

VitalCALL

Personal Emergency Response

POWERED BY API GROUP

ESSENCE C7000

User Guide



1300 VITALCALL (848 252)

vitalcall.com.au

customer.service@vitalcall.com.au

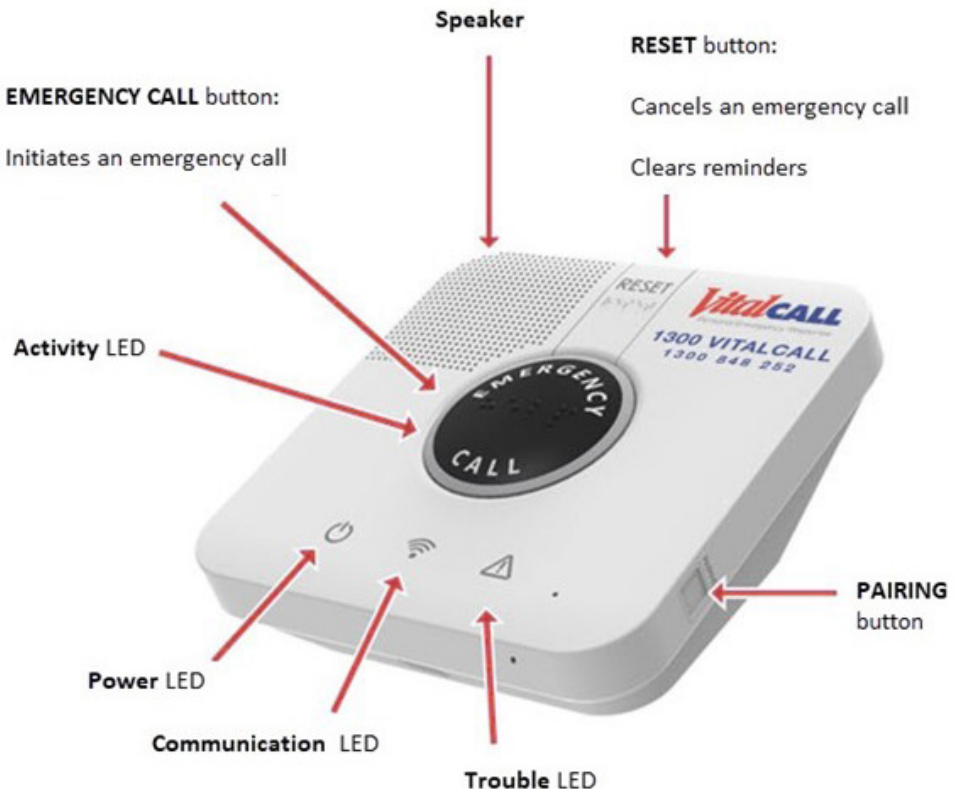
Introduction

Welcome to VitalCALL's ESSENCE C7000, your new 4G personal emergency response system that operates on the 4G mobile cellular network. The ESSENCE Base Unit and pendant are easy to use and reliable.

VitalCALL ESSENCE has many safety features to ensure you can send a request for help when needed and communicates with you via voice messages and light indicators under the buttons.

Installation

The ESSENCE system should be installed by one of our professional agents, or self-installed by you or your nominated person using our guided self-installation process. A VitalCALL ESSENCE system installation will involve a pendant range test from at least 6 main areas of your home. This includes bathroom, kitchen, bedrooms, living room, laundry, courtyard, front and back yards. The installation may also require an audio check. During the installation, you may be asked to confirm your personal details and who will be on your emergency response contact list.



Do not unplug or move the ESSENCE 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, please call the VitalCALL team on 1300 848 252 to update any details and book a self-relocation or arrange an agent to relocate your equipment (charges may apply).



Important: This user guide should be read in conjunction with any other product specific user guides provided separately for peripheral devices such as pendants.

The VitalCALL ESSENCE includes a high-volume speaker, and a sensitive microphone. The EMERGENCY CALL and RESET buttons on the C7000, include raised braille characters, for ease of use by visually impaired Customers.

System Components



Emergency Pendant
(neck of wrist version)



ESSENCE Base Unit



Plug Pack

Your Pendant

Your pendant should **always** be worn including at night in bed. It is **waterproof** and should be worn in the bath or the shower. Slips and falls are more likely to occur in the bathroom or wet areas of the home.



Warning: If you have been supplied with a neck pendant, the cord is a breakaway lanyard. If you swap it with another type of cord or chain, please be aware that this could cause harm if it catches on something and does not break.

Requesting Help - Pendant

If you need help at any time of the day or night, press the pendant firmly. The red led light will flash to let you know that your call for help is being sent. You will hear a loud pre-alarm sound from the base unit for 15 seconds and a voice recording will advise “Emergency”. The outer rim of the EMERGENCY CALL button will flash blue, and the button will then illuminate red. Voice messages on the base unit will play to let you know the status of your request for help as it progresses.

Requesting Help - Base Unit

Press the large EMERGENCY CALL button on your Base Unit to request help.



Red light:

Blinking: alarm in progress

On: message acknowledged

After the pre-alarm has stopped sounding, the alert will be sent to the VitalCALL Emergency Response Centre, an **automatic** recording will play from the Base Unit, advising that your alarm has been activated, sent, and received by the Emergency Response Centre.



One of our Emergency Response Team Members will then speak to you through the unit and ask if you have an emergency. You can communicate with them by speaking to the base unit through the speakerphone.



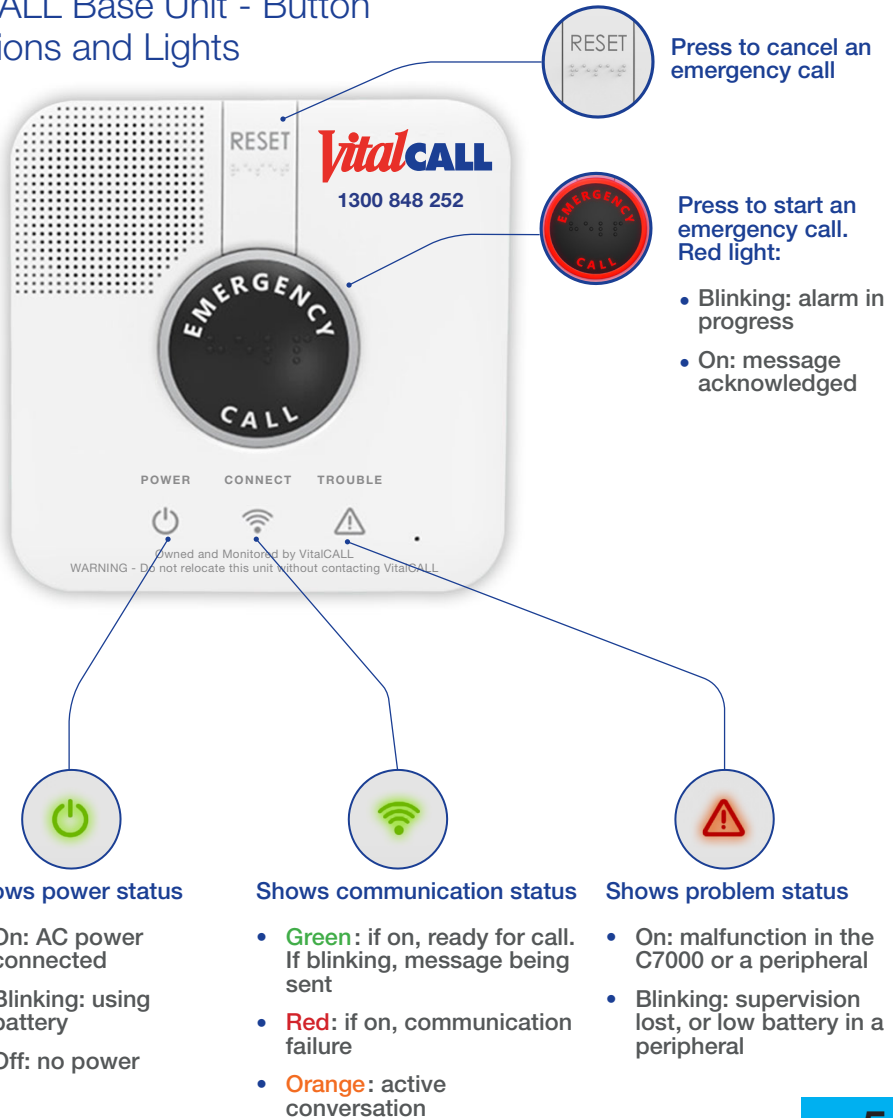
Important: If you can't hear us, or we can't hear you, we will call you on your landline and/or mobile to confirm if you are OK... If NO answer, then we proceed with calling emergency services and notify your emergency contacts. Please note that the speakerphone is fitted with a very sensitive microphone and during an emergency call, our operator will likely be able to hear you, even if you can't hear them.

Cancelling an Alarm

During the pre-alarm, you can cancel the Emergency Call if you have activated the unit accidentally. Press the **Reset** button on the VitalCALL ESSENCE Base Unit within the first 15 seconds. Cancelling an Emergency Call will stop an alert being sent to the VitalCALL Emergency Response Centre. If you don't cancel in time, don't worry, just let the Emergency Response Operator know that you are OK.



VitalCALL Base Unit - Button Functions and Lights





Warning: Do not cover the top of your VitalCALL ESSENCE Base Unit. This can affect the volume from the speaker and the visibility of the button indicators.



Power

The **Power** light is backlit green to indicate that the VitalCALL ESSENCE Base Unit is on. To turn your system off, turn the base unit over and switch the unit's power switch from on to off.



Solid Green - On



Flashes Green – the mains power is disconnected. A voice message will play, “attention the control panel is switched to back up battery”.



Off – The unit maybe running off back up battery or the unit has no power.



Warning: When the power is turned off **and** there is **NO Power** light, your system will not operate, and you cannot send an alert for help.



Network

The Network light indicates the status of the 4G mobile cellular network that the unit uses to communicate back to base.



Solid Green - On, ready for a call



Flashes Green - message is being sent



Orange - active conversation



Flashes Red - 4G Mobile Cellular Network Signal is poor



Solid Red - 4G Mobile Cellular Network Outage or unavailable



Warning: When the power is turned off **and** there is **NO Power** light, your system will not operate, and you cannot send an alert for help.



The **Trouble** light indicates if there is a malfunction or technical issue with the Base Unit or any of the peripherals (pendants).

Trouble



Solid Red - Malfunction or fault with the Base Unit or a peripheral (pendants).



Flashes Red - pendant out of range or low battery to a peripheral.



Pressing your pendant is the easiest way to send an emergency alert. However, you can press the EMERGENCY CALL button on the VitalCALL ESSENCE Base Unit which will send an emergency alert to the 24/7 Emergency Response Centre. The lights around the EMERGENCY CALL button will rotate while the alert is in progress.

Pendant Test

The testing ensures that your pendant is functioning as expected. There is no requirement to call the VitalCALL team prior to testing.

You will be reminded to test your pendant each month. The system will play an automatic voice recording advising it is time to test. The system is setup to not disturb you between 9pm and 7am. The audio will play “it is time to pendant test, please press the reset button”. Listen and follow the audio instructions. “An operator will assist you shortly” will repeat until the operator calls the unit. Be sure to stay close to the Base Unit until the operator calls you. The unit will beep and then the operator will speak to you through the unit. When the operator disconnects from the unit, the unit will advise “call complete”.



Warning: If your base unit beeps continually this indicates it is not functioning as expected, please contact VitalCALL on **1300 848 252**.

ESSENCE Pendants

There are 2 types of ESSENCE Emergency Pendants: **Essence Standard Pendant** and **Essence Advanced Pendant**. Both Pendants function the same way except the Essence Advanced Pendant also has Fall Detection Built-in.



Essence Standard
(grey centre button)



Essence Advanced
(black centre button)

Essence Advanced Pendant

ALWAYS press your pendant... however the Essence Advanced Pendant is a personal emergency button that you press to summon help in an emergency. It is also a sophisticated fall detector. The Essence Advanced has accelerometers that sees the normal movement of the wearer, when a fall happens the accelerometer detects the fall then looks for a period of non-movement before creating an alert. If a fall is detected*, the Essence Advanced Pendant led will flash green after 20 seconds from detection and activate the Base Unit. The Base Unit will play an automatic recording: "Emergency. Fall detected".



Important: For the fall detection algorithm to work properly it must be worn as a pendant and not on the wrist.

Cancelling an Alert

If you have not experienced a fall, you can cancel the alert at the VitalCALL ESSENCE Base Unit by pressing the Reset button during the 15 second pre-alarm period.

Wearing the Essence Advanced Pendant

The Essence Advanced must be worn around the neck as a pendant. Expect false activations in the first few days as you get used to wearing it. Try to avoid getting the Essence Advanced caught in clothing while dressing and undressing as false alarms can occur.



Important: While every effort is being 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 pendant or the EMERGENCY CALL button is available to press in this situation.

Backup Battery

The VitalCALL ESSENCE Base Unit houses a backup battery in the event of a power failure. The backup battery will operate the system for up to 40 hours. If the battery runs low at any time, a member of the Emergency Response Team will contact you. A replacement of the battery or unit may be required.

Pendant Battery

Your pendant battery is a Lithium CR2450. If your pendant battery runs low, one of our team will contact you to advise.

You can request a replacement by calling VitalCALL on 1300 848 252. One of our team can send through a replacement pendant with a return paid envelope to return your old pendant. Charges may apply.

Quick Troubleshooting Tips

Issue	Solution
No lights on the VitalCALL Base Unit	<ul style="list-style-type: none"> • Unit maybe in power off power save mode. Push the reset button. Connect light will be solid and power light will be flashing if unit is running on back up battery. OR • Unit is turned off. Check plugged in and turned on. • Call Customer Service after troubleshooting if power is not able to be restored.
VitalCALL Base Unit is Beeping Continuously	<ul style="list-style-type: none"> • Contact VitalCALL as this indicates that the unit is not functioning correctly
Volume on Base Unit is too loud (or too soft)	<ul style="list-style-type: none"> • Contact VitalCALL and they can arrange for the volume to be adjusted
Unable to hear the Response Operator during testing or after an alarm	<ul style="list-style-type: none"> • Make sure the base unit is not covered with anything • You may be too far away from the base unit • If you are unsure, contact one of our friendly team members and they can arrange for the unit to be tested remotely and adjust volume settings if required
Power Light is Flashing Green	<ul style="list-style-type: none"> • Mains power has been disconnected • Check if the home has power (is there a current outage or blackout) • Check the base unit is plugged in and turned on
Power Switch is off (under Base Unit)	<ul style="list-style-type: none"> • The base unit has been turned off (powered off). Check under unit. Slide the switch to the on position to return power to the unit.
Network Light is Flashing Red	<ul style="list-style-type: none"> • 4G Mobile Cellular signal is poor
Pendant is not activating the Base Unit	<ul style="list-style-type: none"> • Make sure you press the pendant firmly for 1-2 seconds until pre-alarm sounds • Check there is power to the base unit • Contact VitalCALL
Lanyard or Wrist Band Broke	<ul style="list-style-type: none"> • Contact VitalCALL to arrange a new lanyard or wrist band (charges may apply) • Do not replace the lanyard with another chain or cord unless provided by VitalCALL
Pendant or Base Unit False Alarming	<ul style="list-style-type: none"> • Contact VitalCALL

Cleaning and Maintenance

- Do clean your personal emergency button and Base Unit with a warm, well wrung out, damp cloth.
 - Do not spray your personal help button or base unit with perfume, insect repellent or similar harsh chemicals.
 - Do not use abrasive or polishing cleaners.
 - Do not immerse your base unit into liquid or position it in a place where liquids can be spilled on it.
 - Do not try to open any part of the base unit.
 - Do not stick any objects in any of the holes or sockets on your base unit.
 - Do not cut any of the wires connected to your base unit.
-



Warning: 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 rare events that are outside of our control, we cannot accept responsibility for damages or other consequences resulting from any failure. If you suspect that your system is damaged or not functional, please contact the VitalCALL Team on 1300 848 252.

Contact details

If you have any concerns or believe your pendant or base unit is not working for any reason, or if something in your set-up has changed since installation or the last pendant test, please contact us on **1300 VITALCALL (1300 848 252) during business hours (Monday to Friday 0800-1700 EST)**.

The VitalCALL Emergency Response Centre operates 24/7, 365 days a year, if you ever feel unwell or require assistance immediately, please press your pendant or the EMERGENCY CALL button on your Base Unit.

1300 848 252

www.vitalcall.com.au

customer.service@vitalcall.com.au

Disclaimer

To the maximum extent permitted by law, the manufacturer of ESSENCE 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 various warnings set out in this guide.

VitalCALL® is a registered trademark of Chubb Fire & Security Pty Ltd ABN 47 000 067 541.

This user guide is intended as general guidance only. Although great care has been taken in the preparation of this document, it is not comprehensive and cannot be relied upon as a substitute for detailed advice in specific circumstances. Consumers should make independent enquiries as to which product and services are best suited to their individual needs.

Designed and Manufactured in Israel.

For further information on VitalCALL products and services, please go to www.vitalcall.com.au.