



SEVEN

SEVEN is your digital personal emergency response system

User Guide

Account Details

Please find your account and service provider details below for your reference if required.

Service Provider Name:	
Service Provider Number:	

Your Name:	
Your Unit ID:	

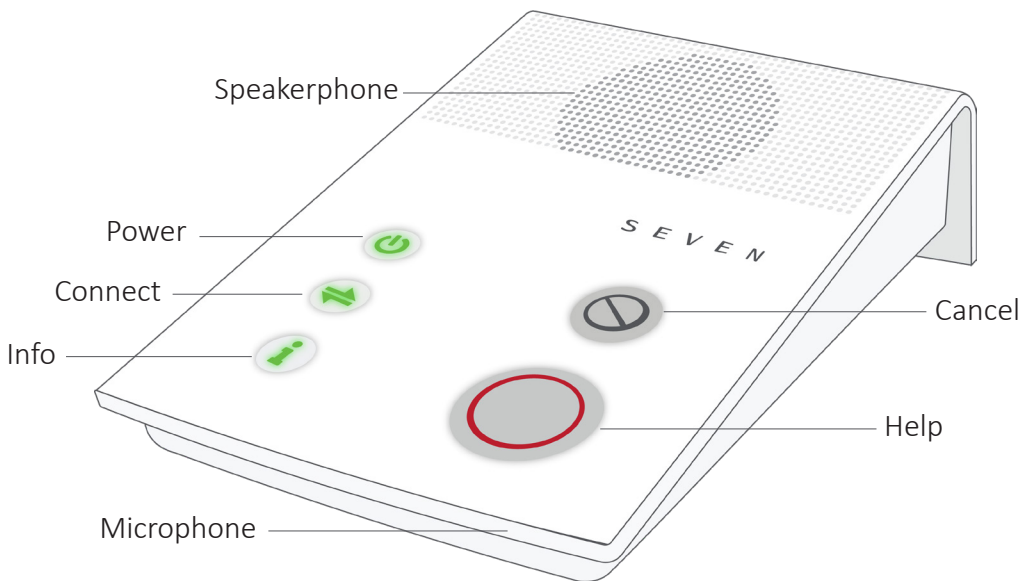
Installer Name:	
Installer Signature:	
Date Installed:	

System

SEVEN is your digital personal emergency response system that operates on the cellular network.

The SEVEN base unit and personal help button are easy to use and reliable.

SEVEN has many safety features, including voice messages and light indicators to ensure you can make a request for assistance when needed.



SEVEN has five buttons. The three buttons on the left; Power, Connect, and Info, all have associated notifications. If there is a message to be heard, or an action required, these buttons will change colour from green to orange, red, or blue.

Button Functions and Lights



Power

The **Power** button is back-lit green to indicate that SEVEN is on.

Press the **Power** button to hear the status spoken. Hold to turn the base unit off, press to turn it on.



On.



Flashes orange when the mains power is disconnected. A voice message will play to let you know that SEVEN is not connected to power.



- Solid red when the base unit battery is no longer functioning, or missing.
- Flashes red when the base unit battery is low.



No light – SEVEN is off.



Connect

Press the **Connect** button to hear the 4G cellular status. SEVEN will then announce “Excellent”, “Good”, “Poor” or “Unavailable”.

Press to send ‘I’m Ok’ to your service provider, if configured to do so.



OK, the cellular connection is available.



- The **Connect** button will show solid orange for a short period of time when connecting to the cellular network.
- The orange flashes are to let you know that 1 of the 2 SIM cards are not connecting.



The red flash indicates there is no connection to your service provider. **An alert for help will not work.**



Flashes blue when a ‘I’m Ok’ check-in is required.



No light – SEVEN is off.



Info

Press the **Info** button to hear a voice notification repeat. Messages can include a request to test your personal help button, a reminder, or an event notification.



- If this light is solid green, there are no messages.
- If it flashes green this indicates a friendly message is waiting to be played.



Flashes orange to request an action. Press to hear the request.



Flashes red when there is a warning message for critical notifications, e.g. emergency events or evacuation notices.



Flashes blue when a 'Test Alarm Call' with your pendant is required as agreed with your service provider



No light – SEVEN is off.



Cancel

Press to **Cancel** any function, including voice notifications, and to cancel an alert during the loud alarm.



This will illuminate solid orange when an alert can be cancelled, during the loud alarm.

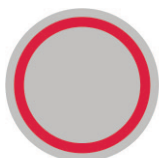


The **Cancel** button is also used to enable and disable the 'Away Function'.

Flashes left to right when the 'Away Function' is enabled.



No light – normal operation.



Help

Press the **Help** button to send an emergency alert to your service provider. The lights under the **Help** button will rotate while the alert is in progress.

The **Help** button will be dimly back-lit during normal operation so it can be located in the dark.

Personal Help Button

It is recommended that your personal help button is worn at all times including at night in bed.

It is waterproof and can be worn in the bath or shower.

Requesting Help

If you need help at any time of the day or night, press and hold your personal help button, and count to three. The outer rim of your personal help button will flash red to let you know your alert for help is being sent. You will hear a loud alarm sound from the base unit where the **Help** button will illuminate red. Voice messages on the SEVEN will play to let you know the status of your request for help as it progresses.

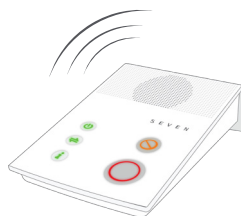
Alternatively, press the large round **Help** button on your SEVEN to request help.



Personal Help Button
Pressed



Base Unit Activated



Voice Message "Your alert
has been sent..."

Following an alert being sent to your service provider you will hear the operator speak, you can communicate with them by speaking to the base unit through the hands-free speakerphone. You will only be able to speak with the operator if you are within hearing distance of the base unit.



Cancelling An Alarm

During the loud alarm period, when you first press your help button, you can cancel the alarm by pressing the round **Cancel** button that is back-lit orange.

System Test

You can test your system to ensure it is functioning as expected by sending an alert. Press and hold your personal help button, and count to three. Voice messages on the base unit will play to let you know the status of your request for help as it progresses. When you hear the operator, tell them you are testing. If you encounter any problem when trying to test your SEVEN, please contact your service provider.

Voice Messages

SEVEN has automated voice messages that only play during day time hours. If you need to be informed of something during the night the lights under the buttons will change colour and/or flash. Critical emergency notifications may voice announce.

No voice messages will play until the morning, or you press the associated button to hear the message.

Voice messages may be arranged to play during night time by your service provider.



Turning On and Off

To turn your system off press and hold the **Power** button, and it will play an instructional message, followed by four beeps. Continue to hold until you hear the last beep, and it will switch off.

To turn the system on again, press the **Power** button until the welcome message plays, the green light indicates when it is on.

Installation

Do not unplug or move the SEVEN base unit from the location it has been installed. The location it is installed in has been tested to ensure it has good cellular connectivity and range with your personal help button. Moving the base unit could adversely affect its ability to send an alert for help.

If you are relocating, you will need to contact your service provider to organise a new installation and change your address details.



Reminders (Optional)

If you have voice reminders enabled on your SEVEN, a message will play at a pre-set time. It will announce the time and type of reminder.

For example, “This is your ten thirty reminder. It is time to take your medicine,” followed by, “Press **Cancel** to clear this message.”



While the voice message is speaking, press the flashing orange **Cancel** button to acknowledge and clear the reminder. The message will repeat periodically until cleared or replaced by the next reminder.



I'm Ok (Optional)

If your system has a 'I'm Ok' report, the **Connect** button will flash blue at a pre-set time each day. Press the **Connect** button to send a 'I'm OK' report to your service provider, and a voice message will play.

If you do not press the **Connect** button, your service provider will follow your pre-agreed follow up procedure.



Away Function

Press and hold the **Cancel** button during normal operation to enable the 'Away Function'. The **Cancel** button will flash left to right until the 'Away Function' is disabled.

Automated safety reports like 'I'm Ok' are turned off when the 'Away Function' is enabled.

When you return home press and hold the flashing **Cancel** button to disable the 'Away Function', the base unit will announce, "Away mode disabled, welcome back home."

If you will be leaving home for an extended period of time, please enable the 'Away Function'.



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Fall Detection (Optional)

If you have been supplied with a Pearl Advanced fall detector; When a fall and impact is detected, or if you press the personal help button it communicates bi-directionally with your SEVEN, to send an alert to the monitoring centre.

How it works

1. If a fall is detected, the Pearl Advanced will beep for fifteen seconds before sending a signal to your SEVEN.

2. If there has been a false alert, you can stop the signal being sent to the base unit by shaking the Pearl Advanced vigorously from side to side (during the beeping) until it is silent.
3. If your alert continues, and when the signal is received by the SEVEN, your Pearl Advanced will beep three times and the outer edge will flash red. The base unit will sound a loud pre-alarm and then connect to the monitoring centre to report that a fall has been detected.
4. During this loud pre-alarm you can still cancel the alert by pressing the 'Cancel' button on SEVEN.
5. Once the monitoring centre has received your fall alert, they will talk with you over the hands-free speakerphone on the base unit.

You can wear Pearl Advanced in a number of ways however it is recommended to wear it as a pendant with clip attachment, to minimise false alerts and to capture a wider range of falls that can occur. Expect false alerts in the first few days as you get used to wearing Pearl Advanced.

Pendant - Supplied with a surgical grade stainless steel chain that is designed to break under significant pressure. The clip attachment enables you to wear the Pearl Pendant around the neck and attach it to clothing so it does not move around, keeping it in one position (especially while you are sleeping, gardening, or working around the house). Getting dressed and undressed can lead to false alerts if the pendant gets caught in clothing.

Wristwatch - Supplied with a watch strap and stainless steel clasp. It is typically worn on your less dominant hand, however, you may need to consider which hand is best able to activate the personal help button. When worn on the wrist you may notice false alerts are caused by certain arm movements.

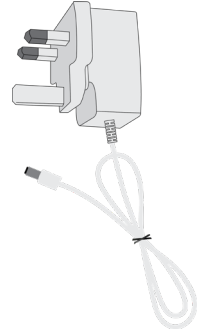
System Components



Pearl Personal Help
Button Pendant



SEVEN Base Unit



SEVEN Plug Pack

Cleaning and Maintenance

- Do not spray your personal help button or base unit with perfume, insect repellent, or similar harsh chemicals.
- Clean your personal help button and base unit with a warm, well wrung out, damp cloth.
- Do not use abrasive or polishing cleaners.
- Do not immerse your base unit in liquid, or position it in a place where liquids can be spilled on it.
- The supplied necklace attachment has been designed to break under pressure to prevent harm. Please contact your service provider before attaching an alternative necklace to ensure it is safe to do so.
- Do not try to open any part of your base unit or personal help button.

Disclaimer

To the maximum extent permitted by law, the manufacturer of SEVEN will not be liable or responsible to you for any damage, loss or injury, you may suffer or incur in connection with any failure of your system due to incorrect usage, and usage that is inconsistent with this guide, including a failure to follow the instructions set out in this guide.

Due to external factors it is possible that in exceptional circumstances the system may not operate as expected. Such factors include radio interference, lightning strikes or communication network outages. These are outside our control, we cannot accept any responsibility for damages or other consequences resulting from any failure. If you suspect your system is damaged or not functional, please perform a 'System Test'. If your SEVEN beeps continually this indicates it is not functioning as expected, please contact your provider immediately.

Do not cover the top of the SEVEN base unit. This can affect the volume from the speaker and the visibility of the button indicators. When the system is turned OFF, and there is NO Power button light, your system will not operate and you cannot send an alert for help.

Pearl Advanced has been designed as a pendant to detect a significant fall, subsequent impact, and a period of no movement. While every effort is made to capture the range of falls that can occur, some people will fall in a manner that will not automatically detect a fall has occurred. The personal help button is available to press in this situation. Falls are more likely to be detected when worn as a pendant with clip attachment.

Use of this system confirms acceptance of these limitations. If you suspect your system is damaged or not functional, please contact your service provider.

SEVEN Telecare System

Base Unit

Packaging



RoHS



Designed and Manufactured in New Zealand, by Chiptech Limited

Due to continual product development this User Guide may be updated without notice.

For the latest information please visit the website www.chiptech.com

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