Circular 8

08 August 2023

Dear Resident,

RESETTING AND TESTING YOUR TELECARE UNIT

I would like to reshare a few key points with regards to the use of your Telecare units.

- Please test your Telecare units often.
- Remember to only press the red button once and then wait for a response.
- Pressing it again for a second time will cancel the first call.
- Do not pick up your internal phone after you pressed the button or while you are on a call to the operator through the Telecare unit. The Telecare unit uses the same line to connect you the emergency call centre and picking up the phone to dial reception will cancel your Telecare call.
- If you have gone away for a few days and you return to the village, kindly press the blue button on your Telecare to reactivate your morning calls.
- Please ensure that you test your Telecare unit upon return to ensure it is working.
- Should your Telecare unit not work as noted in the above points please urgently report it to reception.

Should you require a face-to-face demonstration to assist you in operating your Telecare unit, please contact reception and we will gladly assist.
Please also see attached leaflet for your attention. If you require a printed copy for easy reference, please contact reception and a copy will be delivered to you.
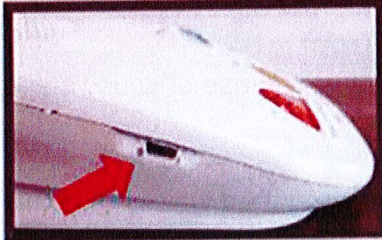
Regards,

Riaan Gouws
Village Manager

RESET YOUR TELECARE UNIT

How to reset your TELECARE:
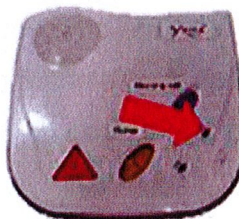On the left hand side of the unit there is a swit

USING A PEN slide the switch to the O (off) position. And wait 30 seconds.

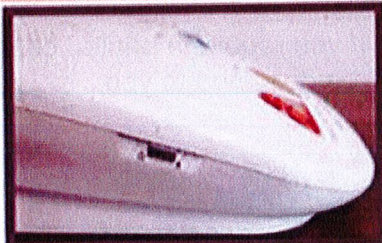**NOW** slide the switch back to the I (on) position.

This light will flash **RED** for a few minutes then go off. If it stays on **RED** it indicates NO SIGNAL. Please report this to reception.

This light will flash **GREEN** for a few minutes, this is normal, it indicates the battery is charging.