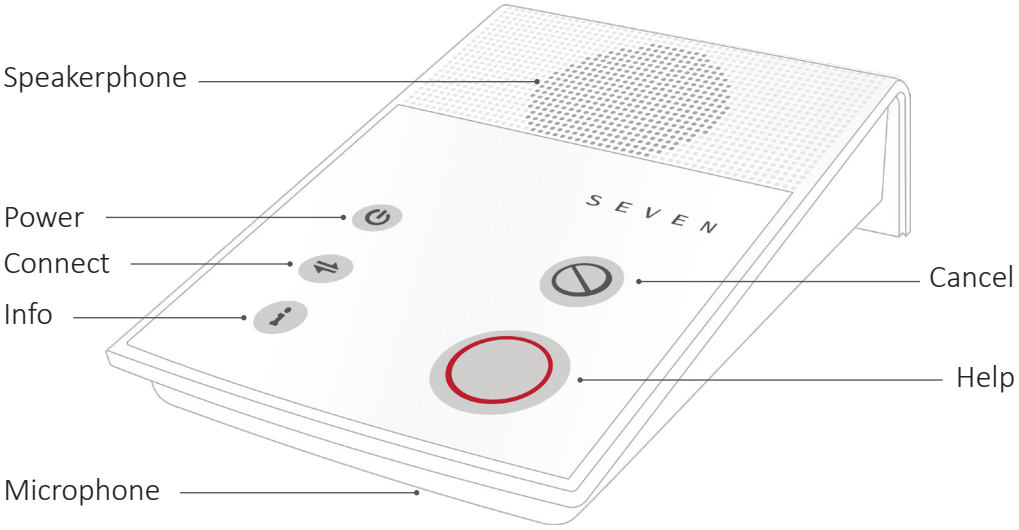
whānau Hono
FAMILY CONNECTED ALARMS

SEVEN

with Audio Assisted Install and SmartCare® Response App

User Guide



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.

SmartCare® Response

Keep them safe

Monitor people you care for and respond to emergency events.

SEVEN Monitored by SmartCare® Respone App

Welcome to SEVEN, your new personal emergency response system that operates on the cellular network.

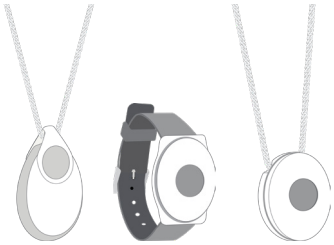
SEVEN has many safety features to ensure you can send a request for help when needed, and communicates with you via voice messages, and light indicators under the buttons.

SEVEN can be monitored by the people who care for you using the SmartCare® Response App. If you encounter any issue with the operation of SEVEN (or the SmartCare® Response App), please contact your provider.

What You Will Need

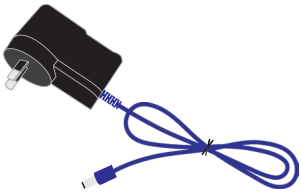
- Your SEVEN base unit, pendant, plug pack, and this User Guide.
- At least one Responder with the Smartcare® Response App set up on their smartphone, waiting for your test emergency alert.
- To have read this User Guide to familiarise yourself with the buttons and their functions, and to be aware of the important notes. Keep this guide near your SEVEN for easy reference.
- To be in an area where there is good 4G cellular coverage for SEVEN.
- To make sure you have set aside time to complete the installation process, it should take approximately 10 minutes.

System Components



Personal Help Devices

SEVEN Base Unit

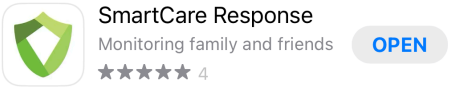


SEVEN Plug Pack

Install SmartCare® Response App

Your Responders will need to install the SmartCare® Response App by searching their smartphone's app store or scanning the QR code below to download.

The **SEVEN Responders App Guide** will then step them through pairing SEVEN to the SmartCare® Response App.



Apple App Store

Google Play Store

Choose A Suitable Location

Choose a central location in an area where you spend time, and where SEVEN can be connected to a power source. This means it can be easily accessed and you will more likely be within audio range should you require help.

- Position SEVEN at an accessible height, waist height is ideal.
- If you position SEVEN near a window, this can increase the range to your pendant when you are outside.
- Avoid positioning SEVEN within 50 - 100cm of other electronic devices, to reduce the chance of these affecting the range or audio quality.
  Such as:
  - Computers and televisions
  - Touch lamps
  - Cordless phones
  - Large metal object e.g. water cylinder, microwave, fridge or, areas where liquids could possibly spill on it.
- To increase installation options, SEVEN can be easily wall mounted by utilising the screw slots on the underside or a wall bracket.

Installation Process

1. Remove SEVEN, plug pack, and pendant from the box.
2. Place SEVEN in selected location.
3. Using the supplied plug pack, connect SEVEN to power. This will start the voice messages to step you through the install process.
4. When SEVEN starts, a chime will play with a **welcome message**. Please listen to the messages and follow the steps outlined. A message will repeat if no action is taken, so don't worry if you didn't hear it all the first time.

Remember: You can **Stop** the installation process at any time by simply holding the **Power** button for three beeps, followed by a lower beep. This indicates that the unit has been turned off. You can then unplug the power, if you wish to do so.

If you press the **Cancel** button at any stage of the installation process SEVEN will explain how you can turn it off by pressing and holding the **Power** button.

When you turn SEVEN back on you will have to start the install process again from the beginning. This is to ensure you have tested from your current location.

When you are ready to start the process again, connect the power, or if already connected, simply press the **Power** button to start SEVEN.

5. SEVEN will ask you to press the **Help** button when you are ready to start, which moves you to the next step, **check the cellular connection.**

   SEVEN will attempt to connect to the cellular network and say,

   "Please wait while I connect to the cellular network."

   This voice message will repeat until SEVEN has connected to the 4G network, and found adequate signal strength. Typically this takes about one minute, and when successful the following voice message plays:

   "The cellular signal is good. Connection successful."

   You can now test the range of your pendant.

Possible Connection Issues:

- If a cellular connection is found but the signal strength is weak, then the SEVEN will request you move the unit to another location within your home by saying:

  *"The cellular signal is low, please move me to another location within your home, and press the **Help** button to check the new position."*

- Move SEVEN to a new location and press the **Help** button to check the signal strength from the new location. This process will take around thirty seconds until the new signal strength is checked. During this time SEVEN will continue to repeat the message:

  "Please wait while I connect to the cellular network."

- If there is an issue with the cellular connection, the voice message will play:

  "There is a problem with the cellular connection."

  If you hear this message, turn SEVEN off and on again to see if the issue is resolved.

  If you cannot find a position where good coverage can be achieved, you will not be able to proceed with this installation. Please contact your supplier.

6. **Testing the Range of Your Pendant**
Once you have successfully established a good cellular connection, it is time to test the range between SEVEN and your pendant. SEVEN will automatically proceed to Test Mode and instruct you to check the most frequently visited areas of your home and garden.

It is good to test from ground level, but only if it is safe for you to do so.

6.1 You will need to choose at least seven different locations, but can perform as many tests as you like. SEVEN will count each pendant test and will not proceed until seven tests have been received successfully. Suggested locations:

- All rooms of the house
- Letterbox and clothesline
- Bathroom floor, shower
- Garden and driveway
- Favourite chair
- Shed or garage

6.2 When in a location you wish to test, press and hold the button on your pendant. It will flash red around the outer edge to confirm a test.

If the pendant does not flash when you press and hold the button during testing, this means it cannot send an alert to SEVEN and therefore **will not** work from this location. If you do need it to work from this location you will have to find a different location to install the base unit. (‘Choose A Suitable Location’)

6.3 Be sure that your pendant has successfully tested at each location you need it to work. SEVEN will count aloud after each test.
When you have completed seven tests, the voice message will announce,

“When you have completed testing the range of your pendant please press the HELP button”

7. **Perform a Full System Test**
   The last step to complete installation is to activate your pendant and send a test emergency alert to your Responder. Make sure the SmartCare® Response app is setup before proceeding.
   - Press the button on your pendant. It will flash red around the outer rim.
   - A loud pre-alarm on SEVEN will sound for 10 seconds.
   - A voice message will play,

     "Your alert is being sent."

     This will repeat until it is successful, or there is a problem.

If SEVEN is unable to send its message for any reason, it will say, *"There is a problem sending your call for help, trying again."* If this happens, you will need to call your supplier for help.

   - Once received by your Responder, SEVEN will play,

     "Your alarm has been sent, you will be contacted soon."
   - An automated voice message will play and announce the Responder's name via the hands-free speakerphone on SEVEN.
   - When the call is complete, SEVEN will announce,

     "Your Personal Emergency Response System has been set up successfully, well done!"
   - **The install process is now complete.**
     SEVEN will stop speaking and the green lights will illuminate to indicate the system is now operating as normal.

With the installation complete, and if you need help at any time, follow the instructions for 'Requesting Help' p.8

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.

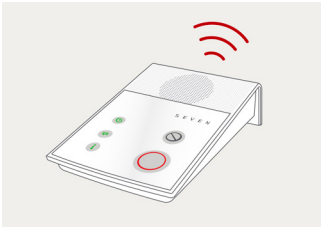
Warning: The supplied necklace is designed to break under significant pressure. If you swap it for another cord or chain, please be aware that this could cause you harm if it catches on something and does not break.

Requesting Help

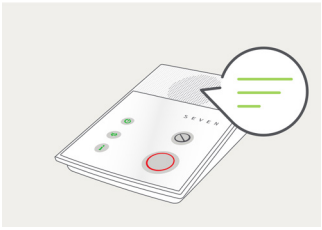
If you need help at any time of the day or night, press and hold your personal help button, and count to three. The outer rim of your personal help button will flash red to let you know your alert for help is being sent. You will hear a loud alarm sound from the base unit where the **Help** button will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

Personal Help Button Pressed



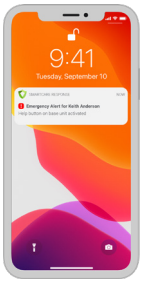
Base Unit Activated



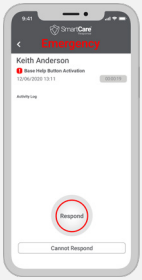
Voice Message
“Your alert has been sent...”

When you send an emergency alert, Responders are notified at the same time on their smartphones. If after 1.5 minutes there is no response, a text message will be sent to your Responders. Notifications will repeat until a response is actioned.

SmartCare Response app receives alert notification from SEVEN base unit



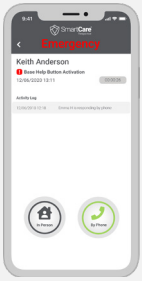
When a Responder gets your alert and chooses to respond, an automated message tells you that they will arrive shortly, or they can phone you directly and talk to you through the SEVEN speakerphone.



1. Responders choose to 'Respond' or 'Cannot Respond'.

Respond: Provides option on how to respond.

Cannot Respond: Logs activity when they cannot respond, other Responders can still choose to respond.



2. Responder then chooses to respond in person or by phone.

In Person: The Responder will receive your address and an automated message plays through SEVEN to tell you that they will arrive shortly

By Phone: Responder can call directly to SEVEN and speak to you over the handsfree speakerphone.

When a call is complete, SEVEN will automatically hang up. A Responder can still call back into your SEVEN if needed. If an alert has been redirected 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 Responder or operator if you are within hearing distance of the base unit.

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 backlit 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 immediately 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 – base unit is off.

Connect

Press the **Connect** button to hear the cellular status.

Press to send ‘Daily Check’ to monitoring, if configured to do so.

OK, the cellular connection is available.

The Connect button will also show solid orange for a short period of time when connecting to the cellular network.

The red flash indicates there is no cellular connection.
An alert for help will not work.

Flashes blue when a ‘Daily Check’ is required.

No light – base unit 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 'System Test' is required.

No light – base unit 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. 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.

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 Responder, tell them you are testing.

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'.

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.

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.

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.

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.

Changing Address

If you are moving house, contact your provider so they can restart the guided installation process as soon as you connect and turn on SEVEN at your new address. You will also need to notify a Responder about your change of address and that you are going to send a test emergency alert. They can change your details in their SmartCare® Response App, this information will be passed on to other Responders, and the monitoring centre (if backup monitoring is setup).

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.

Warning: 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 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.

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 Responders, and a voice message will play.

If you do not press the **Connect** button, a Responder 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, “Away mode disabled, welcome back home.”

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 immerse your base unit in liquid, or position it in a place where liquids can be spilled on it.
- Do not use abrasive or polishing cleaners.
- 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.
- Your system may be automatically updated. This will usually occur during the early hours of the morning and takes approximately two minutes. Your system may not respond to a button press during this time. If your system does not respond to a button press, please press the button again, as the update will only disable the system temporarily.
- If you remove the SIM card from SEVEN this will mean that you cannot send an emergency alert, and that SEVEN will fail all attempts at communication.

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 various warnings set out in this guide.

By choosing to install and use SEVEN, you consent to the terms and conditions, and the privacy policy for the SmartCare® Response App and related services.

Please view our legal information regarding SmartCare® Response.

- Terms and Conditions – Can be viewed on the Chiptech website chiptech.co.nz at the following link: www.chiptech.co.nz/smartcare-terms-and-conditions/
- Privacy Policy – Can be viewed on the Chiptech website chiptech.co.nz at the following link: www.chiptech.co.nz/smartcare-response-privacy-policy/

SEVEN Standards

>ABS+PC FR(40)<

RoHS

R-NZ

Packaging

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