



SEVEN

Setup Guide



⚠ WARNING!

FAILURE TO FOLLOW ALL STEPS IN THIS GUIDE COULD
RESULT IN AN INCORRECT INSTALLATION

1300 VITALCALL (848 252)

www.vitalcall.com.au

customer.service@vitalcall.com.au

VitalCALL System

Please read this **SEVEN Setup Guide** thoroughly **BEFORE** commencing with self-installation so you understand how the system functions.

This Guide will provide you with all the information you need to self-install your VitalCALL system.

After you have read the entire guide, please contact VitalCALL on 1300 VITALCALL (1300 848 252) Option 2 to schedule an appointment to activate your system. Once you have made your appointment, you are now ready to complete Steps 1-4. Please ensure you have assistance to complete these steps if required.



Important: Prior to your appointment please complete Steps 1 – 4, to ensure you are ready to have the system activated at your appointment time.

If you have not already made an appointment time for activation of the system, please call 1300 848 252 and select the appropriate option:

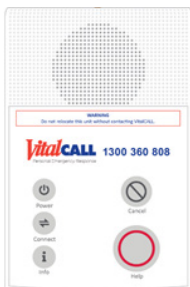
New Installation: Option 1 (Sales)

Existing Customer: Option 2 (Customer Service)

What's In The Package

To install the VitalCALL System you will need:

- Sufficient 4G Cellular Coverage
- 1 x VitalCALL Base Unit
- 1 x VitalCALL Pendant (neck or wrist)
- 1 x Power pack
- 1 x Quick Setup Guide
- 1 x User Manual



VitalCALL® SEVEN
Base Unit



Neck Pendant or
Wrist Pendant



VitalCALL® SEVEN Plug Pack



Important: Please contact VitalCALL immediately if any of the contents are missing on 1300 848 252 and select the appropriate option:

New Installation: Option 1 (Sales)

Existing Customer: Option 2 (Customer Service)

* Please note that the Pendant must be purchased separately

Before Installing Your VitalCALL Unit

Book your appointment

If you have not already called VitalCALL to book your appointment, please call VitalCALL on 1300 848 252 or 1300 VITALCALL Option 1 (Sales) or Option 2 (Customer Service).

Installing Your VitalCALL Unit

1 Connecting The Unit





- a) Remove the VitalCALL unit and pendant from the packaging.
- b) Inspect the contents for any damage or defects.
- c) Choose an installation location near a power outlet.
- d) Push the blue power cable through the cable hole on the back of the SEVEN. Insert the blue connector into the power socket marked (9V DC) in the cable cavity on the underside of the SEVEN
- e) Plug the power pack into the power outlet at the wall.



Tips:


- The power pack should be plugged into a dedicated power outlet to reduce the chance of it coming loose or being accidentally turned off.
- Your safety is our priority so please make sure the power cord is safely out of the way to avoid tripping.
- Install the base unit at an accessible height, waist height is ideal. A central location where it is most convenient generally gives the best range and audio quality.

2 Turn On

- a) Turn on the power at the wall to start the VitalCALL unit.
- b) A welcome message will play. The Power button  and info button  will be solid green. The connect button  will be solid orange while it is connecting to the network. Once connected it will be solid green .

Note: The base unit always needs to be powered to function

3 Checking Cellular Signal Strength

When the Connect button is green  press it to hear the cellular strength status. The unit will let you know if the cellular strength is either; “Excellent”, “Good” or “Poor”. **You need to install the unit in a location where the cellular strength is either ‘Excellent’ or ‘Good’.**

Note:

- If the signal strength reports poor, you will need to move it to a location that reports excellent or good. Due to changes in signal strength, a poor signal may mean that the cellular network becomes unavailable at certain times.
- VitalCALL requires a minimum of “Good” cellular connection to indicate a reliable connection to the cellular network.

Tips:

- Choose a location that is visible and frequently used so the customer will more likely be within audio range of the base unit should they need help and can also act as a reminder that they have a personal emergency response system to use should the need arise.
- Remember the ‘line of sight’ rule when installing. Positioning the base unit near a window can increase the range to Pearl personal help buttons (pendant) when they are being used outside.
- Avoid positioning the base unit within 50 - 100cm of electronic devices to reduce the chance of affecting its range or audio quality. Avoid devices such as: Computers and televisions, touch lamps, certain brands of cordless phones.
- Do not install the base unit in a location where liquids could possibly spill on it.
- Avoid placing the base unit next to large metal objects. E.g. a water cylinder, microwave, or fridge.

4 Testing the Range of your Pendant

The final step before the Emergency Response Team calls you at the confirmed appointment time, is to test the range of the pendant around your home. This test is required to check your pendant can activate your base unit from different areas of your home and show where in the home the pendant may not work.

This test requires reaching down to ankle height and walking around to different areas of the home, we recommend it is performed by someone who can do this without risk of injuring themselves.

Before we put the unit into ‘Pendant Range Test Mode’, please note that at a minimum, the pendant must be tested at ankle and waist height in the following key locations:

Bedroom	Bathroom
Lounge	Toilet
Kitchen	Laundry




Record the areas tested, on the checklist at the end of this guide

When you press the pendant in these key locations and other areas frequently used, please check that the outer edge of your pendant flashes red after each **button press**. This indicates the pendant works at these locations.




Please wait for the button to stop flashing before you press it again.

Note: The flashes can be hard to see when in direct sunlight.

- a) Press the info button  three times to enter Pendant Range Test Mode.
- b) The unit may play “There are no message,” beep, and then play ‘RF test, please activate all your RF devices, or press cancel to finish.’ This voice message will repeat periodically while no pendant activations are received. The info button will be solid blue  while the unit is in Pendant Range Test Mode. The Cancel button  light also turns on to indicate how to end the Pendant Range Test Mode. *As a safety feature the Pendant Range Test Mode will time out after ten minutes.*
- c) Walk around the house and garden, carefully testing the range of your pendant by pressing the grey button (standard pendant) or blue button (Pearl Advanced pendant) in the centre of your pendant for at least 3 seconds and checking that the outer edge of your pendant flashes red after each button press.

The base unit will audibly count the number of pendant presses. Press your pendant at waist height and ankle height, at multiple locations. Ensure the pendant has stopped flashing before attempting the next press.

- d) Check that the outer edge of your pendant flashes red after each button press. This indicates the pendant works at these locations. **Please wait for the button to stop flashing before you press it again.**

- e) When you’ve completed the Pendant Range Test from at least six different areas, press the Cancel button on the unit once to end the process. 

Note: Radio frequency interference and construction of the home can affect the pendant range. For example, buildings with concrete or metal based walls will tend to reduce range. Foil insulation and metal garage doors can also affect the range.

NOW YOU ARE READY FOR YOUR APPOINTMENT with VitalCALL’s Monitoring Centre

Activating your System

After you have completed steps 1, 2, 3, & 4 you are ready to have the system activated by the VitalCALL Monitoring Centre.

A VitalCALL operator will call you at the pre-arranged appointment time and confirm system and customer information with you before activating the system. During this call, the operator will ask you to complete a pendant test to ensure the signals are being received by the Monitoring Centre.

Please complete the checklist at the end of this guide. If you have already provided some of this information, it will be confirmed by the Monitoring Centre operator.



Note:

Without completing final appointment with the VitalCALL Monitoring Centre, your VitalCALL unit will not be active and will result in the alarm not connecting through to VitalCALL.

Unless the VitalCALL operator advises you that there is a problem with the unit, your VitalCALL personal emergency response system is ready to use.

IMPORTANT NOTES

It is possible that in certain circumstances the system may not operate properly due to factors beyond VitalCALL's control, such as the cellular network being unavailable, radio interference and lightning strikes.



Note:

The installation process must be carried out each time the unit is relocated to ensure equipment works in the new location, and VitalCALL must be notified to avoid sending the Emergency Services to the incorrect address.

Checklist

Self-Installation/Self-Relocation CHECKLIST Have this information ready before calling VitalCALL	
Signal Strength Test (Please circle the No. of lights on the base unit when in Test Mode)	
Pendant Range Test completed? (in Test Mode)	
Client's Date of Birth:	
Client Contact Number(s)	
Rooms/areas where pendant range test was completed. Please test in all Key Locations. <i>Note: Radio frequency interference and construction of the home can affect the pendant range.</i> Note here any areas where the pendant does not work.	KEY LOCATIONS <input type="checkbox"/> Bedroom <input type="checkbox"/> Lounge <input type="checkbox"/> Kitchen <input type="checkbox"/> Bathroom <input type="checkbox"/> Toilet <input type="checkbox"/> Laundry <input type="checkbox"/> Other(s)
Key or Lockbox location/code:	
Nearest Cross Street	

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
 - Do not try to open any part of your base unit or personal help button
 - Do not stick objects in any of the holes or sockets on your base unit or personal help button
 - Do not cut any of the wires connected to your base unit
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Contact details

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