

Product Catalogue

2025



Innovative Solutions to Improve Everyday Lives



About us

We are the market leader in technology-enabled care in the UK, Sweden, Norway and in the Netherlands. For over 50 years we have provided social alarms and technology-enabled care services that have enabled safe and independent living for elderly and vulnerable people across Europe.

We have more than 10 years' experience in successfully supporting customers transition from analogue to digital solutions, with over 515,000 customers across the UK and Europe. We have our own locally based technical support team available to assist and offer free digital reviews to help you plan your digital journey.

All our technology-enabled care solutions are straight-forward to install, supported by a cost saving, intuitive device management platform, as well as being easy to operate. By developing innovative new products and solutions in collaboration with our customers, we help older and vulnerable people stay at home and live independently for longer.

Our vision and values

We're committed to helping the vulnerable live an independent life

Our motivating force is a genuine care for our users – we always put their needs at the centre of our operations. From this starting point, we are constantly looking for better ways in which to help.



Show care

We show interest and listen to people's needs. We strive to make a difference and provide peace of mind for those we care for.

Act smart

We work together to find simple and effective solutions by sharing knowledge and experience.

Be heroes

We are everyday heroes. We aspire to achieve greatness. We take pride in the small things that make a big difference in people's lives.

Show care. Act smart. Be heroes.
That's the Careium way.

Social Alarms by Careium

Social alarms are an integral component of the secure network run by local authorities, housing associations and home care organisations. We believe in the importance in our efforts to develop reliable and innovative tools. We develop products and services in close cooperation with our customers to ensure that our solutions match the needs of their service organisations and most importantly the users.

DIGITAL Social Alarms

Digital telecare has enormous potential for the future of social alarms and healthcare. It is designed to integrate with new digital infrastructures and offers reliability, efficiency and quality to people around the world, giving them the freedom to live and enjoy their lives.

Digital telecare systems are built to work with Next Generation Networks (NGNs) and digital monitoring centres. They use only digital information to transmit data end-to-end, from the social alarm controller to a monitoring centre.

Digital telecare is future-proofed, ready to adapt to the progression of technology and deliver future services. Digital telecare is one element of Technology Enabled Care Services (TECS) and has the capacity and flexibility to support digital health services such as advanced telecare, telehealth and connected care which, with the increasing 'connectivity' of the world, many see as the future of healthcare.

Careium's digital social alarms have been developed to replace traditional analogue social alarms, connect to the digital networks via either broadband or cellular network. They continuously monitor the connection performing a regular heartbeat check and if there are any problems information is sent to the monitoring platform in real time. This online supervision ensures that the user is always able to generate an emergency call.



Social Alarms

Eliza by Careium

Article Number: 7855



Eliza is a unique, highly versatile 4G smartcare hub elegantly designed to deliver the best security and reliability to users, possible monitoring centres and service providers alike. It raises the bar in Technology Enabled Care by taking full advantage of the capabilities afforded through today and tomorrow's digital networks. Its elegant, contemporary design, with aesthetics rivalling those of stylish consumer devices makes it easier to place in the home environment. In 2020 Eliza was awarded the IF design award in product design.

Eliza takes full advantage of the capabilities provided by 4G and IP digital networks to ensure the highest level of reliability, security and flexibility. In contrast to solutions developed for antiquated analogue networks, this smart digital hub uses frequent 'heartbeat' checks to ensure a reliable connection is always there. That way, service providers are promptly and automatically alerted of any loss of service, minimising the risk of the service user being out of communication without anyone knowing about it.

Eliza seamlessly integrates with new digital infrastructure and is designed to be compatible with current and future sensors for Technology Enabled Care.

The device comes as standard with the waterproof (IP67) alarm trigger Enzo. Enzo is a compact and discreet alarm button that can be worn both on the wrist and around the neck. The battery life is circa 5 years depending on use and is replaceable providing significant savings to service providers. Enzo also comes with Careium's unique easy press concept for people with e.g. arthritis.

In addition to reliability and cost-effectiveness, the service provider can also feel assurance through constant access to simple, accurate and fast monitoring and administration of the device via Careium's service platform, which is available 24 hours a day, every day of the week. The device can be remotely updated via a computer, tablet or smartphone in the office, in the car or at the user's home.

Eliza Technical data

Communication (external)	4G/3G/2G, Ethernet and Wi-Fi*
Communication (internal)	Social alarm frequency 869.2 MHz, Bluetooth 5 (Low Energy), ZigBee, Wi-Fi*
Telecare accessories	Up to 50 via 869.2 MHz
External antenna Audio	Yes (accessory)
Audio output	Yes
Adapted sound for senior and HD-voice	Yes

USB-ports	2 no. e.g. Nano Wi-Fi adaptor (accessory, art.no. 7723)
Protocol	SCAIP, TS 50134-9, TAP-2, and other protocols upon request
Power supply	230VAC/9VDC, 2.0A
Battery back-up	Li-on 3.7V
Low battery alarm	Automatic
Dimensions	197 x 92 x 112 mm

*Wi-Fi requires USB-adaptor, available as accessory art.no. 7723

Social Alarms



Eliza S by Careium Article Number: 8106

The Eliza S is a slimline version of the flagship digital hub Eliza by Careium. It has been developed and built on the same powerful platform and is an ideal solution where there is no need for a fixed internet connection. Easy to position wherever you want and unobtrusive where a classic desktop design and / or wall mount is preferred. Eliza S is future proofed and meets the exacting requirements of Technology Enabled Care (TEC).

Eliza S takes full advantage of the capabilities provided by 4G and other digital IP-networks to ensure the highest level of reliability, security and flexibility. In contrast to solutions developed for antiquated analogue networks, this smart digital hub uses frequent "heartbeat" checks to ensure that a reliable connection is always there. That way, service providers are promptly and automatically alerted of any loss of service, minimising the risk of the service

user being out of communication for a prolonged period of time and without anyone knowing about it.

Eliza S seamlessly integrates with new digital infrastructure and is designed to be compatible with current and future sensors for Technology Enabled Care. The device comes as standard with the waterproof (IP67) alarm trigger Enzo, as well as with Careium's unique easy press option for people with arthritis or tactile difficulties.

The service provider can also feel assurance through constant access to simple, accurate and fast monitoring and administration of the Eliza S via Careium's service platform, which is available 24 hours a day, every day of the week. Thus, the device can be remotely updated via a computer, tablet or smartphone in the office, in the car or at the user's home.

TIP! Eliza S Wall mount Article Number 8164

Makes Eliza S easy to position wherever a wall mount is preferred.

Eliza S Technical data

Communication (external)	4G/3G/2G	Protocol	SCAIP, TS 50134-9, TAP-2, and other protocols upon request
Communication (internal)	Social alarm frequency 869.2 MHz, Bluetooth 5 (Low Energy), ZigBee	Power supply	230VAC/9VDC, 2.0A
Telecare accessories	Up to 50 via 869.2 MHz	Battery back-up	Li-on 3.7V
External antenna Audio	Yes (accessory)	Low battery alarm	Automatic
Audio output	Yes	Dimensions	170 x 138 x 43 mm
Adapted sound for senior and HD-voice	Yes	Wall mount	Yes. Wall mount bracket available as accessory (art.no. 8164)

Social Alarms



Eliza S+ by Careium

Article Number: 8530

The latest design of our flagship Eliza digital hub the slimline Eliza S+ has been developed with modern interior living in mind. Eliza S+ is built on the same powerful platform as the other Eliza family members and uses reliable and safe communication via 4G and other digital IP-networks. In comparison to Eliza S, Eliza S+ can communicate via fixed ethernet in addition to mobile networks.

It is easy to position wherever you want and unobtrusive where a simple horizontal design and / or wall mount is preferred. Eliza S+ is a part of a complete solution and is compatible with current and future TEC sensors.

Eliza S+ works as a digital hub for current and future TEC accessories, like smoke sensors and fall alarms. it seamlessly integrates with new digital infrastructure and comes as standard with the waterproof (IP67) alarm trigger Enzo – a compact and discreet alarm trigger that can be

worn both on the wrist and around the neck.

This digital TEC hub communicates over 4G and other IP-digital networks, including ethernet, which makes it both secure and flexible. Similar to Eliza and Eliza S, the Eliza S+ uses frequent 'heartbeat' checks to ensure that a reliable connection is always there.

This means service providers are promptly and automatically alerted of any loss of service, thus minimising the risk of the service user being out of communication for a prolonged period of time and without anyone knowing about it. In addition, our web-based device management system i-care® online allows for smart and efficient monitoring, configuration, firmware upgrades and support of your installed Eliza S+ as well as other TEC accessories. The system is clear, easy to understand and saves time, effort and money.

Eliza S+ Technical data

Communication (external)	4G/3G/2G, Ethernet
Communication (internal)	Social alarm frequency 869.2 MHz, Bluetooth 5 (Low Energy), ZigBee
Telecare accessories	Up to 50 via 869.2 MHz
External antenna Audio	Yes (accessory)
Audio output	Yes
Adapted sound for senior and HD-voice	Yes

Protocol	SCAIP, TS 50134-9, TAP-2, and other protocols upon request
Power supply	230VAC/9VDC, 2.0A
Battery back-up	Li-on 3.7V
Low battery alarm	Automatic
Dimensions	170 x 138 x 43 mm
Wall mount	Yes. Wall mount bracket available as accessory (art.no. 8164)

Social Alarms

CareIP® Mobile Article Number: 100 008 white, 100 075 graphite

CareIP® Mobile offers a completely digital, future-proof solution and can operate using GSM, GPRS and IP/Internet communication. CareIP® Mobile transmits an emergency alarm to the monitoring centre via the internet/GSM using TTNEW, CPC, SCAIP or UMOXML alarm protocols and high quality, duplex or simplex digital speech. This comprehensive range of protocols ensures compatibility with all the latest monitoring platforms including Tunstall, Jontek, Enovation Group and Chubb.

Using the i-care® online service the device will automatically monitor network signal strength and provide an alert to the monitoring centre if any device goes off-line, loses connectivity or misses a regular, pre-programmed heartbeat.

Speech volume can be adjusted via programming or remotely to assist those with hearing difficulties.

An internal time clock in the device enables programming of time parameters for individual sensors and automatically adjusts for BST.

The emergency button is easily accessible and located on the upper side of the unit. The emergency button is backlit and significantly larger than any other function button to avoid any confusion in operation. This function can be hidden from the user. All connection sockets on the back are easily identified, to assist a simple installation. The product can be wall mounted.

CareIP® Mobile offers a state-of-the-art radio range of up to 200 metres and automatically tests the two-way transceiver alarm trigger Enzo as standard. However, should there be a requirement to extend the range for a larger property a mBox 9200 Repeater can be purchased which will increase the range of the radio trigger. Any problem with low battery, range of the trigger or fault which can prevent activation will be signalled automatically by CareIP® Mobile. A range test of the radio trigger can be enabled.

CareIP® Mobile operates in three ways:

1. GSM only

A roaming SIM card compatible with all networks is supplied pre-fitted into the device for a simple and secure installation. This enables the installation of an alarm where the user does not have a telephone line or fixed broadband connection/subscription

2. IP/ Internet Only

An option to connect via the internet – this provides a second communication option, should a direct network connection be required at a later date.

3. GSM and IP/Internet*

If the social alarm unit is connected using the internet and the broadband stops working, then CareIP® Mobile will automatically switch to using GSM communication providing a level of security far above traditional analogue devices.

CareIP® Mobile is compatible with the full range of Careium's 869MHz telecare accessories. The battery backup can last for up to 48 hours.

CareIP® Mobile automatically monitor the mains supply. In the event of mains power failure, it will send a programmable "Mains Failure" alert to the monitoring centre. In the absence of power a LED reacts instantaneously, and there is hourly monitoring to facilitate transmission and notification of mains errors to monitoring centre. When the mains power is restored the monitoring centre will receive notification of "Mains Reset" to confirm the mains power has been reinstated.

CareIP® Mobile is supported by our web portal i-care® online (easy programming, see more info on page 10, section i-care® online). Supplied with the Enzo radio alarm trigger (range up to 200 m, IP67) including all wearing accessories (incl. neck and wrist), Roaming SIM, power supply. The CareIP® Mobile is tested and complies with all relevant EU standards incl. EN-50134 CE.

*Dependant on monitoring centre, to use IP connectivity the control platform will require an IP protocol.

Social Alarms

CareIP® Mobile Technical data

Power supply	230VAC/7.5VDC, 1.0A with mains cable
Battery central unit	NiMH pack 4.8V (replaceable by service personnel)
Battery alarm	Automatic
Warranty	2 years
Battery backup	48 hours
Low battery alarm	Automatic
Speech communication	VoIP (duplex, simplex) or GSM
Data communication	IP/SIP and GSM (triple band), GPRS
Radio	Dual band transceiver 869 MHz and additional 868 MHz
No. of radio transmitters	Up to 10 radio transmitters
Alarm receiver	Up to 10 alarm receivers can be programmed
Dimension	200x175x40 mm
Input/Output	4 inputs, 2 output, 1 output for hearing aid loop system, external aerial
Interface	Ethernet 10/100 Base-T
Protocols	IP: CIP (SIP), SCAIP, UMO XML
GSM	CPC, TTnew and telephone

Ability to replace battery	Yes
Battery life	Up to 5 years

Replaceable Items

Mains power cable white	100 036
Mains power cable black	100 077
Internal alarm unit batteries	300 205
Antenna	100 050



Social Alarms



Radio Alarm Trigger Enzo Article Number: 300 208

The Enzo radio trigger is compatible with all our social alarms. It is a two-way transceiver that uniquely monitors the connection with the base unit and provides confirmation that the alarm has been acknowledged. When an alarm is activated the LED on the radio trigger lights up and changes colour when the signal has been received.

Enzo complies with IP67 "protected from dust and capable of withstanding water immersion up to 1 metre for 30 minutes".

The trigger comes as standard with all accessories - neck cord, wrist strap and the unique Easy Press Concept (EPC) for users with tactile disabilities. The trigger button has clearly defined edges to assist visual impaired users. The length-adjustable neck cord has an antistrangle safety device, which is not affected in the event of the user tying a knot in the neck cord to adjust length, the cord is also washable.

Enzo automatically sends information via the social alarm to all monitoring platforms relating to battery life to ensure that the user is always able to make a call.

The alarm trigger works up to 200 metres from the social alarm unit ensuring that the user feels safe around their home and garden.

The trigger has a long battery life (typically 5 years based on one daily activation). The battery can be changed. Once changed the trigger is still waterproof as it contains a specially designed seal. This provides significant savings when compared with a typical trigger exchange and reduces the lifetime cost of the device.

TIP! Enzo fixed mount/wall clip

Article Number 300 210

Many users take off the alarm trigger when taking a shower or when going to bed. It's easy to mount additional triggers inside the shower and by the bedside to ensure that the trigger is at hand when needed.

TIP! Enzo Bogus caller

Article Number 300 213

Similar to the fixed mount version but with different software sending a specific alarm code. Normally mounted close to the front door, when a user is concerned about an unknown visitor they press the trigger and the alarm operator can then help the senior and ensure that the visitor is either welcomed or refused entry.

Enzo Technical data

Frequency	869 MHz
Battery	1 Varta CR2032
Water resistance	IP67
Warranty	2 years
Standard automatic alarm test	Yes, selectable
Dimensions	38x32x11 mm
Ability to replace battery	Yes
Battery life	Up to 5 years

Replaceable items

Neck cord	300 216
Wrist strap	300 215
Adhesive pad	300 214
Accessory pack	300 209
Wall clip	300 210

Social Alarms

Radio Alarm Trigger Ellis Article Number: 8389



Ellis is a versatile, long-range radio trigger that is compatible with all Careium social alarms. It is attractively designed to look less like a traditional radio trigger and destigmatise associations with pendant alarms. Worn around the neck on a stainless-steel chain, Ellis looks more like jewellery. In some cases, the end user is therefore more encouraged to wear their radio trigger, even proudly telling their friends that they are using a social alarm.

Ellis is built on the same proven technology as Enzo and is a great alternative for those who want a radio trigger that does not look like an alarm. It is waterproof (IP67) and uses a two-way transceiver that uniquely monitors the connection with the social alarm and provides reassuring confirmation that the alarm has been acknowledged.

When an alarm is activated, the LED on the radio trigger lights up. Once the signal has been received by the social alarm, the LED changes colour.

Information regarding battery life and range are automatically sent to the social alarm to ensure that the user will always be able to trigger an alarm.

The battery is replaceable, thus minimising replacement cost and maximising efficiency.

The alarm button is placed in a smooth, tactile recess on the back of the alarm, making it easier to press the alarm with the thumb. There is also no risk of getting caught in the chain, as it has a magnetic lock. This also makes Ellis easy and convenient to put on and take off.



Social Alarms



CAIR Notifier-Portable alarm receiver

Article Number: M132-249

The Notifier is an innovative portable alarm receiver. Designed to make caring easier and simpler. The Notifier can be used from one-to-one scenarios all the way through to care home settings, linking with up to 150 devices and storing as many as 30 alerts at a time. The carer will receive direct alerts on the Notifier, informing them exactly where the alert is coming from, enabling a prompt and targeted response.

Multiple Alerting Modes – there are three alerting methods on the Notifier – sound, vibration and strobe, which can easily be switched on or off to suit the carer's preference.

Nurse Call – If multiple Notifiers are being used together, they can communicate with each other to inform other Notifiers if a carer is dealing with an alert. An efficient, time saving feature for nurses and carers.

Features list:

The Notifier is available in Black or White

- Full colour LCD touch screen
- Wireless charging
- Up to 3 days battery life
- Cloning feature
- Divert to dispersed alarm unit
- Divert Away option
- SOS feature to alert other devices
- Auto Clear between Notifiers
- Supports up to 150 paired devices
- Sound, Vibrate and Strobe alerting options
- PIN protection to protect settings
- View alert history
- Anti-microbial, easy clean, water resistant
- Mute option
- Battery and charge status indicator
- Walk test function to detect signal strength

CAIR Notifier Technical data

Compatibility	Careium
Operating Frequency	869.2 MHz
Dimensions	Notifier L17xW56xD14 mm Charging base L100xW100xH65 mm
Charge	2.5 hours

Weight	85 g
Water ingress	Water resistant (can survive temporary immersion into water)
Compliance	UKCA / CE / RoHS 2 / RED
Warranty	24 months

i-care® online

Our digital and mobile social alarms are supported by i-care® online, our unique web- based service, which provides easily accessible, remote supervision, product management, firmware upgrades, programming and support.

i-care® online is easily accessed around the clock and you can always see the status, in real time, minute by minute for all your installed digital and mobile social alarms. The system operation is efficient, clear and comprehensive - thus saving time, effort and money.

The primary advantage is that your digital social alarms can be programmed and upgraded without the need for a visit from a technician.

i-care® online provides you full visibility and control, in the event of your customers' social alarms being out of action, you will know this within minutes via the unit's "heartbeat". Everything designed to provide around the clock security and reassurance for you and your customers.

Key features:

- Accessible 24/7 in order to check the status of any mobile and digital social alarm
- Sends emails or SMS notification when the broadband/Mobile Internet connection has been disabled
- Silently and remotely program parameters
- Silently and remotely program telecare accessories including time parameters
- Shows mobile signal strength
- Update firmware



rSIM & SIM billing



rSIM The World's First Intelligent SIM

rSIM is a solution that exceeds the functionalities of a typical roaming SIM.

It is a SIM that maintains data connectivity whenever there is a loss of connection. It actively switches profile to guarantee it is always on and never off.

Data connections can be lost for a variety of reasons. Once a device has lost its connection, there is nothing that can be done until connectivity returns. rSIM, which stands for resilient SIM, is the solution for an 'always on' connection and is the world's first truly resilient and autonomous SIM card.

rSIM has proven significant increases in uptime where connectivity is lost, reducing downtime from hours to minutes:

Proactive – It updates core and local network proactively and not only when an alarm has been triggered. Ensuring connectivity in an emergency.

Trusted - Built by the leading global eSIM supplier.

Device Agnostic - No dependency on the device, it all happens on the SIM.

Autonomous - Decision making made directly on the SIM.

Standards Compliant - GSMA, 3GPP, ETSI.

rSIM is compatible with all Eliza digital smartcare hubs. We can offer multiple dual connectivity solutions to the monitoring centre: rSIM®, rSIM® + Ethernet and rSIM® + Ethernet + WiFi.

SIM Billing

Commitment to giving customers best value solutions means that you only pay SIM costs for active units.

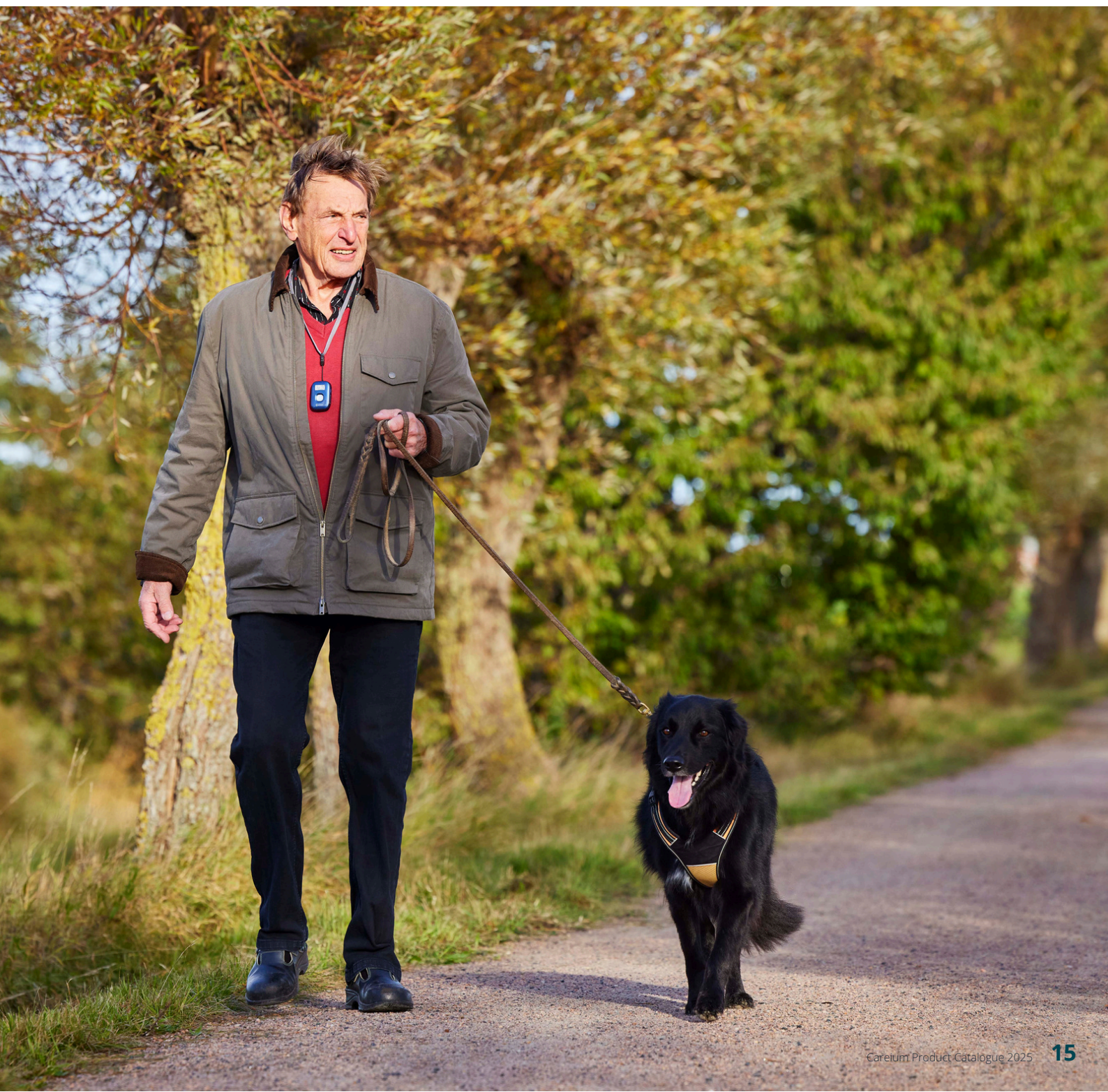
- You do not pay SIM costs whilst stock is sat on your shelves waiting for deployment
- You also enjoy 'SIM holidays'

If a unit has been out in the field and is then returned to your equipment stores, the SIM billing will stop automatically. It only starts again once the unit is active and with another service user.

Orders for new equipment are made in the usual way with the SIM card inbuilt. However, SIM costs are automatically managed through the management portal, i-care® online and identified in a separate monthly SIM invoice.

Mobile Social Alarms

Mobile social alarms pave the way for people to live a more independent life. The solution includes an emergency button that is directly connected to a monitoring centre, GPS-based localisation and tracking. It is also possible to set up 'safety zones' – whenever the user leaves the zone, an alarm is sent. This flexible service can be adapted to the individual's needs. You as a service provider decide whether the alarm should be directed to a monitoring centre, a relative or care staff. The service can be set up as a mobile social alarm or a tracking alarm.



Mobile Social Alarms



Amy

Article Number: 8860

Amy is a stylish telecare watch designed to enhance security and peace of mind for users everywhere. Featuring GPS position and voice capability, Amy offers a level of comfort and accessibility that sets it apart from other safety devices. Looking like a regular watch, Amy is both waterproof (IP68) and portable, making it perfect for daily use.

With just a press of the emergency button, Amy instantly sends an alarm to a monitoring centre, home care staff or a chosen relative, ensuring quick assistance when needed. Additionally, Amy is equipped with advanced features such as automatic fall detection and geofence alarms, which provide added layers of safety by alerting caregivers to potential emergencies based on specific criteria.

Communication is seamless with Amy's built-in speakerphone, allowing for clear voice conversations between the service user and the responder directly through the watch.

Amy also includes a specially designed charging cradle that not only secures the watch through magnetic attachment but enhances its functionality. The cradle's integrated radio beacon helps maintain accurate positioning of the watch when at home, saving battery life and reducing unnecessary geofence alerts.

Amy is i-care® plus compatible and the app allows family and friends to be involved in the care of the service user. With the app, they can handle alarm calls, see where the user is on a map or talk to them via Amy's speakerphone, and more.

Mobile Social Alarms



Abby Article Number: 8410 / 8464

Abby is a small and comfortable out-and-about social alarm with GPS positioning and voice capability that improves security not only in the home, but everywhere the user goes. It is waterproof (IP67) and easy to carry around at all times, either as a pendant around the neck, in the pocket or in the carry bag that can be attached to the belt.

When the emergency button is pressed, an alarm will be sent to the monitoring centre, home care staff, or to a relative. It is an excellent solution for bringing greater peace of mind to seniors and their relatives. Not only does it enable the user to activate an alarm if in need of help or feeling distressed, but it also features automatically triggered alarms, e.g due to a fall or when the user leaves the home or a safe zone. Multiple safe zones can be programmed and alerts can be sent to a number of recipients or to an a monitoring centre.

Abby can be connected to an alarm trigger, such as Enzo or Ellis, as well as to other social alarm accessories like smoke- and heat detectors. The option to connect a trigger to Abby can be very helpful since most users will not use their Abby at night, choosing instead to wear their alarm trigger.

Abby is i-care® plus compatible. The i-care® plus app allows family and friends to be involved in the care of their senior. With the app, they can handle alarm calls, see where the senior is on a map, talk to the user via Abby's speakerphone, and more.

Abby comes with a charging station that also doubles as a home beacon, a lanyard and a power adaptor.

Abby is tested and complies with all relevant standards incl. CE.

TIP! Abby carry bag Article Number 8471

Many users may not want to carry their Abby around the neck. With the carry bag, Abby can for example easily be attached to the belt.

TIP! Abby Speakerphone Article Number 8472

When Abby is positioned in the home beacon, it can be connected to a speakerphone for an even better sound performance.

Abby Technical data

Communication (external)	4G/3G/2G
Communication (internal)	Social alarm frequency 869.2 MHz, RFID
SIM	Nano
Positioning	GPS, Beacon (RFID), WiFi, A-GPS, Base station
Interface	2 LED & display, 2 hard keys
Sensors	3D accelerometer
Battery	3.7V, 950mAh polymer

Operation time	Terminal always on up to 8 hours, depending on used profile & conditions
Charging time	2 hours
Power adapter	5V, 1A
Safe zone functionality	Polygone & circle safe zone
Main alarm types	Manual, fall, battery, geofence & offline mode
Activity statistics	Step counter
Enclosure	IP67

i-care® plus

i-care® plus is an app that allows family & friends to become more involved in the care of their elderly loved ones. It enables carers to manage alarms, among other things. Involving family & friends creates peace of mind and security not only for them but also for the care recipient. A scenario is given below, but keep in mind that there is a lot of flexibility in how the app can be used based on wishes and needs.

With i-care® plus, family & friends can manage alarms and talk directly to the care recipient via the speakerphone of the social alarm. If a GPS alarm is used, they can also see the location of the service user on a map. Recent events and alarm history are displayed in the app and family & friends can send messages and pictures to each other to make sure everything is okay.

Shared responsibility

When an alarm goes off from a social alarm, an audio notification is sent via i-care® plus to a family member or friend, who is given the opportunity to respond to the alarm by accepting or rejecting it. Unanswered or rejected alarms are passed on to the next person in the alarm chain. This can either be another family member, a friend or the monitoring centre.

If the alarm is accepted, the family member or friend can call the social alarm via the app. This way, they can talk directly to the care recipient to make sure everything is okay. It is also possible for them to send messages and pictures directly in the app to other people in the alarm chain about the actions taken.

In addition to alarm management, family & friends can see the status of the social alarm, such as battery level and signal strength, as well as GPS position including last known location. They also see the service user's step count, event history, safety zone settings, other registered carers and their order in the alarm chain.

Download for free!

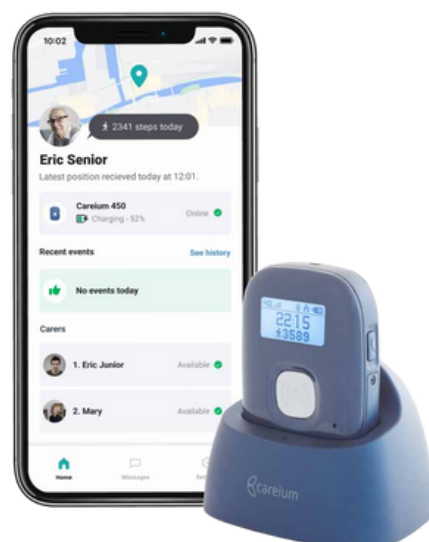
i-care® plus is compatible with the GPS alarm Abby (new) and other upcoming products. The app is available for download via AppStore and Google Play (search for i-care® plus or Careium). Family & friends can use the app only after the service provider has created an account and sent them an invitation to become a carer.

Alarms that can be managed in i-care® plus

- **Manual alarm**
The service user has triggered an alarm by pressing the alarm button.
- **Geofence alarm**
Automatic alarms if a service user leaves a predefined safety zone (geofence).
- **Fall alarm**
Automatic alarm in case of fall.
- **Technical alarm**
Automatic alarm if the social alarm has low battery or signal strength.

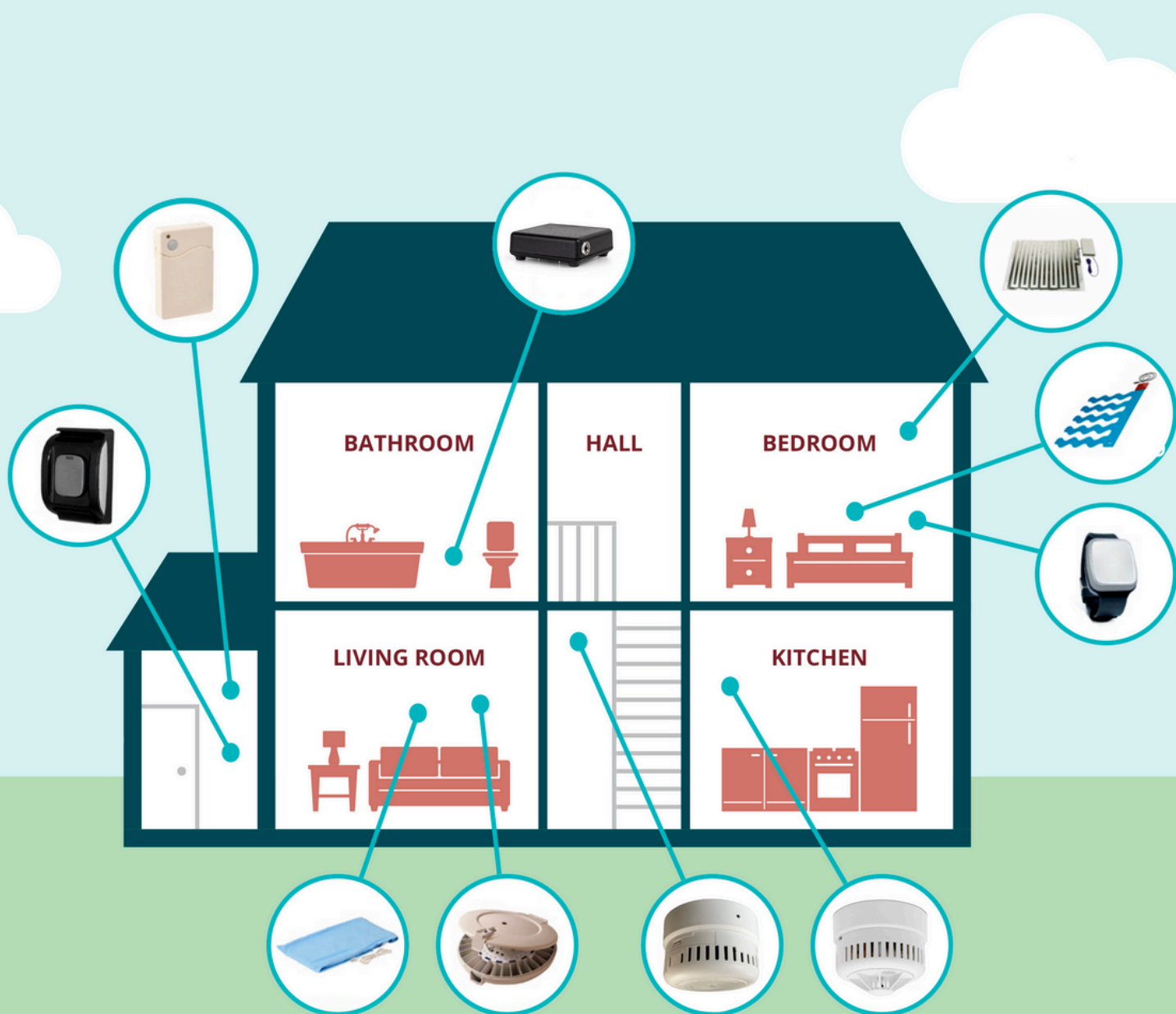
Interface

- **Status of the alarm unit**
Battery level, signal strength etc.
- **Alarm device position on map incl some history**
Only if the service user has a mobile social alarm, such as Abby.
- **Carers/family and friends**
All family members and friends connected to the service user and their order in the alarm chain.
- **Call function**
Possibility to call the social alarm in case of an alarm.



Innovative Telecare Accessories

We offer a broad range of telecare accessories that enable and support individual tailor-made solutions. When a sensor is activated, it will send a signal to the social alarm unit, which will automatically call the monitoring centre. Careium telecare accessories operate on the European Social Alarm frequency 869MHz. They are uniquely coded and easy to install.



Environmental Safety



Smoke Detector i10 Article Number: 8276

This is an optical smoke-detector with interlink capability and a built-in 10-year lithium battery. Large visible easy-to-use test key. When the smoke detector is activated, it emits a loud and clear audible signal (85dB), activates the alarm sound in all interlinked detectors and sends a call to the monitoring centre via the social alarm unit. The smoke detector can be connected to Careium's social alarms and carephones to create a secure home environment. It can interlink with Careium CO i10, Heat i10 and additional Smoke i10 detectors for maximum security.

The Smoke Detector i10 is tested and complies with all relevant standards incl. CE and operates on the European Social Alarm frequency 869MHz. Complies with BS EN 14604, KM 500468.



Carbon Monoxide Detector i10 Article Number: 8278

This is a CO-detector with interlink capability and a built-in 10-year lithium battery. Visible easy-to-use test key. Carbon Monoxide (CO) is produced when fossil fuels do not burn completely or are exposed to heat. These fuels include wood, coal, charcoal, oil, natural gas, gasoline, kerosene and propane. The CO-detector reacts when CO concentration reaches certain thresholds and provides a local audible alarm (85 dB) and triggers a call to the monitoring centre via the social alarm unit. If the CO-detector is interlinked with other detectors the alarm sound in all detectors. The CO-detector can be connected to Careium's social alarms and carephones to create a secure home environment. It can interlink with Careium Smoke i10, Heat i10, and additional CO-detectors for maximum security.

The CO Detector i10 operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE and BS EN 50291 (2001).



Heat Detector i10 Article Number: 8277

A Heat-detector with interlink capability and a built-in 10-year lithium battery. Big visible easy-to-use test key. A heat detector is suitable for those locations where a false alarm from a standard smoke detector is likely to occur such as steam, cooking flames or particles (e.g., burning toast). When the heat detector is activated (57 °C) it emits a loud and clear audible signal (85dB), activates the alarm sound in all interlinked detectors and sends a call to the monitoring centre via the social alarm unit. The heat detector can be connected to Careium's social alarms and carephones to create a secure home environment. It can interlink with Careium Smoke i10, CO i10 and additional Heat i10 detectors for maximum security.

The Heat Detector i10 is tested and complies with all relevant standards incl. CE and operates on the European Social Alarm frequency 869MHz. Complies with BS 5446-2, BS EN 14604, KM 500468.

Environmental Safety

Extreme Temperature Sensor

Article Number: 300 241



The Careium Extreme Temperature Sensor detects extremes of temperature and will automatically raise an alarm via the social alarm unit. The sensor will detect if the temperature is too hot (35°C) or too cold (12°C) in the house, for example if the heating breaks down in winter. The device can be tested by removing and replacing the battery. The life expectancy of the unit is at least 5 years, its battery will last for up to 5 years and a low battery alert will be sent to the monitoring centre if the battery is low. The batteries are easily replaced (art. no. 300 189). The Extreme Temperature Sensor operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE and EN 50134.

Radio Flood Detector

Article Number: 300 239



The Careium Flood Detector will provide early warning of a potential flood and avoid the consequences of damage to property and personal possessions. The flood detector is placed on the floor in the bathroom or kitchen and detects excess water caused by an overflow. Once water is detected an alarm will be sent to the monitoring centre via the social alarm unit. This provide reassurance for people who have a habit of leaving the tap running which can cause hazardous situations, significant damage resulting in unnecessary cost and inconvenience. The device can be easily tested with water and will also send a low battery call to the monitoring centre. Replaceable battery CR2032 (art. no. 300 189). The Flood Detector operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.



Fall Management



Vibby OAK Fall Detector Article Number: 300 187

The Vibby OAK Fall Detector offers the user increased versatility and wear-ability options. It has an integral alarm button to enable the user to summon help, it incorporates a micro-controller, 3 axis accelerometer, a vibrator and a radio transmitter (869MHz). In the event of a fall, the sensor will raise an alarm to the monitoring centre via the social alarm. If the user stands up 20 seconds after the fall detection, the fall detector cancels the alarm. If the wearer stays on the floor, the fall sensor will also vibrate and the LED light flashes to let the user know an alarm is about to be generated. The sensor is waterproof to IP67, shock resistant, made of hypo- allergenic plastic and has a replaceable battery.

Manual alarm

At any time a manual alarm can be triggered by a simple press on the push-button. The alarm is confirmed by a vibration and LED light.

Automatic fall detection

After a heavy fall, when the user is lying on the ground with or without activity and unable to manually press the push-button, the Vibby OAK will vibrate with blinking LED for 20 sec. before sending an alarm.

Alarm cancellation with sensor

During the warning period (vibration), the user

can cancel the alarm by simply covering the fall sensor completely with the palm of the hand during 2 sec. then remove the hand once the Vibby OAK fall sensor has stopped to vibrate.

Auto alarm cancellation

After a fall, if the user stands-up and remains standing for more than 6 sec. the alarm will automatically be cancelled.

The device operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards inc CE.

Neck Cord art. no. 300 196, **Replacement Battery** art. no. 300 190, **Wrist Straps Black:** art. no. 300 197

Personal Wellbeing



mBox 9200 Article Number: 300 154

The Careium mBox 9200 can be used as a bed control unit, radio transmitter, radio range extender, and a door alarm.

mBox 9200 Control Unit

When the sensor activates, an alarm is sent to the monitoring centre via the social alarm unit. On the main unit a simple function provides the ability to set different delay times before the alarm is sent. Time parameters can also be programmed on the social alarm unit so that the device will only work within certain times of the day. The battery-operated mBox 9200 device will also send a call to the monitoring centre in the event of a low battery. The device is fixed by using the supplied screws or adhesive fixing.

mBox 9200 Range Extender

The unit is a radio receiver and transmitter in the same unit. By placing an mBox range extender between the Careium social alarm and telecare sensor you can increase the effective range of the telecare sensor and be assured that a radio signal from the sensor will reliably reach the social alarm.

The mBox 9200 Radio Transmitter

mBox 9200 can be used to supplement conventional alarm devices such as fixed alarm transmitters with wireless alternatives.



The mBox 9200 Door Alarm with magnetic contact

The Careium mBox 9200 Door Alarm is very easy to install and is completely wireless. A small magnet is attached to the door, and the transmitter itself is attached to the door frame. The door alarm alerts the monitoring centre if an individual leaves the property. There is a bypass button which can be used by visitors to enter and leave the accommodation without activating the alarm, and an on/off switch for activation/deactivation as required. All Careium social alarms can be programmed to call through silently, which is occasionally a requirement with door alarms.

The magnetic contact is ordered separately (art. no. 300 127).

The mBox 9200 look out-mode

An mBox 9200 and a Motion Sensor (art. no. 300 155) combined can be used as a door alarm with look out function. This allows the user to open the door and look out, and if the user does not return (pass through the Motion Sensor) an alarm will be sent to the monitoring centre. The door can be left open up to 15 minutes (default 3 minutes).

The mBox 9200 operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.

Personal Wellbeing



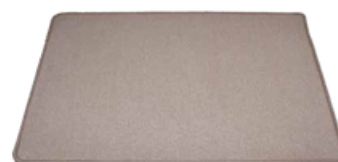
Enuresis Sensor Article Number: 8411

The Enuresis Sensor is designed to detect excess moisture. The durable and wipe-clean sensor mat has to be connected to the battery-operated mBox 9200 radio device (art. no. 300 154). It is placed on the mattress with the green and white side facing upwards, above any waterproof sheet, and positioned around the hip area. When moisture or liquid is detected, an alarm will be sent to the monitoring centre or to a carer. The sensor is designed to reduce the need for intrusive and undignified physical checks, promoting dignity and independence for the user. It is suitable for home use and adults as well as children. The Enuresis Sensor operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.



Bed Alarm Bed sensor Article Number: 300 029

The Careium Bed Alarm set consists of a soft, flexible bed sensor and a mBox 9200. The bed sensor has to be connected to the battery-operated mBox 9200 radio device. The water resistant, easy to clean pressure sensor is used on top of the mattress and usually under the bedsheet. When the sensor activates, an alarm is sent to the monitoring centre via the social alarm unit. On the main unit a simple function provides the ability to set different absence times before the alarm is sent. For example, if the user was to exit the bed and not return within 15 minutes during the night. The minimum bed activation weight is 27kg. The sensor has a life expectancy of approx. 6 months. The mBox 9200 device monitors the bed sensor function and will send low battery calls to the monitoring centre. The batteries are easily replaced. The Careium Bed Alarm operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.



Mat Alarm Contact Mat Article Number: 300 090 Mat Cover Article Number: 300 089

The Careium Mat Alarm looks like a normal floor mat. The complete set consists of a floor contact mat, a cover and mBox 9200. The floor mat has to be connected to the battery operated mBox 9200 radio device. The mat provides simple, effective monitoring to alert when a person leaves their room or home. When the mat is stepped on the sensor is activated and an alarm is sent to the monitoring centre via the social alarm unit. On the main unit a simple function provides the ability to set different absence times before the alarm is sent. The minimum floor activation weight is 27kg. The sensor has a life expectancy of approx. 12 months. The mBox 9200 device monitors floor sensor function and will send low battery calls to the monitoring centre. The batteries are easily replaced. The Floor Alarm operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.

Personal Wellbeing



Chair Alarm Article Number: 300 025

The Careium Chair Alarm set consists of a soft, flexible chair sensor and mBox 9200. The chair sensor has to be connected to the battery operated mBox 9200 radio device. The water resistant, easy to clean pressure sensor can be placed over or under the cushion on a seat or wheelchair. When the sensor activates, an alarm is sent to the monitoring centre via the social alarm unit. On the main unit a simple function provides the ability to set different absence times before the alarm is sent. For example, if the user was to leave their chair and not return within 15 minutes. The minimum chair activation weight is 27kg. The sensor has a life expectancy of approx. 6 months. The mBox 9200 device monitors the chair sensor function and will send low battery calls to the monitoring centre. The batteries are easily replaced. The Chair Alarm operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.



Motion Sensor Article Number: 300 155

The Motion Sensor is a wireless motion sensor which can be used for different situations where monitoring of movement may be required. For example, the Motion Sensor can be used as:

- A bed monitor, placed on the floor at the edge of the bed.
- Movement monitor, to send information when a person has been active, such as not visiting the kitchen for 24h.

The device operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.



Epilepsy Sensor Article Number: 8358

The Companion Mini is a small, smart and sensitive unit that, contributing to peace of mind. Suitable for home use and for adults as well as children. When a seizure has been detected a call will be activated to the monitoring centre.

The sensor unit differentiates seizures induced movements from normal sleep activities before passing an alarm to the monitoring centre via the Careium social alarm unit. It is placed beneath the mattress, and is easy to install using wireless technology. The Companion Mini is Class 1 medical device certified.

The device operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.

Personal Wellbeing



Pill Dispenser Article Number: 300 235

The Pill Dispenser (Pivotell Advance Dispenser) is suitable for those who have memory issues and for whom the blister packs and dossett boxes are no longer a reliable way to access medication. It offers the right pills at the right time, thus reducing the risk of overdose or missed doses.

At 439g, it is lightweight and has 28 individual compartments accessed via a lockable lid, the key is provided as standard. It can be programmed to dispense up to 24 times per day. An alarm signal continues to ring/ flash for up to one hour or until pills are dispensed. After the chosen elapsed time an alarm will be raised via the social alarm unit, and if the dose isn't taken then the dispensing hole will block access to the medication. It can also be used as standalone without assigning it to the social alarm unit.

The Pill Dispenser is easily programmed via the LCD screen, providing options to program dose times, change alert tone, volume, visual flash, and daylight savings time. The time and date of the next dose can be viewed on the screen by a simple press of a button. Spare day/time discs are provided for various dose regimes. Pharmacy installation leaflets come as standard and easily cleaned spare internal cassettes with lid are available for pre-filling by a carer or pharmacy.

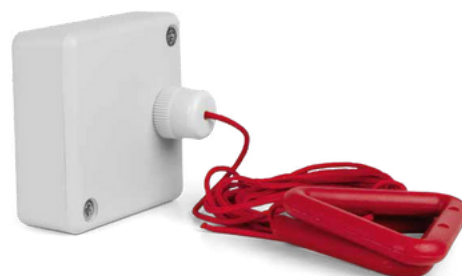
The unit is powered by batteries and if low, a visual warning light will appear and a call will be sent to the monitoring centre, if the device is assigned to the social alarm unit. The 4x AA batteries are easily changed. The device is designed to securely house a medication record/chart with plastic label which has enough room for a standard pharmacy provided medication sticker. The Pill Dispenser operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.

Start kit Pill Dispenser EN (incl installation leaflet with filling guide, pharmacy label & carrier medication record) art. no. 300 236, **Key** art. no. 300 246, **Batteries (2x AA)** art. no. 300 043, **Bowl for tipper** art. no. 300 247, **Spare Cassett** art. no. 300 180

Tipper Accessory Article Number: 300 243

A tipper can be supplied for those with insufficient strength or limited dexterity to lift and dispense their medication. It holds the dispenser securely and features a handle to make tipping easier. When tipped, the dose will drop into the supplied bowl which captures the medication and makes it easy to consume.

Personal Wellbeing



Radio Pull Cord Article Number: 300 222

The Radio Pull Cord is ceiling mounted and can be strategically placed around the home for example in the bathroom or near the bedside, to provide the service user with a convenient means of calling for help in an emergency. Strong, double adhesive tape for easy installation. The device is tested and complies with all relevant standards incl. CE.



PikoButton Article Number: 300 224

The PikoButton is a control switch for users with disabilities and/or special needs. It is designed to be very durable but still easy to use. Because of the PikoButton's sensitivity it is suitable for controlling environmental control systems, communication devices, assistant alarms, etc. The activation force of the buttons is very small, only 125 grams (medium). The same activation force can be used at the edge of the switch. The PikoButton has a dimension of 50mm with the switch in red. The PikoButton has M4 screw threads for attachment to wheelchairs or other assistive technology. The device is tested and complies with all relevant standards incl. CE.

For wireless connection to the Careium social alarm the product requires the radio module Careium 9350 (art. no. 300 206).



Careium 9350 radio module Article Number: 300 206

The Careium 9350 radio module is a radio transmitter that is compatible with the Careium social alarm equipment. The battery is replaceable. The device operates on the European Social Alarm frequency 869MHz and is tested and complies with all relevant standards incl. CE.

0,5m cable with 3,5mm plug art. no. 300 221

Signal Strength

Mini Booster Antenna

Article Number: 100 000



A compact, low-cost solution. Provides a small boost which is enough to improve signal strength successfully. The active gain for the mini booster is listed as up to +3 dBi. Antenna comes with a 2-meter cable and a magnetic base.

PRO-1000-5G

Article Number: 8339



A more powerful solution which is recommended to be tried if the mini booster does not resolve. This can be used indoors or outdoors as required. The active gain for the PRO is listed as up to +8dBi.

Advice on installing alarms in poor mobile signal areas



Step 1. Improved location

Mobile signal strength can be seen on i-care® online or can be announced on the alarm unit. For the CareIP®/CareMobile (2G) alarms, if you get a signal strength of 11 or less* you need to try and find a better location within the premises. Where possible, if you have placed the unit by the window facing north, try positions facing east, west or south to find line of sights to the mobile base station. A position by the window is often good on many occasions. Try several locations, but if you still can't reach signal strength 12 or above** you need to move to step 2.

* 2 or less for the Eliza/Eliza S/ S+ 4G/3G/2G

** 3 or above for Eliza/ Eliza S/ S+ 4G/3G/2G



Step 2. External antenna

The Mini Booster Antenna (art. no. 100 000) and the PRO-1000-5G (art. no. 8339) can help solve low signal strength, if step 1 does not help.



Step 3. Alternative Careium social alarm models

Some regions in the UK have very poor 2G signals but often good 4G coverage. When your monitoring centre is digitally enabled you can use 4G solutions in those locations where 2G is unacceptable. Both the Eliza by Careium (art. no. 7855) and Eliza S by Careium (art. no. 8106) are recommended in these cases.



Step 4. Alternative communication

Rarely, but there are some instances where mobile communication is not possible. Here the CareIP® and the Eliza can be considered as both offer ethernet SCAIP connection via the client's fixed broadband router to the digital monitoring centre.



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