



IndeMe

Peace of mind to live free

Keep life  
independent

With an IndeMe personal alarm



Thank you for  
requesting your  
brochure and  
welcome to  
IndeMe...

Inside you'll find all the  
information you need to  
choose the right personal  
alarm system for you.

## Here to help you keep your life independent

Your independence is precious. Staying in your own home and remaining part of your local community is incredibly important to so many of us. Finding out more about IndeMe personal alarm systems is a proactive step towards securing the independent future you want.

IndeMe can provide the freedom to carry on living your life the way you want to, in your own home. Out of hospital or residential care and safe in the knowledge that if you have an accident we are always on hand to offer immediate help and assistance.

We hope we won't be needed. But we're always here if we are.

“  
*We will all sleep  
easier knowing  
my mum can get  
help if needed*

Lynne, daughter  
of an IndeMe user”



# Reassurance for you, peace of mind for your family

The IndeMe service gives your loved ones real peace of mind too. Family members can take great comfort knowing that your wellbeing is in safe hands and help is at hand 24 hours a day. We all like to know that our loved ones feel safe and in control in their own homes, but not everyone has family living close by. IndeMe is a simple, reliable service that connects you to our rapid Care & Response Centre day and night to give your family reassurance too.

Our personal alarms are for everyone. However, they can be particularly reassuring if you:

- Live alone
- Don't have family close by
- Are feeling less mobile
- Have been unwell
- Feel concerned about falling
- Have just returned home from hospital
- Don't have regular visitors
- Are worried about intruders or local crime



## Meet the Hub

The IndeMe Hub is our home telecare system, detecting when help is needed via the MyAmie pendant and connecting the user with our professional 24/7 Care & Response Centre at the touch of a button. The system consists of two parts; the Hub base unit and the MyAmie wearable pendant.

“

*My Grandma is really happy with how the service and equipment is so unobtrusive but able to do so much for her if required*

”

**Kieren, grandson of an IndeMe service user**



## Designed to be discrete

We believe personal alarms aren't just for the elderly or the frail. In fact, many of our customers say they feel young at heart and that's one of the reasons why they want to hold onto their independence. So we have designed our personal alarm system to be discrete and unobtrusive. The wireless pendant is small and lightweight and our home Hub is roughly the same size as a wireless router and plugs into your existing phone line.



## How does it work?

The system is made up of an easy to use Hub control box which plugs directly into your telephone line, and an alarm pendant which can be worn on your wrist or around your neck.

If you are in need of assistance simply press the pendant alarm button and a member of our Care & Response Team will answer the call. They will then talk to you with clear audio through the IndeMe Hub to determine what type of help you need. Whether it be a call to a family member, neighbour or the emergency services.

There's no need to worry about remembering phone numbers, someone not being at home to receive the call or disturbing anybody during the night. The IndeMe alarm pendant can be used from anywhere in the home or garden, all of your contact details are set up on installation and if the operator does not get a response when they talk via the clear loudspeaker on the home unit, they will send help.

Don't worry about accidentally pressing the alarm, we are always happy to hear from you and check the system is working.

“

*After having had 2 new hips and a new knee, it gives me the support and confidence to get on with my life. I would thoroughly recommend it*

**Margaret**  
IndeMe user

”

## How our Care & Response Team look after you

We want you to feel reassured that whenever you need our help, our round-the-clock Care & Response Team are just the touch of a button away.

### Providing rapid help

Getting you the right help as quickly as possible is our primary focus. Our 2-way speech technology has been purposefully designed to reduce our response time and give you the extra reassurance of knowing help is only seconds away.

### Dedicated, experienced professionals

Our Care & Response Team appreciate that when a customer calls our helpline they may be very anxious or in pain. That's why our team is made up of highly trained, caring individuals who answer every call with great compassion and professionalism.

### Fully accredited and UK based

Our Care & Response Centre is based here in the UK. Staffed entirely by our own IndeMe response operators our centre has been awarded TSA platinum accreditation - recognised as the highest benchmark for care for UK response centres.







“

*Your operators have been marvellous, I'm so much more confident knowing they're there if I need them*

”

Janice  
IndeMe user

## Friendly technology

Technology can be daunting for many, especially vulnerable people. So we've designed our Hub and MyAmie pendant to not only be smart, but friendly too. All of our devices are intuitive and simple to use, and powered by state of the art technology.

### Using your personal alarm:

- 1** Press the button on your Hub unit or pendant (if you have the fall detector, smoke detector or carbon monoxide detector systems the sensor will be activated automatically).



- 2** Your IndeMe Hub connects to our UK monitoring centre.



- 3** A friendly operator will speak to you via the speaker on the home unit.



- 4** The operator will send help (either your nominated keyholder or the emergency services).





## Quick check, can we install the IndeMe system in your home?

Before we tell you everything you need to know about our range of services please take a minute to check this short list to ensure we can provide you with our personal alarm system:

- ✓ A working telephone landline within 2 metres of a mains electricity plug socket
- ✓ Two nearby key holders who will be willing to be contacted if help is required
- ✓ To be resident in the UK



# Our services...

## 24/7 SAFE Service

The 24/7 SAFE Service includes an IndeMe home Hub and MyAmie personal alarm pendant, which can be worn on the wrist or around the neck. Pressing the button on the Hub or on the pendant will alert our Care & Response Centre.

**The IndeMe 24/7 SAFE Service has a one off set up fee of £42.00\* and a monthly cost of £16.80\***

The initial payment of £58.80 includes set-up and your first month's monitoring. Self installation is required. This can be undertaken quickly and easily using the quick setup guide supplied with your order.

\*Prices are inclusive of VAT where applicable. You may be exempt from VAT if you are disabled or have a long-term condition. VAT exempt prices: Set up fee £35, monthly payment £14.00, initial payment £49.00

### 24/7 SAFE Service features:

- Easy installation
- Hub alarm base unit
- MyAmie pendant - small, lightweight & wearable
- Wearing options for wrist or around the neck
- Waterproof, so it can be worn in the shower
- A range of up to 100 metres so you are covered in the garden
- Long battery life, it should not need to be replaced for at least 7 years.



## Fall SAFE service

More than 8,000 older people fall every day in the UK. IndeMe's FALL SAFE Service can provide valuable peace of mind by automatically detecting serious falls and raising an alert to our Care & Response Centre or your designated contact.

Our FALL SAFE Service includes an IndeMe home Hub and iVi intelligent fall detector which can be worn on the wrist or around the neck. The iVi allows the wearer to press a help button to generate an alarm call when they need help from anywhere in their home, 24 hours a day. The iVi also provides an added layer of protection by automatically generating a call for assistance if a fall is detected<sup>^</sup> and the wearer is unable to push the help button.

The iVi is the only product of its kind to feature a 'not-worn' alert, which will notify the Care & Response Centre if the iVi has not registered movement for a period of time, suggesting that the user has not worn it.

### The iVi is ideal for:

- Older or disabled people who are becoming progressively less stable
- Individuals who have been discharged from hospital and require additional support
- People working alone
- People with medical conditions such as epilepsy or diabetes

**The IndeMe FALL SAFE Service has a one off set up fee of £42.00<sup>†</sup> and a monthly cost of £20.40<sup>†</sup>**

The initial payment of £62.40<sup>†</sup> includes set-up and your first month's monitoring. Self installation required. This can be undertaken quickly and easily using the quick setup guide supplied with your order.

<sup>^</sup> Due to the wide variety and type of falls some falls may not be detected. In the event of a fall the service user should always be advised to press the button on the face of the iVi if possible.

<sup>†</sup> Prices are inclusive of VAT where applicable. You may be exempt from VAT if you are disabled or have a long-term condition. VAT exempt prices: Set up fee £35.00, monthly payment £17.00, initial payment £52.00.

### FALL SAFE Service features:

- **Easy installation**
- **Hub alarm base unit**
- **iVi intelligent pendant - small, lightweight & wearable**
- **Wearing options for wrist or around the neck**
- **Waterproof, so it can be worn in the shower**
- **A range of up to 100 metres so you are covered in the garden**
- **Long battery life, it should not need to be replaced for at least 7 years.**



### Did you know...

...you can use up to six MyAmie pendants with one personal alarm Hub so you can protect other loved ones? Purchase an additional MyAmie pendant for use with your existing account and a further loved one will benefit from the reassuring services of an IndeMe personal alarm.



**An additional MyAmie Pendant is just £58.80 inc. VAT**



## Smoke SAFE Service

Our Smoke Safe Service is designed to protect you and your home from a potentially dangerous situation. In addition to the IndeMe Hub unit, this service provides a radio smoke detector which connects wirelessly to the Hub and helps provide increased reassurance and independence by raising an alarm call at the Care & Response Centre when triggered, while also triggering an audible alarm in the home.

**The IndeMe SMOKE SAFE Service has a one off set up fee of £54.00\* and a monthly cost of £21.60\***

The initial payment of £75.60\* includes set-up and your first month's monitoring, Self installation is required. This can be undertaken quickly and easily using the quick setup guide supplied with your order.

### SMOKE SAFE Service features:

- Hub alarm base unit
- Wireless smoke detector
- MyAmie wearable pendant
- Wearing options for wrist or around the neck
- Waterproof, so it can be worn in the shower
- A range of up to 100 metres so you are covered in the garden
- Long battery life, it should not need to be replaced for at least 7 years.

\*Prices are inclusive of VAT where applicable. You may be exempt from VAT if you are disabled or have a long-term condition. VAT exempt prices: Set up fee £45.00, monthly payment £18.00, initial payment £63.00





## CO SAFE Service

The installation of a carbon monoxide (CO) detector can help quickly detect and alert the user to potentially dangerous levels of CO in the home. The wireless carbon monoxide detector connects remotely to the Hub and helps provide increased reassurance and independence by raising an alarm call at our Care & Response Centre when triggered, while also triggering an audible alarm in the home.

**The IndeMe CO SAFE Service has a one off set up fee of £42.00<sup>†</sup> and a monthly cost of £20.40<sup>†</sup>**

The initial payment of £62.40<sup>†</sup> includes set-up and your first month's monitoring. Self installation is required. This can be undertaken quickly and easily using the quick setup guide supplied with your order.



### CO SAFE Service features:

- Home response Hub unit
- Wireless Carbon Monoxide detector
- MyAmie wearable pendant
- Wearing options for wrist or around the neck
- Waterproof, so it can be worn in the shower
- A range of up to 100 metres so you are covered in the garden
- Long battery life, it should not need to be replaced for at least 7 years.

<sup>†</sup> Prices are inclusive of VAT where applicable. You may be exempt from VAT if you are disabled or have a long-term condition. VAT exempt prices: Set up fee £35.00, monthly payment £17.00, initial payment £52.00

# Frequently Asked Questions...

## **Q. What distance will the pendant work from the base unit?**

**A.** Generally speaking your alarm will work within around 100 metres from the alarm base unit. You cannot speak through the pendant but the highly sensitive microphone on the base unit will pick up your voice when you're within range.

## **Q. Can I talk through the pendant?**

**A.** No. The pendant simply activates the IndeMe Hub when you are in a different room in your home.

## **Q. How is the alarm unit installed? Can I do this myself?**

**A.** The alarm is very easy to install yourself. We deliver the alarm ready to use, it just needs to be plugged-in to your existing phone line and a mains socket. It really is that simple. If you have a home phone, this simply plugs into the back of the alarm unit, allowing you to make and receive calls as normal.

## **Q. Can I order an extra pendant?**

**A.** Yes you can. This is an excellent idea if you have someone else living in your home who may also benefit from using your alarm. If there is a second user in the home, you just need to provide us with their details. Additional pendants are available as a one-off purchase, but this does not increase the cost of your chosen price plan.

## **Q. Can I wear my pendant in the shower?**

**A.** The pendant we supply is waterproof and can be used in the shower. We do not recommend it is submerged in the bath.

## **Q. Will my IndeMe Hub still work if there is a power cut?**

**A.** Yes. Your IndeMe Hub will still work as it has a backup battery which will power the unit for approx. 120 hours.

## **Q. What happens if my equipment develops a fault?**

**A.** If for any reason a fault should develop, we will replace the unit FREE of charge within 24hrs.

If you have any more questions please call our friendly customer service team on

# 0330 123 3303





## Ready to order your IndeMe personal alarm system?

Simply call **0330 123 3303** to speak to our customer service team. Your new personal alarm system should be despatched and delivered within 3-5 working days.

## Got a question?

If you have any further questions our friendly customer service team are just a phone call away. With their expert knowledge they can help you choose the right IndeMe system for you and your home.



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*IndeMe has made the world of difference to all of our lives. I can relax knowing that Mum is living safe and independent in her own home whilst she can enjoy the life she wants to lead, happy that help will be there if she needs it*

Michael, son of IndeMe user

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