unit of the alarm. An operator will answer and greet you. Inform the operator that you are setting up your monitored alarm system.



- (5) Test the emergency button by pressing it. This will initiate a second call through to the 24-hour monitoring station.



Emergency Pendant Button



Vibby Fall Detector - Emergency Button

Do not hesitate to press the transmitter/pendant button day or night, if help is required. You can also press the red emergency button on the base unit of the alarm. **Additionally, please carry out a test call on your unit monthly** by pressing the button on your Pendant or Vibby Fall Detector.

The maximum transmission range of the pendant button and Vibby Fall Detector from the base unit is 300m. The button should therefore operate from anywhere in your home. You can also ask a friend or family member to test the pendant button to ascertain the furthest point in your garden that it will transmit from. Please stay beside the base unit while they do so to advise the operator that it is another test call.

Important Note: Be aware of potential limitations due to broadband network availability. If there is a power failure **most broadband routers do not have a battery backup** and broadband services are not available. Hence the unit may not be able to connect to the monitoring station. When power is restored, the unit will automatically return to its normal standby mode. You should also carry out a test call after any such power cuts. Please contact your internet provider to query the availability of a router with back up battery.

Troubleshooting: The BLUE button gives indication of the status of the unit. A steady BLUE light indicates normal standby mode. A flashing BLUE button indicates a problem. Press the BLUE button once and the unit will announce the issue e.g., “line failure” or “power failure”. Please call us on **028 2036 0280** for further assistance with trouble-shooting.

Technical Support Telephone Number (24 hours):
028 2036 0280 (Option 3)

Emergency Contact Information Submission: Your safety is of utmost importance to us. To ensure we can respond effectively in case of an emergency, we kindly request that if you have not already done so, you provide your emergency contact details and those of your designated contacts.

- The quickest and most secure way to do this is by completing the online form at taskconnect.co.uk/user-details.
- Alternatively, you can email the information to monitoring@taskconnect.co.uk by completing and attaching the enclosed information sheet.
- The information sheet can also be posted to TASK Connect, 103A Gilford Road, Lurgan, Co. Armagh, BT66 7AH (please use recorded or tracked delivery for added security).

Please be aware that we cannot commence monitoring your alarm, until we have received this information. Your cooperation in this matter helps us create a safer environment for all. If you have any questions or need assistance, feel free to contact us on 028 2036 0280 or email customerservices@taskconnect.co.uk.