

Age Concern Aid Call Easy Connect - What happens next?

If you are arranging purchase of the Aid Call Alarm Service by post

Step 1: Please complete the forms enclosed within the folder:

- Age Concern Aid Call Rental Agreement
- Customer Information & Contact Details form
- Delivery Address form
(Please complete this form if the delivery address differs to the alarm user's address)
- Age Concern Aid Call Staff Offer Application form (Only where applicable)

Complete the **Rental Agreement** form, including your bank details if you wish to pay by direct debit for ongoing monitoring charges, ensuring that you sign the agreement.

Complete the **Contact Details** form with any relevant information about the alarm user, and their nominated local Key holders who should live a maximum of 20 minutes away.

Step 2: Return all the paperwork, including initial payment, to Customer Services in the 'Freepost' envelope enclosed within the folder.

Note: Upon receipt of the paperwork at Linhay House, Customer Services will Courier the Aid Call alarm unit to your nominated delivery address.

Note: Please do not send cash.

Step 3: Upon receipt of the alarm unit, please follow the Aid Call Easy Connect instructions enclosed to set up the Aid Call alarm unit.

If you have already purchased the Aid Call Alarm Service through our website

Step 1: Follow the Aid Call Easy Connect instructions enclosed.

Step 2: Complete the Rental Agreement form enclosed, including your bank details if you wish to pay by direct debit for ongoing monitoring charges, ensuring that you sign the agreement.

Step 3: Return the Rental Agreement to Customer Services in the 'Freepost' envelope enclosed within the folder.

If you have any queries regarding the completion of the enclosed paperwork, or the installation of the alarm unit, telephone our Customer Service Team or refer to the User Guide for further information on how the unit operates.

There is also information in the Welcome Pack, which includes instructions on how to test your pendant during the first week and in the future.

Customer Service Department:
01364 651555 Aid Call Ltd, Customer Services, FREEPOST (EX2356), Ashburton, Devon, TQ13 7UP. Monday to Friday between the hours 9am and 5.30pm.

AGE **Aid Call**
Concern personal alarm

Please keep this information pack in a **safe place**

Age Concern Aid Call Easy Connect - Instructions

Personal Alarm Unit

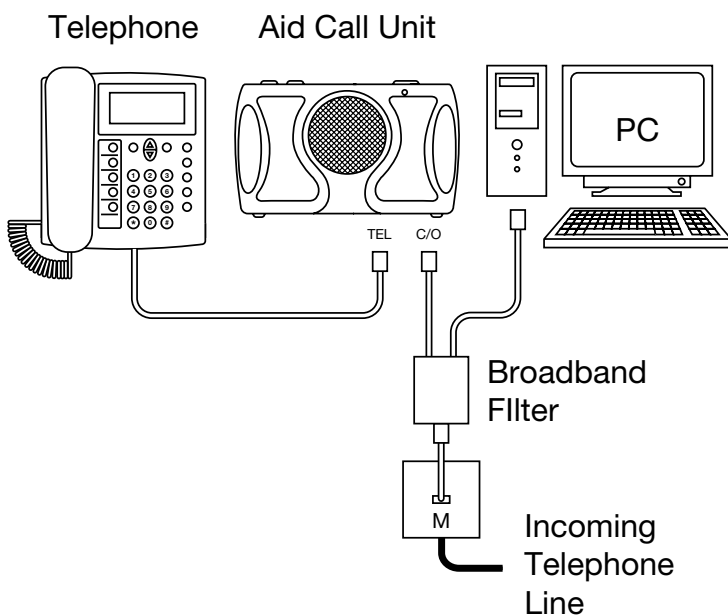
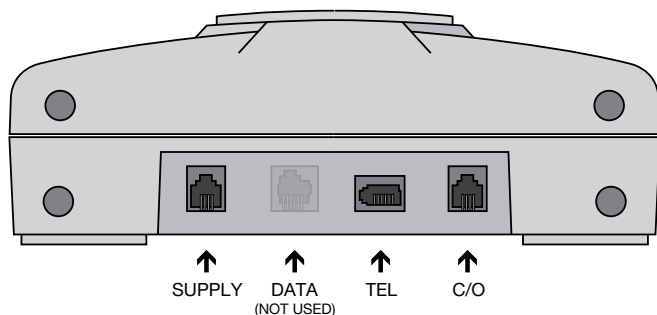


Diagram shows typical installation if you have a broadband connection.

Please understand:

It is the responsibility of the customer to ensure that the Aid Call unit has been installed and tested in compliance with the instructions provided. In particular the customer must test the pendant transmitter to ensure that it operates the base unit from all areas required. It is the customer's responsibility to satisfy themselves that the unit covers the area required. Aid Call cannot accept responsibility for the product being incorrectly installed, used outside of its coverage area or for incorrect connection to the telephone line or mains electricity supply.

- Step 1:** Unplug the existing telephone from the telephone wall socket and plug it into the TEL socket on the base of the Aid Call unit. It is best to locate the unit on the main telephone socket in the house.
- Step 2:** Connect the telecom lead supplied between the C/O socket and the telephone wall socket or into the broadband filter if present.
- Step 3:** Connect the power supply module between the SUPPLY socket and a 240V AC mains socket.
- Step 4:** Take care to secure any excess cables to avoid possible trip hazards.
- Step 5:** Once the display on the unit ceases flashing it is ready to be tested.
- Step 6:** Complete a test call by pressing the red button on the **pendant** from the room where the unit is. Inform the operator that you have just installed the unit and let them know in which room it is located.
- Step 7:** Now press the big red button on the **unit** to complete another test call, and inform the operator that your next test will be from the garden / furthest point from the unit via the pendant.
- Step 8:** Complete a test with the **pendant** at the points furthest from the unit in the home and garden, returning safely at your own pace to the room where the unit is, to acknowledge the operator.

Note: Please inform our Response Operators if there are any areas of your property not covered by the pendants range, or whether there are any access issues or instructions we should have to assist others looking for the property.

Note: The DATA socket is not used.