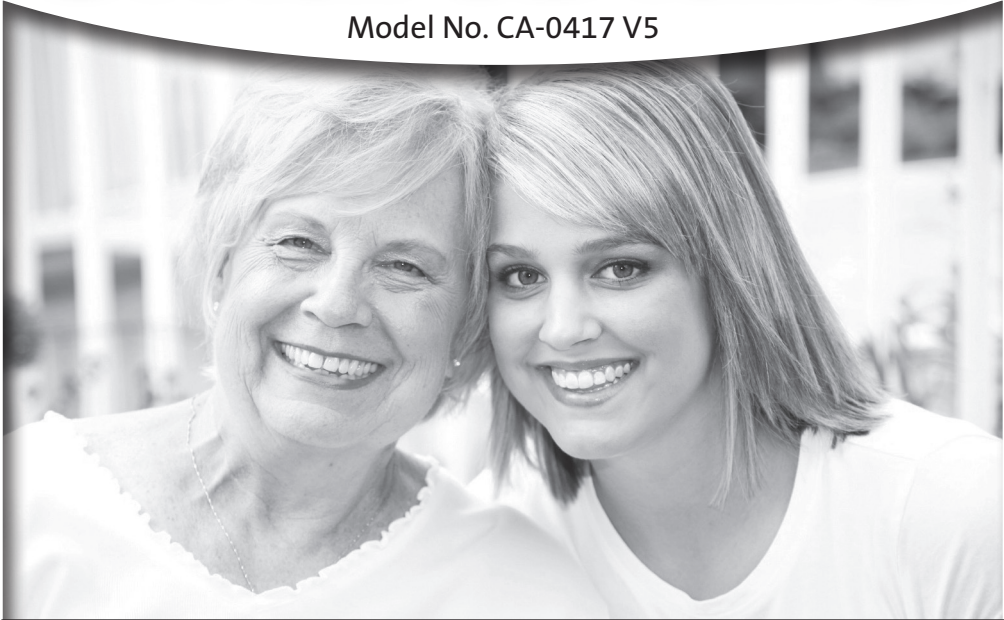


CareAlert SmartDialler

SERIES

Model No. CA-0417 V5



OPERATION & INSTRUCTION MANUAL

**Important
information
& instructions
for your
Smart Dialler.**

**Uniquely
Flexible
Alert
System**



**IT IS YOUR RESPONSIBILITY TO READ THIS
INSTRUCTION MANUAL CAREFULLY**

Test Your CareAlert SmartDialler pendant battery on a regular basis by pressing the Yellow button and listening for the base station to emit a door chime sound.

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SETTING UP YOUR SMART DIALLER

STEP 1: FOLLOW THE STEPS BELOW TO CONNECT YOUR NEW UNIT

- ❖ **INSERT BATTERY:** Remove back panel with screw driver supplied and insert battery. Battery can only fit one way, please use care when installing. Place back panel into position once battery connected.
- ❖ **ATTACH ANTENNA** and place in upright position
- ❖ **CONNECT NECKLACE OR WRIST STRAP**
- ❖ Plug in power supply to the base station and place it in a suitable area in your home where there is a power point. Plug in and wait for approximately 45 seconds until the Sim card signal light stops flashing.
- ❖ **Test Your Unit** - by simultaneously pressing the 2 red buttons on your pendant together. - Once you activate your CareAlert, it will advise via the speaker that it is going to make an emergency call.

DISCLAIMER

REGULAR TESTING IS YOUR RESPONSIBILITY

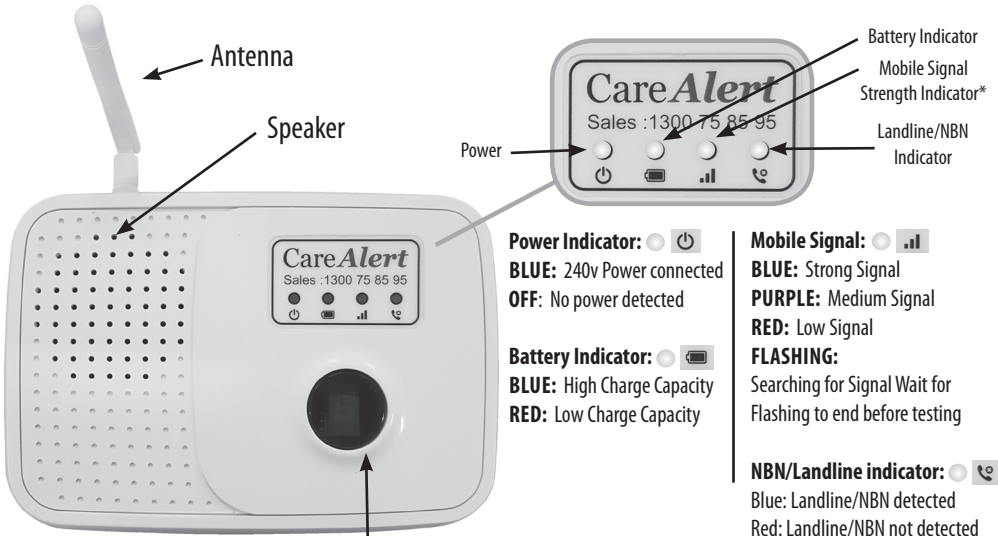
The CareAlert is a quality built product and is fully tested **PRIOR** to shipment. There are however certain environmental interference issues that can effect the performance of **ANY** personal alert system's.

These interference issues are very rare... Under no circumstances should this Smart Dialler be solely relied upon if you have a life-threatening illness. Using this Smart Dialler completely indemnifies the manufacturer and / or its selling agents and installers from any legal action for whatever reason. It is **STRONGLY** recommended that the dialling procedure is regularly tested - if the product is connected to a monitoring station this function will happen automatically.

PLEASE ENSURE YOU HAVE A MOBILE SIGNAL BEFORE TESTING

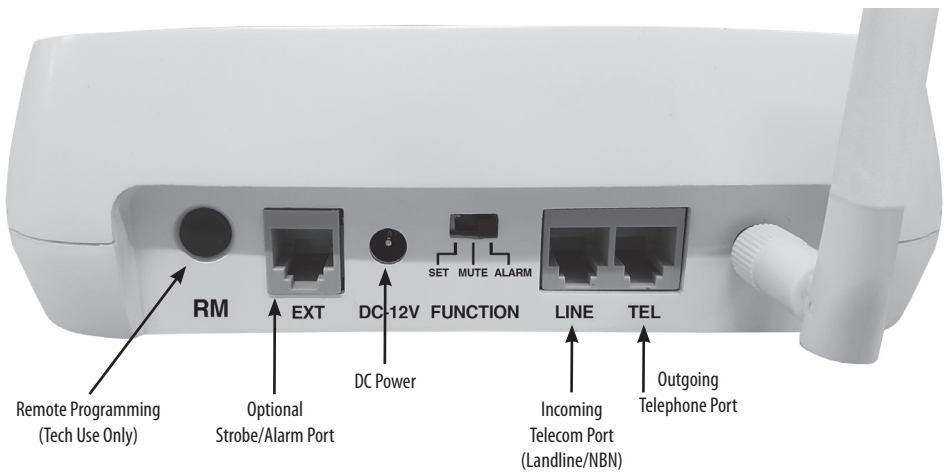
*By installing this product you AGREE with our Terms & Conditions of Use - See website

NAMES AND FUNCTION OF EACH PART



LED indicator window and emergency call button.

TO ACTIVATE: Hold down for 2 seconds and tap to cancel.
 Once dialling has commenced the procedure cannot be cancelled.



SETTING UP A NON-MONITORED SYSTEM



**BEFORE TESTING MAKE SURE
YOUR ALARM HAS PICKED UP
MOBILE COVERAGE**

**YOUR NON-MONITORED SYSTEM ARRIVES
PRE-PROGRAMMED SIMPLY FOLLOW THE STEPS ON PAGE 3**

**A SIMPLE, LIFE
SAVING SOLUTION**

HOW IT WORKS!



**ACCIDENT AT
HOME OR IN
THE WORKPLACE**



**PRESS RED
BUTTONS
ON PENDANT**



**CALL RECEIVED
BY YOUR NOMINATED
CONTACTS**



**HELP IS ON
IT'S WAY**

*To enquire about programming
changes just give us a call.*

Call us on 1300 75 85 95 and for a small fee we
can remotely program your dialler for you.



SETTING UP A MONITORED SYSTEM



BEFORE TESTING MAKE SURE YOUR ALARM HAS PICKED UP MOBILE COVERAGE

A SIMPLE, LIFE SAVING SOLUTION

HOW IT WORKS!



ACCIDENT AT HOME OR IN THE WORKPLACE



PRESS RED BUTTONS ON PENDANT



CALL RECEIVED BY 24/7 MONITORING CENTRE



HELP IS ON IT'S WAY

IMPORTANT STEPS TO FOLLOW FOR MONITORED SYSTEMS ONLY

PLEASE NOTE: WE STRONGLY RECOMMEND THAT YOU HAVE AMBULANCE COVER

YOU DO NOT NEED TO PROGRAM YOUR CAREALERT SMART DIALLER IT HAS ALREADY BEEN DONE FOR YOU

STEP 1: INSERT BATTERY

Remove back panel with screw driver supplied and insert battery. Battery can only fit one way, Please take care when installing. Place back panel back into position once battery is installed.

STEP 2: ATTACH ANTENNA AND PLACE IT IN AN UPRIGHT POSITION

STEP 3: Plug in power supply to the base station and place it in a suitable area in your home where there is a power point. Plug in and wait for approximately 45 seconds so that the mobile signal light stops flashing.

STEP 4: Test your unit by pressing the 2 red buttons on your pendant together. - Once you activate your CareAlert, it will advise via the speaker that it is going to make an emergency call. Once this call has been made, the monitoring centre will contact you via the base station. This should occur within the first 2 minutes. Please advise the monitoring centre this was a test call. This is a once off test only. **PLEASE NOTE: THE VOICE CALL FROM THE MONITORING CENTRE IS LOUD. THIS IS NORMAL SO IT CAN BE HEARD FROM ANYWHERE IN THE HOME.**

ONCE THE MONITORING CENTRE HAS ENDED THE CALL AND HUNG UP, YOU WILL NOTICE THE LETTER "C" APPEARS IN THE LED INDICATOR WINDOW ON YOUR BASE STATION - **AFTER 15 SECONDS YOUR SMART DIALLER WILL AUTOMATICALLY REVERT TO STANDBY MODE AND WILL SEND A RESTORE CODE TO THE MONITORING CENTRE.**

**IF YOU WOULD LIKE A TECHNICIAN TO SET UP YOUR CAREALERT
SMART DIALLER ON YOUR BEHALF, GO TO WWW.CAREASSIST.COM.AU
FOR A LIST OF TECHNICIANS IN YOUR AREA. INSTALLATION TECHNICIANS
DO NOT OFFER TECHNICAL SUPPORT OVER THE PHONE.**

TESTING YOUR SMART DIALLER

1. Once the Smart Dialler is in the standby mode the display in the indication window will have a clockwise moving digit. This indicates that the Dialler is now in the "Standby" mode (ready for use).
2. Whilst it is in this mode, you can make the Smart Dialler chime loudly simply by pushing the yellow button for one second on your Wireless pendant. This may be used as a nurse call button to signal for help within the home.
3. Please ensure that the receivers of the calls are aware that this test is being performed.

DO NOT MAKE A TEST CALL TO TRIPLE ZERO

(Note: The CareAlert Smart Dialler, will commence playing CareAlert's Message followed by your message within a few seconds of dialling. This is to satisfy ALL Australian and International "Pick up" signals. When testing your Smart Dialler, you may notice that the receiver of the emergency call could answer part way through your message. This is quite normal and this is why the message is repeated).

4. With the Smart Dialler in the standby mode ('Mute' or 'Alarm' setting), it is advisable to wear your Wireless pendant at all times while in and around your home, so that in case of an emergency, it can easily be activated. You can also activate your Smart Dialler by holding down the LED indicator button on the top of the dialler for two seconds.

DO NOT USE EXCESSIVE FORCE WHEN PRESSING THE BUTTON.

PLEASE NOTE:

You can set your Dialler to either a "Mute" setting or an "Alarm" setting. On the mute setting the Dialler will remain silent when it dials out after being activated. This setting is for security applications (eg shop, office etc...).

On the alarm setting the Dialler, when activated, will play a voice message saying "This is an emergency situation" and then emit a loud alarm for 10 seconds before dialling out to the stored numbers. It is generally recommended that you set your function switch to the "Alarm" setting so that when heard you have confidence, knowing that your dialler is performing its operation to seek assistance.

PENDANT DISTANCE

This system uses a strong frequency to maximise the operating distance between pendant and the main Dialler. During general factory testing it exceeded 150+ metres, however this operational distance can vary due to the type of building construction the dialler is operating in and if there are any other contributing electronic signals that could cause the pendant to dialler signal to be impeded. This type of variation is normal for all radio frequency controlled devices.

SIM CARD OPERATION

At the time of writing this manual, the mobile carrier we will use utilises the Optus network. Provided you have an available Optus signal in your area then the operation of your CareAlert Smart Dialler will function as per normal. CareAlert have alternative SIM Card Options if you require.

PLEASE NOTE: IF YOU HAVE CHOSEN TO ACTIVATE A SIM CARD IN YOUR NAME IT IS YOUR RESPONSIBILITY TO COVER THE COSTS OF TOPPING UP OR RENEWING THE CREDIT ON YOUR SIM CARD WHICH SHOULD BE DONE BEFORE YOUR SIM CARD COMPLETELY RUNS OUT OF CREDIT.

CareAlert reserves the right to change the mobile service provider that we use at any time.

You can of course use your own mobile sim service provider.

2 WAY COMMUNICATION

Two way communication is possible over the loud speaker and microphone system built into the Smart Dialler. It is limited by how far the person needing help is away from the base station. This feature can be activated during an emergency call simply by the receiver pressing the * (star) or 3 key. If your Smart Dialler is operating on the mobile network, this form of communication can sometimes be affected by the different frequencies that are used by different telcos. If you find that the star or 3 button does not activate this feature then the emergency call may automatically proceed to the next programmed number. The call and message will not be affected.

TRIPLE ZERO

One of the outstanding features that the CareAlert system has, is its ability to dial triple zero as a backup emergency number should none of the others, whether they be your own personally programmed numbers or even if the Monitoring Centre fails to receive your call. In Mobile sim mode it can even call triple zero if you have no credit on your sim card or if it is damaged or even missing. Of course there will need to be some form of available mobile signal in your area for this to function. Based on this excellent feature, **we strongly recommend that you program Triple Zero in as a final number to call.**

WHAT ABOUT YOUR HOME PHONE?

If you have chosen to connect your system to the NBN or landline your CareAlert Smart Dialler can make an emergency call even if the home phone is in use or off the hook. For this function to operate correctly you will require the master (main) phone to be plugged into the smart dialler and no other landline phones connected in your house.

I DON'T HAVE A LANDLINE

If you do not have a Landline or NBN you can operate your system on the Mobile Network only. Please choose a suitable SIM card for this operation. CareAlert have alternative SIM Card Options if you require.

THE FUNCTION OF THE WIRELESS PENDANT

Your Wireless Pendant is a battery-operated transmitter that will activate your Smart Dialler. It is waterproof and can be worn in the shower; it is not intended to be fully submersed in water for long periods of time. Caution should be exercised when wearing it in the bath for lengthy periods.

PLEASE NOTE: YOU CANNOT USE THE PENDANT FOR 2 WAY COMMUNICATION.

THIS IS DONE THROUGH THE BASE STATION ONLY.

PLEASE TAKE NOTE OF THE FOLLOWING POINTS:


1. Your Wireless Pendant has a yellow button and two red buttons. The yellow button, when pressed, will activate a loud chime sound on the Dialler and can be used to call for assistance from someone who is within hearing distance of this audible chime. **The yellow button can also cancel the Smart Dialler if it has been accidentally activated.** It will also return the Dialler back to ready mode after it has been activated (This can ONLY happen prior to the dial out procedure).
2. To activate your Smart Dialler, so that it commences to dial out to the stored numbers, you must press both of the red buttons simultaneously for 1 second. The reason why both red buttons need to be pressed, is to avoid accidental activation. This is a essential safety feature.
3. If the Wireless Pendant battery is in good order and the Antenna is upright on the Smart Dialler, then the working range of the pendant can be up to 150 metres. The range will vary according to different circumstances.
4. The Pendant can be worn around the neck or on the wrist. To secure the stainless steel neck band provided, you must firmly press the neck band pin into the hole at the top end of the pendant. This action requires a very firm push until you feel the pin click into position. The stainless steel chain is adjustable by cutting it at the required length.
5. When you press the yellow pendant button the Smart Dialler is able to determine the level of charge in the pendant battery and when it falls to a low level the LED Indicator Light turns Red and a voice message sounds from the Smart Dialler speaker saying **'Your pendant battery is low - please change the battery'**.
For battery replacements: order online www.carealert.com.au or call 1300 75 85 95 & Select the Sales Option.

PAIRING A PENDANT TO YOUR SMART DIALLER BASE STATION

- ❖ Position the function switch, on the rear of the base station, to the 'set' position, press round LED Display Button on Base Station until a letter "L" appears in window.
- ❖ When an 'L' (for Learning) appears on the Smart Dialler window press the yellow button on your Pendant and you will hear a double beep and double flash of the 'L', indicating the process was successful.
- ❖ To end, slide the function switch on the rear of the Smart Dialler to 'Alarm' and press the yellow button on the pendant. If a door bell chime noise sounds, the pendant was successfully keyed to the dialler. This means it will only trigger your Smart Dialler when the two red buttons are squeezed and NOT another dialler in the neighbourhood.

AN EMERGENCY SITUATION - PLEASE READ CAREFULLY:

The following points will clearly summarize what should happen if your Dialler is activated.

1. Immediately a voice message will be heard from the Smart dialler saying: "This is an emergency situation", followed by several seconds of siren sound. This is repeated once more. The emergency call will then begin. The receiver of this call will hear a voice message that says: "You are about to hear an emergency call for help from a CareAlert Smart Dialler, please stay on the line". This plays twice, followed by your pre-recorded message for help. If the receiver of the call does not press the star or 3 key they will hear; "To repeat the message please press 9, to start the two way communication please press star". If neither key is pressed the dialler immediately dials on.
2. If a message bank answering service responds, the CareAlert will play the help message so it is recorded by the service but then it immediately dials on - it must receive a 'live' answer before it ceases dialling. It determines the answer to be 'live' when the 'star (*) or 3 key' is pressed. If no Star or 3 Key is pressed it will cycle sequentially through the phone numbers stored by you in the dialler memory. It will perform this sequence twice through if it does not receive the necessary star (*) or 3 key signal from the receiver of the emergency call. (see point 4 below).
3. If the call is 'live' answered and the receiver presses the star (*) or 3 key the dialler will open the 2-way communication feature in-built within the dialler. This may allow 2-way communication between the person in need and the receiver of the emergency call. Both parties will need to speak very loudly for this communication to be effective. Please Note; the 2-way communication feature will only be effective if the person in need is within a relatively close distance to the Smart Dialler. If no communication is established, then the receiver of the call should take the necessary action to ensure the wellbeing of the person who activated the emergency call. **The pendant is NOT a speaker.**
4. It is important that the receiver of the call presses the star (*) or 3 key to try and communicate with the person in need. By doing this the Smart Dialler will cease to dial any further numbers and will resume to ready or standby mode. This action prevents the Dialler from continuing to seek further assistance from more personnel which may confuse the situation. The Smart Dialler can however be re-activated at any time by again pressing the red buttons on the Wireless Pendant.
5. When the message for help has been heard a comfort message will be played from the dialler. "Your message has been sent and answered, please wait patiently for help to arrive" 3 loud chimes follow this to indicate help is on the way to you. This message and the chime play twice over.
6. The LED display now shows 3 horizontal flashing bars to indicate that activation has taken place. This can be reset by pressing the yellow pendant button or the LED display button. This simply means that the Smart Dialler did receive a response from the receiver of the call. The 2-way communication feature is designed to DISCONNECT after 15 seconds of silence, otherwise if you continue to talk communication will continue. 
7. In the unlikely event of a power failure during an emergency, the Smart Dialler will continue to function using the rechargeable battery as a power supply. **WE RECOMMEND YOU INSTALL A NEW BATTERY EVERY TWO YEARS.**

ENSURING CORRECT EMERGENCY ACTION IS TAKEN.

You must always have a plan of action in the event of an emergency. This plan can either be written or typed and given to those persons whose phone numbers are stored in your Smart Dialler. A notification pad with up to 10 tear off sheets have been provided in the pack received and should be forwarded to the receivers of the emergency call. If you have an existing medical ailment, then you may wish to advise those on your list, that should they receive an emergency call, they should contact the ambulance to attend to your need. You should note that the ambulance may (depending on the State you live in) charge you for any call out situation and so it is a good idea to be a financial member of the ambulance service.

LIST OF PHONE NUMBERS STORED IN ORDER

Use a pencil for recording these names and numbers, so that they can easily be changed if necessary.

Name:

Ph No:

.....

.....

Name:

Ph No:

.....

.....

Name:

Ph No:

.....

.....

Name:

Ph No:

.....

.....

Name:

Ph No:

.....

.....

To enquire about programming changes just give us a call.

Call us on 1300 75 85 95 and for a small fee we can remotely program your dialler for you.



PRECAUTIONS AND MAINTENANCE

1. To reduce the risk of electric shock, do not attempt to open the Smart Dialler unit.
2. The backup battery in the Smart Dialler is designed to protect you in the event of a power failure. Within a few seconds of losing main's power a voice message over the loud speaker of the dialler will advise '**MAINS POWER IS NOT DETECTED**'. This message will continue (every 60 minutes) until the mains power is restored or until the battery runs down. When the mains power comes back on, it will recharge the battery back up to full, ready for the next mains power outage. It is worth noting that each time this occurs the battery life is diminished 5-7% such that progressively it will support you a little less each time. When replacing the **backup battery**, un-plug the power supply to the Smart Dialler. ***Under normal operating conditions the rechargeable battery should last up to 2 years. Less if you are prone to frequent power failures.***
3. The positioning of the Smart Dialler is closely related to its receiving range performance. Avoid placing the Smart Dialler on top of other electrical appliances such as TV's, Computers, Microwaves, metal cabinets etc. Avoid placing the Smart Dialler on the floor or in a corner of a room.
4. Ensure that the Smart Dialler is not positioned in places liable to dust and dirt, high temperature, direct sunlight, steam, or excessive moisture. Always treat the Smart Dialler with care.
5. Only use a dry cloth to clean the Smart Dialler, never use any cleaning products or water. **When cleaning be careful not to slide the switch at the rear to the 'set' position for in this position you will have no dial-tone or dial-out capability. A warning message WILL be played every fifteen minutes if you have accidentally done this.**
6. For increased performance, ensure that the Smart Dialler antenna is moved to the upright position.
7. The Wireless pendant is waterproof and will sustain normal use in the shower. It is not intended to be fully submersed in water for long periods of time so caution should be exercised when wearing it in the bath for lengthy periods.

THE FOLLOWING IS APPLICABLE TO NON-MONITORED SETTINGS ONLY
PERSONAL RESPONSIBILITY TO TEST REGULARLY - "It is your responsibility to regularly check that your Smart Dialler is functioning correctly. You MUST perform a function test at least once a month, by pressing the red buttons on your Wireless pendant and ensuring that your Smart Dialler is operating correctly. You will need to advise the receivers of the call that you are conducting a routine test. DO NOT test call Triple Zero. It is ALSO YOUR responsibility to ensure that the batteries for the Smart Dialler and the Wireless pendant are in good working order. You can test your pendant battery by pressing the YELLOW BUTTON at regular intervals.

CHANGING THE BATTERIES

Both the Smart Dialler and the Wireless pendant have a battery and it is the user's responsibility to ensure that they are in good working order. You **MUST ONLY** install a CareAlert supplied rechargeable battery for the Smart Dialler base station. The Smart Dialler automatically keeps the internal battery recharged. CareAlert recommends replacing base station and pendant batteries every 2 years. Batteries can be purchased online at www.carealert.com.au or call 1300 75 85 95.

1. To change the battery on the Smart Dialler you will need a small Phillips head screwdriver (supplied) to undo the battery compartment cover on the base of the Smart Dialler. Before doing so it is important that you first disconnect the power supply to the unit and unplug the incoming phone line (all information will be retained). Your rechargeable battery will not normally need replacing unless it fails to hold its charge. It should be noted that the Smart Dialler will continue to operate normally without a battery, however should there be a power failure then this battery is relied upon to ensure that the Smart Dialler will continue to operate for up to 40 hours. If you live in an area which is subject to frequent blackouts it may affect the longevity of your units battery.
2. To change the battery in your Wireless Pendant you will need a small Phillips head screwdriver (provided in the original pack). This Wireless pendant is very delicate and so care should be taken when changing this battery. As shown in Fig 1 diagram below, undo the 4 screws and carefully change the battery ensuring that the battery polarity is correct (+ve & -ve). Replace the cover correctly and secure it with the screws. These Screws should be relatively tight without using excessive force! Ensure the backing plate has pressed tight to the seal.
3. After changing either of the batteries it is important that you test the unit for correct function.

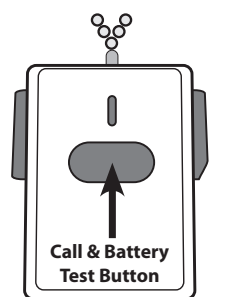
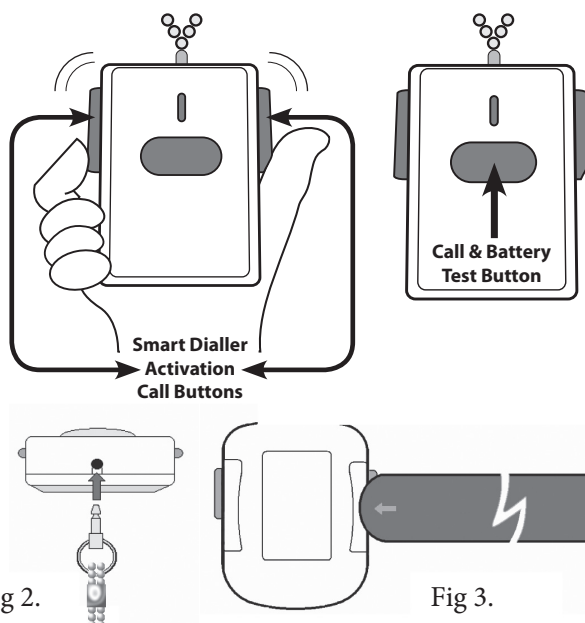
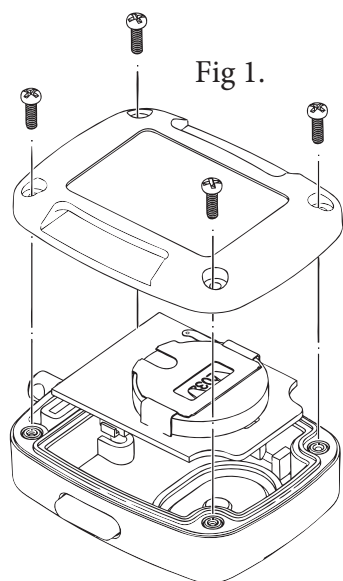


Fig 2.

Fig 3.

FACTORY OR COMMERCIAL APPLICATIONS

The port labelled “Ext” at the rear of the Smart Dialler is not normally used in domestic situations but for OH&S applications in the workplace where an external strobe/alarm maybe required. CareAlert can provide the strobe/ alarm which comes with 10 meters of cable to allow for external mounting. When the buttons are pressed for help not only does the dialler begin dialling for help but the siren and strobe sounds immediately as well, drawing attention to other employees that help is being sought for in that location.

SPECIFICATIONS AND APPROVALS

1. Main Smart Dialler supply: 12V DC plug adapter / 1,000 mA
POWER ADAPTOR The 240-Volt AC Power Adaptor has a built in fusible link that will fuse if more than 300 volts is recorded. This is to help prevent any damage to your CareAlert Smart Dialler in the event of a Power Surge. Should this fuse blow you will need to purchase a new Power Adaptor online. **WARRANTY DOES NOT COVER POWER SURGE DAMAGE.**
2. Base Station battery: 6 Volt rechargeable. You will need a small Phillips head screw driver to change this battery (screwdriver provided).
3. Wireless pendant power supply: **(Standard Pendant):** 3 Volt Button Battery CR2032.
(Fall Detection Pendant): 3 Volt Button Battery CR2450.
You will need a small Phillips head screw driver (provided) to fit and change this battery.
4. Wireless pendant operation range up to approximately 150 metres in open space. This distance can vary either greater or less in certain environments. The operation frequency is 916MHz.
5. The “CareAlert” Smart Dialler and its components have been fully tested and approved for use in Australia and New Zealand by a registered NATA accredited laboratory to the necessary standards applicable.




PROBLEM	CAUSE	REMEDY
<p><i>Phone makes several short rings and stops and caller hears on hold music. If phone picks up phone conversation is garbled.</i></p>	<ul style="list-style-type: none"> Your system is operating via a modem that does not support your phone operating through the Smart Dialler 	<ul style="list-style-type: none"> Plug a splitter into the phone port on your modem and have separate lines to your phone and Smart Dialler If you have a SIM card installed, you can use your system as a standalone mobile use only and plug it in elsewhere in the house without the need to connect to landline or NBN.
<p><i>The letter C appears permanently on the base station</i></p>	<ul style="list-style-type: none"> talk and line are reversed in ports on back of base station 	<ul style="list-style-type: none"> Unplug LINE and TEL from back of base station and swap port position. Remove ALL Landline connections and Run on SIM Card Only
<p><i>Mobile signal light is RED or OFF</i></p>	<ul style="list-style-type: none"> Low or no mobile network coverage 	<ul style="list-style-type: none"> Move unit to another position in home/office until a purple or blue light shows. (RED light will still allow an emergency call) Use an alternative SIM card
<p><i>Unit is asking for a password when placed in SET mode</i></p>	<ul style="list-style-type: none"> Your system is in a monitored mode and cannot be altered 	<ul style="list-style-type: none"> Call CareAlert 1300 75 85 95 to change any settings (fees apply)

PROBLEM	CAUSE	REMEDY
<i>Warning voice message heard saying "mains power is not detected".</i>	<ul style="list-style-type: none"> • A Power failure • The AC power adapter plug has come out of the power outlet • Power adapter fuse link blown due to power surge. • Power measuring zenode may have blown. 	<ul style="list-style-type: none"> • Wait until power supply resumes. • Plug the adapter back in. • Replace Power Adapter. <p>Contact CareAlert Aust: 1300 75 85 95 New Zealand: 0800 67 77 87</p>
<i>The Mobile Signal LED on my base station is flashing or is OFF</i>	<ul style="list-style-type: none"> • You are in an area that does not pick up the Optus network signal • Sim Card not installed correctly or No Sim Card installed • Sim card maybe searching for a signal 	<ul style="list-style-type: none"> • Check the area to find what sim will pick up the best signal • Remove mains power, phone line and battery and check installation of sim card - restore power & check LED will cease flashing once signal has been found.

PROBLEM	CAUSE	REMEDY
<p><i>In a power blackout situation, the Dialler will not function.</i></p>	<ul style="list-style-type: none"> • The 6-Volt rechargeable battery is not holding its charge. • The Power Adaptor internal surge protector fuse has blown. 	<ul style="list-style-type: none"> • Replace the Rechargeable Battery (should be replaced every two years). • Replace the Power Adapter. Order on line: Australia www.carealert.com.au New Zealand www.carealert.co.nz
<p><i>The Smart Dialler is not responding when the "Call Button" or "Emergency Buttons" are pressed on the remote pendant.</i></p>	<ul style="list-style-type: none"> • Flat battery in the remote pendant. • The "FUNCTION" switch is not on "Alarm" or "Mute" position • The pendant is not paired to the dialler • The cordless phone is too close to the dialler. • Faulty Pendant 	<ul style="list-style-type: none"> • Replace the Battery. • Set the "FUNCTION" switch to "Alarm" or "Mute". • Follow the Instructions to pair the pendant and dialler found on pg 10 • Separate the cordless phone and Smart Dialler by a greater distance especially if the cordless phone is a higher powered type • Replace Pendant

PROBLEM	CAUSE	REMEDY
<p><i>The home phone connected is not functioning.</i></p>	<ul style="list-style-type: none"> The phone lines are not connected correctly to the main unit. The "FUNCTION" switch is not set in either "ALARM" or "MUTE" position. 	<ul style="list-style-type: none"> Make sure the main incoming phone line is plugged into the "LINE" socket and the cable from home phone into the "TEL" socket. <p>If using NBN CHECK that there is a cable between "phone" port on modem and "Line" on the CareAlert Smart Dialler & the home phone is connected to "TEL" port on the dialler.</p> <ul style="list-style-type: none"> Set the "FUNCTION" switch to either "ALARM" or "MUTE" position.
<p><i>There are static noises when using the phone</i></p>	<ul style="list-style-type: none"> The phone line is loose. The phone line cable is damaged. The phone may be too close to the Smart Dialler. The phone or phone battery may be the cause There may be a Telecom Issue 	<ul style="list-style-type: none"> Plug the phone port firmly in the socket Replace the phone line cable Separate phone & Smart Dialler as much as possible Replace the cordless phone battery or the phone Contact your Telecom Service Provider

PROBLEM	CAUSE	REMEDY
<p><i>The Star or 3 Key will not open two way communication on the Smart Dialler</i></p>	<ul style="list-style-type: none"> • The phone receiving the call may not be returning the Star Key signal • You may have a piggy back plug at the telecom port & picking up interference by what is running through the other leg of the double adaptor • Your ADSL Filter may be blocking the star key signal • Foxtel maybe the issue • The star key on your mobile phone may be inactive. • The receivers mobile provider may not accept keys as communication or they run on an unrecognized frequency • The modem you received from your Service Provider may be configured incorrectly. 	<ul style="list-style-type: none"> • Press the Star (*) Key for a longer period or try using another phone. • Rearrange such that you only have the dialler connected to a single plug. • Change the ADSL Filter • If using Foxtel, run from the single telecom plug to the Foxtel 'RTX Base Unit', and from there to the CareAlert Smart Dialler • As an alternative to STAR try number 3 on your keypad. • It is rare but if it occurs the emergency call will play the message and then automatically dial the next programmed number • Call your Service Provider (eg Telstra) and explain the issue. OR Disconnect from the Modem and run your CareAlert on SIM Card Only to bypass this problem.

PROBLEM	CAUSE	REMEDY
<p><i>"Your pendant battery is low, please change the battery" message is heard from the Smart Dialler</i></p>	<ul style="list-style-type: none"> The pendant battery has fallen to an unacceptable level 	<ul style="list-style-type: none"> Purchase a new 3 Volt Button Battery CR2032 and change the battery using the Philips Head screw driver provided in the pack
<p><i>The Smart Dialler has dialled out for help without the pendant being activated and cannot be stopped</i></p>	<ul style="list-style-type: none"> The pendant seal has been compromised and moisture has entered the pendant (To STOP the dialler being continuously activated remove the battery from the pendant with screwdriver provided in the pack). The pendant is faulty 	<ul style="list-style-type: none"> Remove pendant back with Philips Head screwdriver provided in the pack and look for rust marks or moisture. Leave open for half day before reassembling ensuring an even tightening of the screws on the rubber seal. Replace the pendant
<p><i>When the function switch is placed to 'SET' the LED light continues to rotate in a clockwise direction</i></p>	<ul style="list-style-type: none"> The function switch is faulty 	<ul style="list-style-type: none"> Contact CareAlert on 1300 75 85 95 or email support@carealert.com.au
<p><i>3 Parallel bars of light have appeared on the LED display window on the top of the Smart Dialler</i></p> 	<ul style="list-style-type: none"> You have recently activated the Smart Dialler either in testing or for actual use 	<ul style="list-style-type: none"> Press the button where the LED light appears or press the yellow button on the pendant and it will restore the LED to clockwise single stroke motion

PROBLEM	CAUSE	REMEDY
<i>My necklace cord will not stay in the pendant</i>	<ul style="list-style-type: none"> The internal spring clip is not in the Pendant and may have fallen out whilst pendant was open 	<ul style="list-style-type: none"> Contact CareAlert on 1300 75 85 95
<i>Help message commences to play before the person called answers the phone.</i>	<ul style="list-style-type: none"> This is by design 	<ul style="list-style-type: none"> Read page 8 for reason for this
<i>My Wall Phone cable is too short to reach back to the CareAlert</i>	<ul style="list-style-type: none"> This is common. 	<ul style="list-style-type: none"> Purchase a cable from carealert.com.au
<p>In the unlikely event that you are still experiencing programming difficulties please visit the following website where there are a number of visual tutorials available that cover procedures outlined in this manual www.careassist.com.au If visiting the website does not help you resolve your query try calling our Technical Helpline on 08 7480 6000 . Technical Helpline is open During business hours - Mon to Fri 9 to 5 ACST.</p>		

Trouble Shooting GUIDE



KeySafe Lock

PROBLEM	CAUSE	REMEDY
<p><i>Cannot open the KeySafe Lock with ORIGINAL code.</i></p> <p><i>(Note: these KeySafes are a mechanical device that DO NOT fail. Please check with ALL users to see if they have activated the change lever at Rear of Lock.)</i></p>	<ul style="list-style-type: none"> Someone who knew your PIN number has moved the lever on the back of your KeySafe Lock and has possibly changed your PIN number. Either by accident or intentionally. The lock has 9,999 possible combinations. 	<ul style="list-style-type: none"> There is no remedy for this. The KeySafe Lock will need to be replaced. Patience is required. The KeySafe lock will need to be taken out of service and replaced. <p>Order on line: Australia www.carealert.com.au New Zealand www.carealert.co.nz</p>
<p><i>Forgotten my PIN Number for the KeySafe Lock</i></p>	<ul style="list-style-type: none"> OOPS Happens to the best of us 	<ul style="list-style-type: none"> Play the message you originally recorded on your SmartDialler to listen to what your PIN number is. * Refer to Quick guide on packaging.

GENUINE FAULTS Our products come to you with the highest quality control checks possible. However, if you have carefully followed all procedures outlined in this instruction manual including ANY assistance that our diagnostic website offers (above) and you still believe there is a fault with your product, then please return it to our postal address below, with an explanatory note detailing the fault you experienced and we will thoroughly test your unit. If your unit is found to be faulty and is under warranty we will replace it with a new unit and dispatch it to you within 14 days of receipt of your returned unit. CareAlert, PO Box 100, Surrey Downs 5126, South Australia.

FREQUENTLY ASKED QUESTIONS

Q: WHAT IS THE RANGE OF THE WATERPROOF REMOTE PENDANT?

A: *The waterproof remote pendant is a transmitter operating on a frequency of 916MHz. Its range depends on a number of environmental factors, however it will generally function within and even beyond a 70 metre radius of the Smart Dialler. In many cases it operates up to 150 metres, making it suitable for providing excellent coverage within the perimeters of even a relatively large home and garden area.*

Q: CAN I HAVE MORE THAN ONE REMOTE PENDANT WITH MY CAREALERT SMART DIALLER?

A: *Yes. You can have a maximum of 10 per dialler. When you receive extra pendant/s you will need to follow the pairing/learning instructions on page 10. To order go to www.carealert.com.au*

Q: WILL I NEED TO RE-PROGRAM THE CAREALERT SMART DIALLER IF I LOSE POWER?

A: *No. The CareAlert Smart Dialler has EPROM technology meaning that whatever you program into it, will remain, even if power is lost or if the dialler is stored or taken to other premises.*

Q: HOW DOES THE CAREALERT SMARTDIALLER KNOW THAT MY CALL FOR ASSISTANCE HAS BEEN LIVE ANSWERED & NOT BY AN ANSWERING MACHINE OR MESSAGE BANK SERVICE?

A: *The CareAlert Smart Dialler has been especially designed with a response feature that allows it to know whether your call for assistance has been live answered or not. The recipient of the call is asked to press the ***(Star Key) "or 3 Key"**. This sends a signal to the Smart Dialler which opens the 2-way communication feature and also lets the Smart Dialler know that the call has been live answered. Obviously, this signal will not be sent if the call is answered by an automated answering system. If the CareAlert Smart Dialler does not receive this ***(Star Key) "or 3 key"** signal, it will continue to dial out to the next number that has been stored.*

Q: WILL I COMPLETELY OWN MY CAREALERT DIALLER ONCE I HAVE PURCHASED IT OUTRIGHT?

A: *Yes, this dialler is yours... unless you have opted into our rental offer.*

Q: HAS THE CAREALERT SMART DIALLER BEEN TESTED AND APPROVED FOR AUSTRALIAN / NZ STANDARDS?

A: *Yes. This product has passed all the strict and rigorous Australian and New Zealand standards including AS/4607-1999, AS/NZS 60950:2000, AS/ACIF S002:2001, AS/ACIF S004:2001. A full set of test reports and compliance documentation is kept by Safety Electrical Services Pty Ltd.*

Q: CAN I COMMUNICATE WITH THE PERSON THAT IS IN TROUBLE?

A: *Yes, two way communication is possible over the loud speaker and microphone system built into the Smart Dialler. It is limited by how far the person needing help is away from that room. It will also depend on the layout of the home and its furnishings.*

*If the person needing help is outside and 2-way communication cannot be established, the person who called hangs up and a voice will be played saying "Your call for help has been answered please wait patiently for help to arrive". This will be followed by three chimes. These chimes can be heard outside the house if one listens for them. **There is no communication via the pendant.** This message as well as the chimes are repeated twice.*

Q: IS THE CAREALERT SMART DIALLER ONLY FOR THE ELDERLY LIVING ON THEIR OWN?

A: *No the applications for using the CareAlert Smart Dialler vary greatly. For a detailed look at these different applications please go to carealert.com.au*

Q: HOW DO TRIPLE ZERO (000) KNOW TO SEND AN AMBULANCE AND HOW DO THEY KNOW THE ADDRESS?

A: *The pre-recorded message that you place on the dialler mentions your name and address and the fact that you have pressed your CareAlert button. As soon as Triple Zero operatives hear the Company name of CareAlert they know that an ambulance is to be sent immediately to the address stated in the prerecorded message. They also have CLI (Call Line Identifier) software and know the location of the caller. The CareAlert Smart Dialler is designed for Ambulance Only NOT Police or Fire Brigade.*

Q: HOW DO I KNOW IF MY PENDANT BATTERY REQUIRES REPLACEMENT?

A: *The standard pendant battery is a 3 Volt Button Battery CR2032 available at most supermarkets, and the Fall Detection Button Battery is a CR2450. We recommend that they should be replaced every 2 years; they will however continue many more years in most instances. You can press the yellow centre button (Local Nurse Call Button) on the pendant and you will see a purple light flash on the pendant and also hear a loud chime coming over the loud speaker of the dialler indicating that your battery is communicating Ok with the dialler. If battery is low you'll hear a recorded message saying: "Your pendant battery is low please change the battery".*

Q: WHAT HAPPENS IN THE EVENT OF A POWER FAILURE TO MY PREMISES?

A: *The dialler has a 6V rechargeable battery backup which usually lasts for some hours and will permit dialing for help during a power blackout. When the power is restored the battery is recharged automatically back to full charge by the dialler ready for the next power failure. This battery should be replaced every 2 years.*

Q: IS IT SAFE TO WEAR THE PENDANT IF I HAVE A PACEMAKER?

A: *Yes, the pendant has no electromagnetic field that affects a pacemaker and when activated sends a 916MHZ signal at a very low power rate which will not affect the pacemaker. If you still have doubts then please give these stats to your cardiologist to receive confirmation.*

Q: CAN THE PENDANT BE WORN AS A WRIST BUTTON?

A: *Yes, we provide in the standard pack both a necklace and wristband and you choose which you wish to attached to the button. The necklace is a stainless steel chain and the wrist band is Velcro with a chrome buckle.*

Q: CAN THE NECKLACE AND WRIST STRAP BE REPLACED?

A: *Yes you can go online to www.carealert.com.au and order under accessories.*

Q: WHAT IF THE FIRST PERSON ON THE DIALLER IS AWAY ON HOLIDAYS?

A: *The Smart Dialler will dial that number and even if it should go to message bank our dialler will then dial on to the next number you placed in its memory. It does not take message bank as a live answer but plays the pre-recorded help message onto the message bank of the*

person on holiday and then dials on.

It will continue to cycle through all numbers programmed in sequential order twice, however once a live call has been answered and responds with the appropriate key then the dialler will cease to dial any more numbers. You can change numbers and the message in the dialler whenever you desire.

Q: IS A LAND LINE REQUIRED FOR THE CAREALERT TO OPERATE OR WILL IT WORK WITH A MOBILE?

A: *No. The CareAlert Smart Dialler can successfully operate via a fixed landline, NBN or on the mobile network via a SIM card - Refer to www.carealert.com.au for details on this product.*

Q: IS IT EASY TO ACCIDENTALLY ACTIVATE THE PENDANT BY LEANING ON THE BUTTON?

A: *No, our pendant is unique in that it requires simultaneous pressure on the two red buttons on the sides of the pendant. This is a design feature to prevent accidental ambulance call out which is an issue with many other single button pendants.*

Q: WILL A CALLER ID DISPLAY ON MY PHONE WHEN THE USER ACTIVATES THEIR BUTTON FOR HELP?

A: *Yes, provided they do not have a blocked number. The Smart dialler will call using the standard number at that location. You will also need to save the mobile number of the sim card for this function to work if the emergency call comes via the mobile network.*

Q: WHEN I NO LONGER HAVE A NEED FOR THE CAREALERT HOW DO I DE-COMMISSION IT AND WHAT DO I DO WITH IT.?

A: *The CareAlert Smart Dialler system belongs to you. So you can give it to other family members, or to an institution like the Lions Club who will ensure it finds a home with someone in need. For other options contact CareAlert on 1300 75 85 95.*

MONITORING OPTIONS AVAILABLE

The CareAlert Smart Dialler is currently the most flexible personal alert system available in the World. You can choose to have your system Monitored through a 24/7 (Australian Based) security monitoring centre. You can also decide to activate temporary monitoring when circumstances require it. (*Conditions Apply)*

For further information and pricing please call CareAlert on 1300 75 85 95.

If you have chosen to have your system professionally monitored your system will operate differently to a non-monitored system. The following points will clearly summarize what should happen if your Dialler is activated in monitored mode.

1. Immediately a voice message will be heard from the Smart dialler saying: "This is an emergency situation", followed by several seconds of siren sound. This is repeated once more. The emergency call will then begin. Up until the emergency call begins, you will be able to cancel this call by pressing the yellow button, however once the emergency call commences to dial out, you will not be able to cancel the call. This feature is in keeping with the Australian Standards. The dialler will contact the 24/7 emergency monitoring centre by sending a code to their computer system – this code will identify your details and your instructions as to what the monitoring centre should carry out on your behalf as per the form you filled out.
2. Once the monitoring centre has received your emergency call they will try to contact you via telephone. This maybe through your CareAlert base station or other alternative contact numbers you provided.
3. If no communication is established, then the monitoring centre will take the necessary action to ensure the wellbeing of the person who activated the emergency call. This may include calling Emergency services and family members.
4. Once the call for help has been completed a comfort message will be played from the dialler. "Your message has been sent and answered, please wait patiently for help to arrive." 3 loud chimes follow this to indicate help is on the way to your door. This message and the doorbell chime play twice over.
5. With that accomplished the LED display now shows 3 horizontal flashing bars to indicate that activation has taken place. This can be reset by pressing the yellow pendant button or tapping the LED display button. This simply means that the Smart Dialler did receive a response from the receiver of the call.

In monitored mode the Smart Dialler will also perform the following:

- Regular Silent Auto Tests performed to make sure the Dialler is operating correctly
- If Power Failure exceeds 3 Hours in duration: **The monitoring centre will be notified.**
- If battery on pendant or base station becomes flat: **The monitoring centre will be notified.**

PLEASE NOTE: *The above tests will be done silently. As a backup feature, if the monitoring centre fails to receive your call for any reason your system will automatically call Triple Zero emergency services who will send an Ambulance. You must ensure your SIM card is active (annual service fee applies).*

PRODUCT TESTIMONIALS

Very Happy

Hi! Just to let you know my CareAlert order arrived safely yesterday. Thank you for a speedy, safe delivery. It certainly appears to be just as described, and the perfect "peace of mind" solution for us. Thank you, Regards

- G.S., South Oakleigh Victoria

Impressive service and product

I was very impressed with the speed of delivery and careful packaging of a very well thought out product which was obviously well designed by your company and the instructions for installing - excellent!

- N.S., BELMONT, Queensland

Saved mums life TWICE in one day!

Congratulations to CareAlert for a wonderful product and service, It saved my mums life twice in 1 day. She fell backwards off her back step, pressed her CA, ended up in hospital. When she came home from hospital she passed out but managed to activate her CA again, woke up to find the Ambulance and me with her, had to have oxygen to help revive her. Very impressed and very thankful. A great product.

- Helen, Grange, South Australia

No Qualms in

Recommending your company

My mum's CareAlert is working fine, and mum is relieved that she can now feel safe at home when she is by herself. I was very impressed by your quick service. I will definitely have no qualms in recommending your company and its products to anyone who is interested in buying a smart dialler.

- I.W., Queensland

Fantastic Thank you very much,

Both your product and after sales service are second to none.

- Mr S., Queensland

SO EASY TO SET UP

The unit arrived today and is everything and more than I expected. Everything is in the box that was required and it was so easy to set up. I almost purchased a similar product and it was \$200.00 more expensive than yours and yet it was so complicated. I'm glad I found yours online.

Your product has certainly won me over.

THANK YOU - G.S., WA

FURTHER INFORMATION

For terms and conditions and warranty information
check out our website:
www.carealert.com.au



Scan the QR code to fast navigate to our website

CareAlert
SmartDialler^{SERIES}

If you want to know more about any of these and other
CareAlert products, you can call us on 1300 75 85 95

Alternatively, you visit our websites in Australia or New Zealand:
www.carealert.com.au www.carealert.co.nz