

# FAQ

MODEL: CC28 BT009

Q

**What factors affect the use distance of the pager?**

A

The transmitter directly determines the working distance of the product. It may be affected by other radios or metal or concrete walls during use. We offer 24/7 service, contact: [service01@calltou.com](mailto:service01@calltou.com) any questions about CallToU caregiver pager.

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**Why the battery receiver does not work?**

A

1)Replace the batteries and repair; 2)Clear all pairing turn the receiver back on and repair; 3)Check for other radio signal effects

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**Can the receiver vibration function be turned off?**

A

Press and hold "Volume" and "On/OFF" buttons simultaneously until the sound stops to turn vibration function off or on.

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**Do I need to pair the receiver and transmitter myself?**

A

The receiver and transmitter are factory paired and do not need to be paired yourself.

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**Can I purchase multiple sets and pair them together?**

A

Expandable pairing, support one receiver to pair multiple transmitters or one transmitter to pair multiple receivers.

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**Is there any warning when the receiver and transmitter low battery ?**

A

Both the receiver and transmitter have low battery alerts. The receiver has an indicator to show whether it is the receiver or transmitter that is low battery, with a voice reminder.

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**Can I wear the call button in the shower?**

A

IP55 waterproof, sometimes splashed by water will not affect the work , but it is not recommended to stay in the water for too long. We recommend installing a call button on the bathroom wall.

**Always close to you:**

Any questions about CC28 caregiver pager for the elderly, feel free to contact us via [service01@calltou.com](mailto:service01@calltou.com)