Personal alert system

Self installation guide

RAC Security
For the better
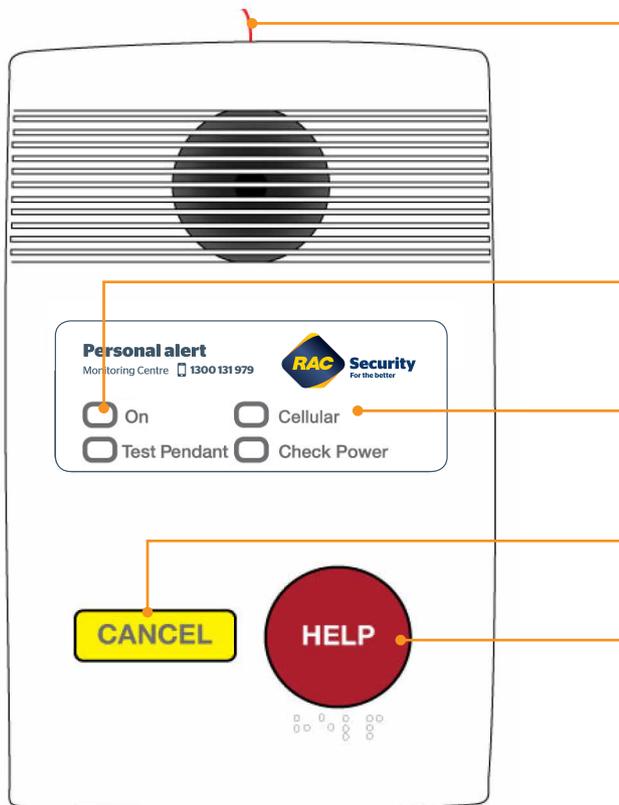
Aerial

On Light – Solid green when the alarm is turned on and operating as expected.

Cellular
Flashes red when no connection.

CANCEL Button
Press to cancel an emergency alarm.

HELP Button – Press to activate an emergency alarm. The button lights up in a clockwise direction to let you know your call for help is being sent.

Personal alert
Monitoring Centre 📱 **1300 131 979**

RAC Security
For the better

On
Cellular
Test Pendant
Check Power

CANCEL

HELP

RAC recommends you ask a friend or a family member to help you with this installation. If you have any questions, please call RAC Security on 1300 360 504

Contents

Please read this guide thoroughly before starting the installation so you understand how your personal alert system works. Please follow the instructions in this guide, and if you have any questions please call: RAC 1300 360 504

# How to install your personal alert system

Step 1: Connecting the unit

a. Remove the unit and pendant from the packaging.

b. Choose an installation location near a power point.
   For best range, a central location at waist height is ideal.

c. Plug the blue power wire into the power socket at the back of the unit.

d. Plug the power pack into the power point at the wall.

e. Ensure the **aerial is outstretched** vertically to give the best range. Do not bend, scrunch, or cut the aerial, as this will result in reduced range to the pendant.

Aerial
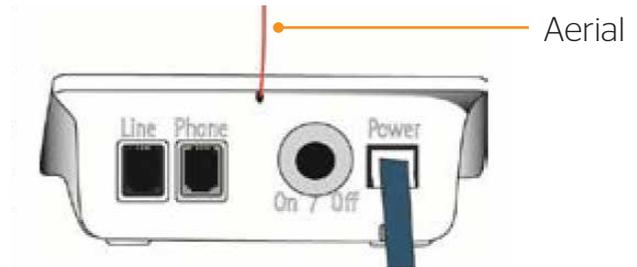
Note: To minmise the risk of damage to the alarm caused by lighting strikes, we recommend using a surge protector. Please ensure the power cord is safely out of the way to avoid tripping.

Step 2: Turning on the unit

a. Turn on the power at the wall.

b. The green **ON** light and the red **Cellular** light will both turn on.

c. The red **Cellular** light will turn **OFF** once the unit has connected to the network. This will take about 15 seconds.

d. If the red **Cellular** light does not turn off, you may need to relocate the unit to find a reliable connection. Moving the unit by as little as half a metre can change the signal strength.
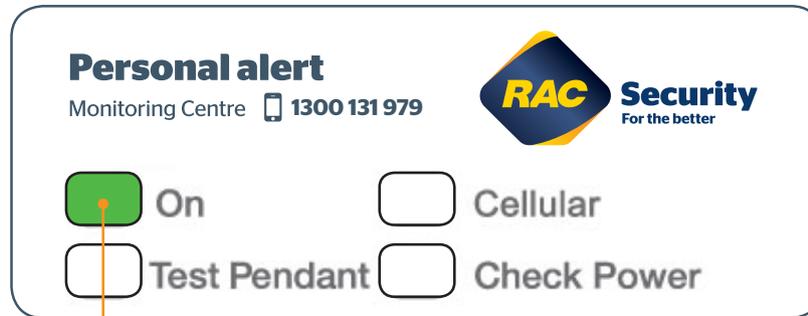
On Light – Solid green when the alarm is turned on and operating as expected.

Step 3: Checking cellular signal strength

When the red **Cellular** light turns off this means you are connected to the cellular network. To check the signal strength:

a. Press and hold the yellow **CANCEL** button for three seconds to enter "Range Test Mode".

   You will hear a single beep and see the blue Test Pendant light turn on and flash. Range Test Mode will last for 10 minutes.

b. The lights on the **HELP** button will display the cellular signal strength. (See below)

c. When completed, continue to Step 4 to test your pendant while you are in Range Test Mode.

Note: It is recommended that a minimum of 3 lights should be displayed to indicate a reliable connection to the cellular network, but 4 lights is optimum. Due to changes in the cellular signal strength, a low signal (1-2 lights) may mean that the network becomes unavailable at certain times.

Step 4: Testing your pendant

RAC recommend this test only if there is another person who is able to help you.

a. Make sure that you are still in Range Test Mode. If Range Test Mode has timed out, follow Step 3, a. to re-enter.

b. Press and hold your pendant button for three seconds.

c. The outer edge of the pendant will flash red to indicate a successful test.

> **Note:** Please ensure that you press and hold the pendant for three seconds and that the outer edge of the pendant flashes red when pressed. This indicates that the pendant has successfully tested.

d. Walk around the house and garden, carefully testing the range of your pendant at waist height and ground level, at multiple locations. If applicable, test from all the following positions:

Inside:
> Sitting on the bed
> Favourite chair
> Dining table
> Base of the shower or bath
> Furthest corner in every room of the house

Outside:
> Washing line
> Garage or garden shed
> Letterbox
> Furthest points in garden

Step 4: Testing your pendant (continued)

e. Check that the outer edge of your pendant **flashes red** after each button press. This indicates that the pendant works at these locations.

f. When completed, press the **CANCEL** button on the unit once to end the process.

Tips: You can cancel a false alarm by pressing the **CANCEL** button within the 10 second pre-alarm stage. Otherwise, wait for the system to connect you to a monitoring operator and communicate with them by speaking to the base unit.

Note: As a safety feature, Test Mode will time out after ten minutes. To enter back into Test Mode, repeat Step 4, a.

Step 5: Making a test call and completing installation

Please complete the following test 24 hours, or more, after taking delivery of your personal alert system.

a. Press and hold the button on your pendant for 3 seconds – you will hear a loud alarm. **Do not** press the yellow **CANCEL** button as this will stop the alarm connecting to the RAC monitoring centre. The loud alarm will sound for ten seconds and then you will be connected to an operator.

b. When you have been connected, inform the operator that you are testing your new personal alert system.

c. Communicate with the operator by speaking to the base unit.

d. Unless the operator advises you that there is a problem with the unit, it is ready to use.

I'm testing my new pendant
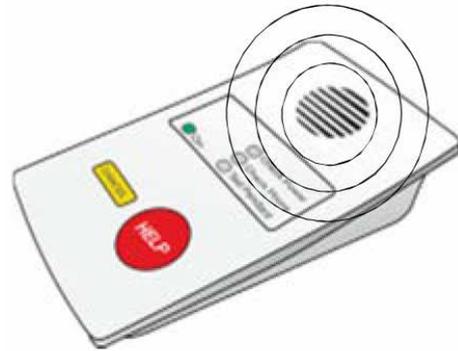
Your personal alert system is now ready to use.

For assistance call RAC Security on 1300 360 504

Important notes – Please read these instructions carefully and ensure that you follow them at all times. It is possible that in certain circumstances the system may not operate properly due to factors beyond RAC's control, such as network communication outages. radio interference or lightning strikes. If you are relocating your system to a new or temporary address, please contact RAC so that we can update your address details.