



Installation FAQ's

What is included in the Just Checking **K6, Single Occupancy Kit**?

- 5 movement sensors
- 2 door sensors
- Controller, which plugs into a mains power socket and receives data from sensors. This data is uploaded to the web-server via an integral mobile phone unit.
- Velcro pads
- Robust carry case
- Installation instructions and video

Can I add sensors to the K6 kit?

Yes, additional sensors can be added. However, there is a maximum number of movement and door sensors. In addition to the 5 movement sensors and 2 door sensors, you can add 3 additional movement sensors OR 2 additional movement sensors and 1 door sensor. Please call our customer support team on 01564 785100 for more information.

What's included in the Just Checking **K8, Multi Occupancy Kit**?

- 12 movement sensors
- 10 door sensors
- Controller, which plugs into a mains power socket and receives data from sensors This data is uploaded to the web-server via an integral mobile phone unit.
- Velcro pads
- Robust carry case
- Installation instructions and video

Can I add sensors to the K8 kit?

Yes, additional sensors can be added. However, there is a maximum number of movement and door sensors. In addition to the 12 movement sensors and 10 door sensors, you can add 2 movement sensors but no additional door sensors. Please call our customer support team on 01564 785100 for more information.

What is covered in the **subscription**?

- Access to the data and management system
- Mobile data charges (the controller uploads its data every 5 mins)
- Unlimited number of log-ins, controlled by you
- Log-on as often as required
- Replacement batteries for sensors
- Replacement Velcro
- Helpline for staff

Are sensors unique to the kit they are in?

Mostly yes – see detail below:

Door sensors are unique to each system. They are configured to work with only one controller.

Movement sensors with no aerials are also controller specific.

Movement sensors with aerials (older K3 system) are identical between kits, so can work with any controller.

Door sensors on the old K3 systems are controller specific.



Can I get replacement sensors?

Faulty sensors are replaced under warranty. We aim to post out within 24 hours of being reported. If any sensors are lost, replacements can be purchased. Please contact us if you require a replacement parts order form. We aim to send parts out within 24 hours of being ordered.

Can I change the names on sensors?

Sensors are labelled on the back, and the online chart is laid out in a specific order with these names. You can change the names and the order on the chart when you are logged on to the Just Checking Professional system as a manager. Other users without manager access can ring Just Checking to change sensor names and layout, if required.

Does the system raise any alerts?

Just Checking is primarily an information system, but you can create notifications to inform you of defined activities within the household. These can be found under the notifications icon on the feature bar. **Please note that this feature has been developed with the intention of notifying you of chart activity and should not be used to replace any lifeline or emergency notification services.**

Does the system use batteries and what is the battery life?

Movement sensors and door sensors have a single, long life battery which should last 1-2 years depending on activity. Battery replacement is included in the web-service subscription.

What happens if there is a power cut?

The controller stops receiving the data from the sensors, so there is no data collection. When power is restored the controller will automatically power up and start receiving data again, and upload it to the web-server. There will be a gap in the data for the time that there was no power. Remember, this is an information system, not an alarm system. It is inconvenient but not a risk if there is a gap in coverage.

What if I forget my login and password?

Your login will be your email address. Click Forgotten Password just below the password box to have your password resent.

Can the sensors be triggered by movement in bed?

Sensors may pick up someone turning over in bed. Sometimes this provides reassurance that the person is in the bedroom throughout the night.



Installation Hints and Tips

Positioning the controller

Place the controller box in a spare room if available, so it is out of sight. By a window or anywhere where there is a good mobile phone signal works best. Avoid placing the controller near electrical equipment such as a TV to minimize signal interference.

Sequencing of Lights when powering on controller

Starts solid red

Flashes red

Flashes green - this means it's able to see the mobile network from the integral mobile chip

Solid Green - connected to mobile network

After approximately 20 minutes, the light goes out. This is normal.

Movement sensor positioning

To ensure we only pick up movement within a room, the sensor should ideally be placed on the entrance door frame pointing into the room as this will avoid picking up peripheral movement outside of the room.

Bed movement

If it is important to know if a person is out of bed rather than simply turning over, you can place the sensor on the skirting board, (below bed height) which should only trigger the sensor if their legs are moved below the bed (getting out of bed) or as they walk by the movement.

Pet movement

Movement sensors pick up warm (infra-red) moving mass. The bigger the mass the more likely it will be picked up. A tiny insect should not trigger the sensor. However, a cat or a dog can trigger the sensor. You can reduce the likelihood of pets triggering the sensor by placing the sensors at a higher level and to avoid picking up low down movement from an animal, place some tape over the bottom half of the dome of the sensor.

Use of door sensors to determine if a food/drink cupboard is being utilized

If you'd like to find out how often and when the person you are caring for uses the fridge or a particular food cupboard to indicate that they may be preparing meals or drinks, you can affix a door sensor on the fridge door or cupboard door.