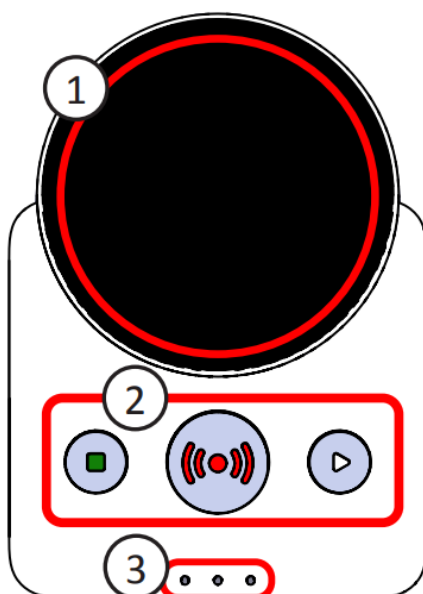


# RESIDENTS 'HOW TO USE' GUIDE

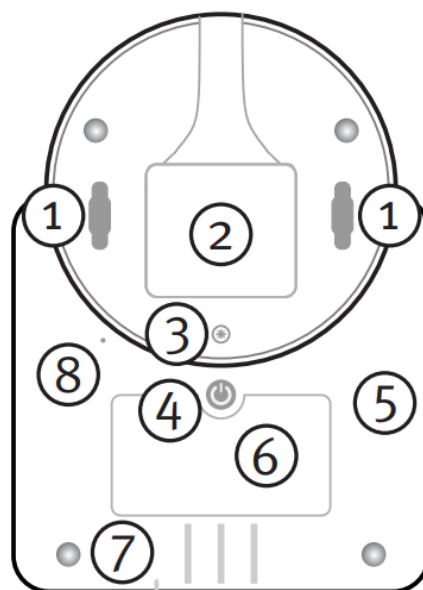


**Intended use:** The Care Phone NOVO is a unit designed for the purpose of providing security and a sense of comfort and safety for the user. The unit is primarily designed for people living in their own residence or in nursing homes.

**Overview:** Care phone NOVO appears as in the picture below. The unit has been designed to make it as simple as possible to handle with maximum safety.



*Picture 1. Care phone NOVO top view*



*Picture 2. Care Phone NOVO bottom view*

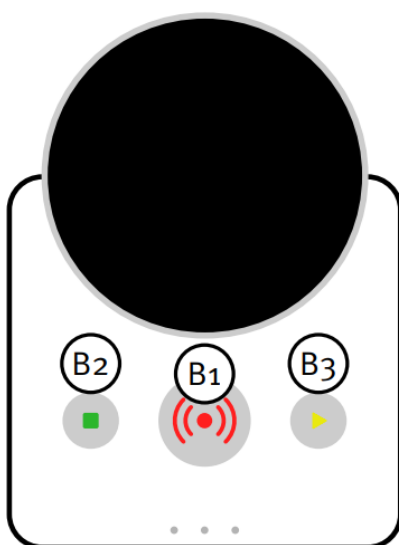
#	Denomination
1	Speaker
2	Buttons
3	Front LEDs

**Table 1.** NOVO top view parts.

#	Denomination
1	Keyholes (for hanging up the unit) x 2
2	Connector well (under the connector lid)
3	Bottom cover screw
4	Power button
5	SIM card hatch*
6	Product label area
7	Microphone
8	Reset hole

**Table 2.** NOVO bottom view parts.

**Buttons:** The NOVO unit has three distinct buttons located on the front cover as shown below in Picture 3.



**Picture 3.** Buttons on care phone NOVO.

#	Denomination	Colour
B1	Alarm button	Red
B2	Reset button	Green
B3	Extra button	Yellow

**HELP** Alarm button (B1) A user alarm can be activated by pressing the red Alarm button (B1). This button is also used in Control Mode and Service Mode.

**CANCEL** Reset button (B2) Before making an alarm call, NOVO can be configured to play a pre-call signal. During that time the user has the option to reset the alarm by pressing Reset button (B2). The unit will then play the disconnection signal to indicate this (if alarm is configured as audible), cancel the call and return to idle mode. This function can also be enabled, through configuration, between call attempts. This button is also used in Control Mode and Service Mode.

Extra button (B3) The Extra button's (B3) default function is to toggle and indicate Home/Away. For more information about Home/Away please refer to your installer. The installer also uses this button to set up in Control Mode, Service mode and testing.

### EMERGENCY PENDANT AND CALL POINTS

WORN AS A WRISTBAND



WORN AROUND THE NECK



EMERGENCY CALL POINT



### HOW TO USE YOUR EMERGENCY HELP BUTTON

All residents should make sure they have their pendant button (on the neck chain or on a wrist band) nearby, NOT put away in a draw. It should be kept next to your bed when not in use.

For those living on their own, or if one of a couple is unwell, the pendant should be worn around your neck or put on the supplied wristband, then back on the bedside table at night. Alternatively you can wear it around your neck or wrist at All times, even in the shower.

If you are feeling unwell and require an ambulance, press any **one** of your emergency buttons:-

- Pendant button on a neck lanyard or wristband
- HELP button on the wall in your ensuite (if installed)
- HELP button on the wall in your powder room or toilet
- HELP Emergency button on the main unit in the kitchen – Press the **RED 'HELP'** button.

**YOU ONLY NEED TO PRESS THE BUTTON ONCE.** You will hear a 'pre-alarm' beeping for 10 seconds to let you know that the alarm is about to be sent to the monitoring centre. This 'pre-alarm' gives you the opportunity to cancel the alarm if any of the HELP buttons were pressed by mistake. To cancel the alarm while it is beeping in the 'pre-alarm' time, just press the **GREEN 'CANCEL'** button.

If you have pressed one of the HELP buttons, just wait until the monitoring centre contact you. You will hear one of the monitoring centre operators talk to you through the loudspeaker in the main unit in the kitchen. You will be able to have a 2 way hands free conversation. They will ask you if you require assistance and start the process of the best way to respond. Don't worry if you're not in the same room as the main unit as the operator will hear you from any room in your Unit or Apartment and know how to act. If you are unable to communicate, they will send for help to check if you are all right. Please note that the call back response times may vary between 60 and 90 seconds.

## ANNUAL PENDANT AND CALL-POINT TESTING

Each resident is responsible for the annual testing of their pendants and call points. Although the monitoring centre will be made aware of Low Battery, Mains Fail and many other functions of the system, it is important to make sure everything is working properly. Residents can choose to do their testing on any day of the year (birthday, wedding anniversary, ect) or any date you will remember to test.

Please call 1300 645 018 prior to testing. The operator will ask for your details to confirm where you are from. This is important as if you test and there is a fault, and we cannot speak to you for any reason, we know not to call the emergency services.

When performing your annual testing just press the **RED 'HELP'** button on the main unit in the kitchen or any of the call points and wait for the monitoring centre operator to talk to you via the loudspeaker in the main unit in the kitchen. Advise them you are OK and just conducting a test. Wait for the operator to disconnect the call to the unit, then follow the same procedure and test each of the other HELP pendants (bathroom, toilet ect)

### HELPFUL TIP

Anyone who is an emergency contact for you, or if you are one for a neighbour, you should save the number 1300 645 018 to your mobile phone (if you have one) as 'Alarm Monitoring Centre' or something similar so that it may be an important call.

### Use and maintenance

- Temperature range: +5 - +55°C
- Do not damage the unit or its parts. If damaged, immediately contact authorized personnel.
- Do not expose to direct sunlight.
- Keep away from dust, moist and dirt.
- Do not drop, knock, twist or shake the device.
- Do not warm up the device or use it near fire.

### Batteries

NOVO has a large capacity NI-MH backup battery with a Stand-by backup time up to 450 h. This battery should be replaced within 7 years from date of original installation.

The 'Smile' Pendant uses lithium batteries and only sends alarms when it is necessary. As a result, power consumption is very low and battery life is up to 5 years with normal use. If any 'Smile' pendants are added or refurbished, lithium batteries shall be replaced if the battery is more than 5 years old.

The NI-MH backup battery and the 'Smile' Pendant lithium battery status is checked internally via the CMP (carephone management portal). If the battery status is below a certain threshold value when checked, a battery alarm is sent.

### Cleaning

- All parts in the NOVO can be cleaned with a mild soap solution and a damp cloth. Dry with a dry cloth.
- Strong chemicals, grease and other harsh substances must not be used when cleaning or handling the NOVO
- NOVO must be disconnected from the power socket before cleaning.

## **Safety Notes**

- Read instructions prior to use.
- Always test the system per instructions prior to use.
- Always check the function of the product after making adjustments.
- This product may not be suitable for all persons and should not be a substitute for the routine visual monitoring protocol by caregiver.
- Must not be used in situations where a delay in the arrival of appropriate medical care, could lead to a potentially life-threatening situation.
- Our units are NOT intended for any life support device, thus intending a device whose malfunction may result in damage to a life.
- Check the device regularly and replace when necessary.
- Do not integrate with other systems other than those specified in this document.
- Always keep the device dry. Exposure to excessive moist can cause malfunction.
- The product will not cause electromagnetic disturbances under normal working conditions.
- The product can be placed near other products or devices as long as mechanical vibration is not present.
- Remove batteries if the unit is to be out of use or stored for an extended period of time.