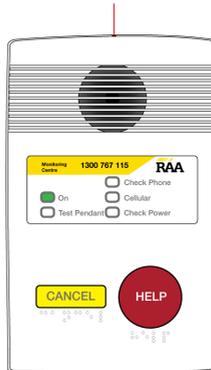# 3G Personal Alert System
Self Installation Guide

RAA recommends that you ask a second person to help you with installation.

Please follow all instructions in this guide.

If you have any questions please call 1300 767 115

> **Until a successful test call is made (Step 5: System activation) we are unable to provide emergency response.**
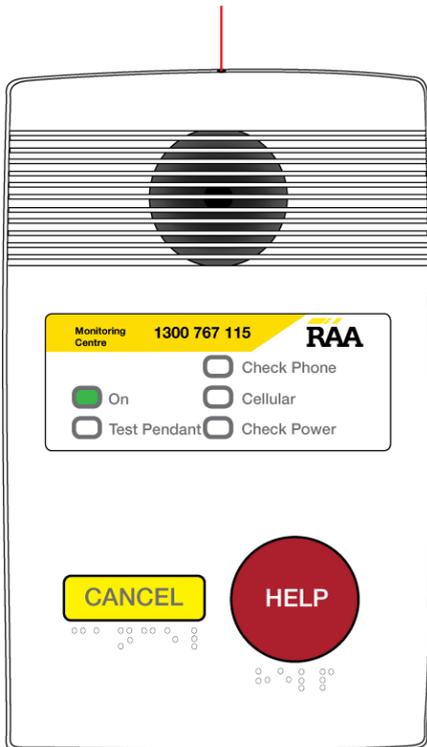
Contents

For full product terms and conditions visit:
www.raa.com.au/security/personal-alert-system

# Your Personal Alert System

To install your system you will need:

- 1 x Unit
- 1 x Pendant
- 1 x Power Pack
- 1 x User Guide
- 3G network coverage in your area.

RAA recommends you ask a friend or a family member to help you with this installation. If you have any questions, please call RAA on 1300 767 115

Installing 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.
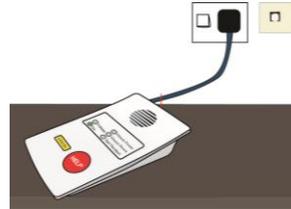
Note:
- *To minmise the risk of damage to the alarm caused by lighting strikes, we recommend using a surge protector.*

- *Please ensure the power cord is safely out of the way to avoid tripping.*

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**.
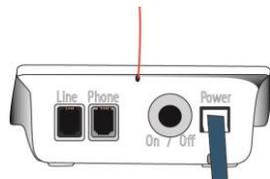
STEP 2:   Turning on the unit

a. Turn on the power at the
    wall.
b. The green **On** light and
    the red **Check 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 Check 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.

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.

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.*

4

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

STEP 4:   Testing your Pendant

RAA 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
- The 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

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.

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

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 an RAA operator and communicate with them by speaking to the base unit.

STEP 5: System activation

To complete installation, and commence monitoring, you must complete a successful system test call to our Monitoring Centre.

Please complete the following test call two (2) working days, 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 RAA**. The loud alarm will sound for ten seconds and then you will be connected to an RAA operator.

b. When you have been connected to RAA, 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, EVE is ready to use.

Your Personal Alert System is now ready to use.

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 RAA's control, such as the telephone line being unavailable, radio interference, lightning strikes or telephone network outages.

If you suspect your system is damaged or not functioning properly, please contact:

RAA

1300 767 115

> **If you are relocating your system to a new or temporary address, please contact RAA so that we can update your address details.**