# S E V E N - USER GUIDE

Welcome to SEVEN, your new 4G telecare system that operates on the cellular network.

The base unit and personal help button have been designed for ease of use. SEVEN 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.

Speakerphone

Power

Cancel

Connect

Help

Info

Microphone
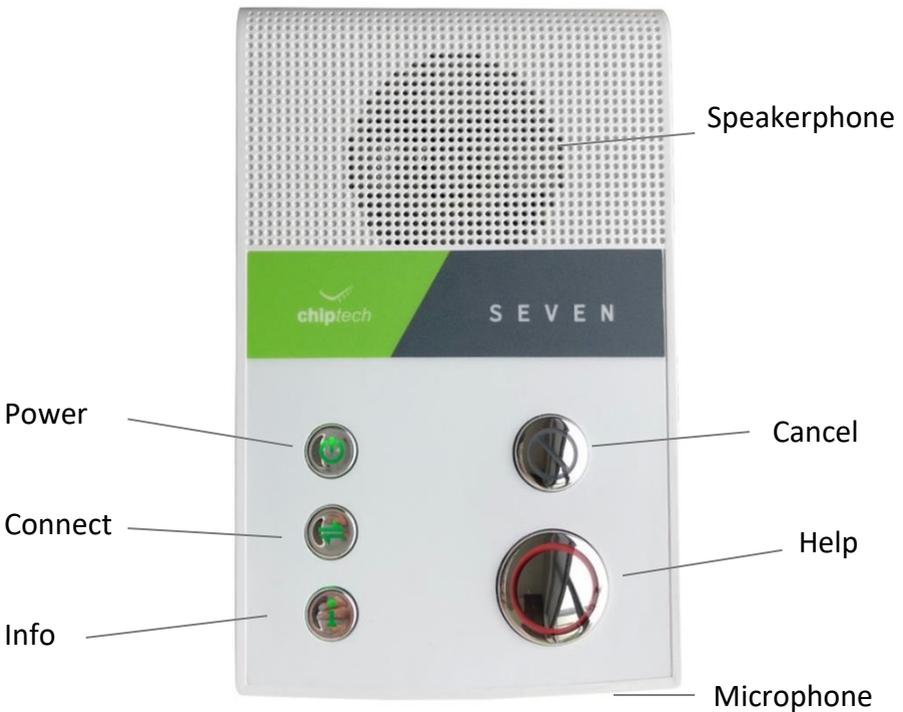
SEVEN has five buttons, four of which are multifunctional. The three buttons on the left; Power, Connect, Info have associated notifications. If there is a message to be heard, or an action require, these buttons will change colour to orange, red, or blue.

BUTTON FUNCTIONS AND LIGHTS OVERVIEW

POWER	The **Power** button is backlit green to indicate that SEVEN is on. Press the **Power** button 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.

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

No Light – Base unit is off.

CONNECT	Press the **Connect** button to hear the connection status for all enabled communication pathways to the monitoring centre. Press to send 'Daily Check' to monitoring, if configured to do so.

OK, and all enabled connections are available.

- This warning flashes orange to let you know there is a connection that is not working, (but still one able to be used to send an alert).
- The **Connect** button will also show solid orange for a short period of time when connecting to the 4G cellular network.

The red flash indicates there are no connections to monitoring, an alert will not work.

Flashes when a 'Daily Check' is required.

No Light – Base unit is off.

BUTTON FUNCTIONS AND LIGHTS OVERVIEW

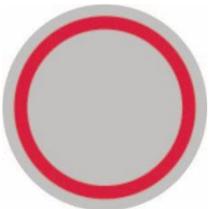|	
INFO	Press the **Info** button to hear a voice notification repeat. Messages can include a request to test your personal help button, a reminder, or an event notification.
	- If this is solid green, there are no messages. - If it flashes green this indicates a friendly message is waiting to be played.
	Flashes orange to request an action. Press to hear the request.
	Flashes red when there is a warning message for critical notifications, e.g. evacuations notices or emergency events.
	Flashes blue when a 'System Test' is required.
	No light – Base unit is off
CANCEL	Press to **Cancel** any function, including voice notifications, and 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 monitoring. The lights under the help button will rotate while the alert is in progress. The **Help** button will be dimly backlit during normal operation so it can be located in the dark.

PERSONAL HELP BUTTON

Your personal help button should be worn at all times including at night in bed. It is waterproof and should be worn in the bath or shower.

> **WARNING**: The supplied necklace is designed to break under significant pressure, if you swap it for another cord or chain, please be aware that this could cause you harm if it catches and does not break.

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 call for help is being sent. You will hear a loud alarm sound from the base unit and the help button will illuminate red. Voice messages on the base unit 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 base unit to request help.

TALKING TO AN OPERATOR

Following an alert being sent to monitoring you will hear the operator speak, you can communicate with them by speaking to the base unit through the hands-free speakerphone.

> **WARNING:** 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 backlit orange.

> **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 but because they 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'.

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.

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

> **WARNING:** 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.
>
> If your base unit beeps continually this indicates it is not functioning as expected, please contact your provider immediately.

REMINDERS (OPTIONAL)

If you have voice reminders enabled on your base unit, 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 silence this reminder."

Press the flashing orange **Cancel** button to acknowledge and clear the reminder. The message will repeat periodically until acknowledge or replaced by the next reminder.

DAILY CHECK (OPTIONAL)

If your system has a 'Daily Check' enabled, the **Connect** button will flash blue at a pre-set time each day. Press the **Connect** button to send a Daily Check report to monitoring, and a voice message will play.

If you do not press the **Connect** button, the monitoring centre will try to make contact with you to check if you are OK.

AWAY FUNCTION

It is recommended to enable the 'Away Function' when you will be leaving home for an extended period of time (e.g. more than 24 hours).

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 pendant tracking and 'Daily Check' 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 "Welcome back".

INSTALLATION LOCATION

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 it could adversely affect the 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.

TURNING ON AND OFF

To turn your system off press and hold the **Power** button, it will play an instructional message, followed by 4 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 it is on.

WARNING: 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.

CLEANING AND MAINTANENCE

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.

IMPORTANT NOTE:

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 various warnings set out in this guide.

STANDARDS

> ABS+PC FR(40) <

Packaging:

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 chiptech.co.nz

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