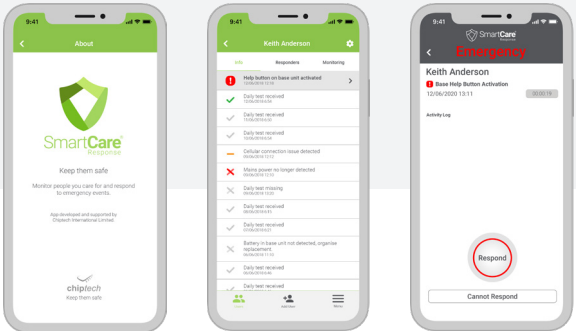
SmartCare® Response

Monitoring SEVEN

App Responders Guide



SmartCare® Response is a Smartphone App for connecting family, friends and carers to the users of SEVEN. When a help button is pressed, emergency alerts are sent to all Responders simultaneously, notifying them via push notifications and text messages. Through the App, users can call the device, view who has responded, what action has been taken, and they can in-App message each other during an event.

chiptech
Keep them safe

V1.4

SmartCare Response App

Please read this guide along with the Terms and Conditions and Privacy Policy available on the Chiptech website to ensure you understand the service this App will provide along with the limitations. If you agree to the Terms and Conditions and Privacy Policy then you can set up the App.

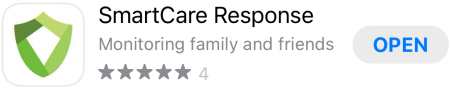
It is recommended that all Responders familiarise themselves with the SEVEN user guide, so they have a good knowledge of the PERS system, and its functionality.

The use of this App is dependent on a data connection, you will need Wi-Fi and cellular data turned on for this App to function.

Getting Started

1. Install the SmartCare Response App

Search your app store for 'SmartCare Response' or scan the QR code to download.



Apple App Store

Google Play Store

Remember to turn on automatic updates for the App to ensure you always have the latest up-to-date App installed.

This App is not available on Windows phones.

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2. Create an account

Once the App is installed on your Smartphone, an account will need to be created by following the next three steps:

- Tap 'Enter your mobile number' box and you will be taken to the 'Sign up or login' screen. Enter your mobile number and once you have read the Privacy Policy, select that you agree. Tap the green arrow.
- A code will then be sent to your mobile phone via text message to verify your mobile phone details. To complete, enter the 6 digit code received and you will automatically be taken to the next page.
- Create an account by entering **your** (the Responder) First Name and Last Name and clicking 'Save'.

The SmartCare Response App is designed to be paired at the same time SEVEN is being installed.

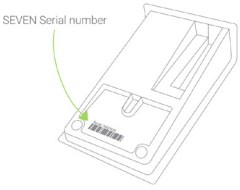
In some cases you may need to add a user to the App before their SEVEN has been installed. If so, the First Responder can start the 'Add a User' steps and will find that the App will stop at the 'Pair Device' screen until the SEVEN user can press the Personal Help Button or the 'Help' button on SEVEN.

The App can remain in this state until it receives the test emergency alert from SEVEN.

If the App has been force closed before SEVEN has received the test emergency alert, then the 'Add a user' steps will need to be started again.

3. Add a User

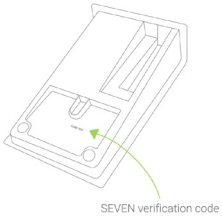
- Tap 'Add User '.
- Select SEVEN.
- The App will request permission to access the camera on your Smartphone. Choose 'Allow'.
- Scan the barcode on the back of your SEVEN or select 'Enter Manually' to enter the 8 digit barcode number (this will already be pre-populated with '7 0 _ _ _ _ _ _').



Where is this?

The 8 digit Serial number is located on the underside of SEVEN on the sticker at the bottom.

- Enter the 3 digit verify code.



Where is this?

The 3 digit verify code is located on the underside of SEVEN on the sticker at the bottom.

- Enter the name, address and any shared notes related to the SEVEN user.
- You will be asked to consent to sharing your phone number with other Responders. This is optional, but providing your number to others also responding to this user may assist during an emergency event.
- To complete the set up, get the SEVEN user to press their Personal Help Button to send the test emergency alert.
- Once the alert is received, you will see a ‘ Set up complete’ screen.
- SEVEN will be automatically called and play a voice message to complete the set up.

If another Responder has already added the user, you will be able to add the SEVEN immediately and be taken to the user info screen.

Adding Other Responders

If another Responder has already added the user, you will be able to add SEVEN immediately and be taken to the user info screen.

If you want to provide the device details to other Responders, the serial number and verify code can be found in the ‘User Settings’

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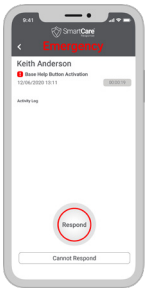
Options on How to Respond in an Emergency

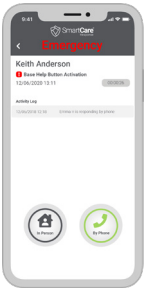
1. When an emergency event occurs, a Responder can choose either to 'Respond' or 'Cannot Respond'



Respond — Provides the options outlined below.

Cannot Respond — Displays a notification that they cannot respond to inform other Responders.

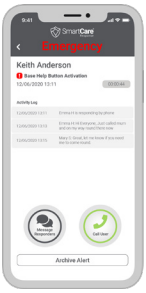
2. Responder then chooses to respond 'In Person' or By Phone'



In Person — Users address and additional notes will be displayed on a pop up. Responder will then respond in person to the shown address. An automated message plays for the user through the device that will announce the name of the Responder who will arrive shortly. If needed, Responder can also call the user through the device.

By Phone — The calling app on the phone opens to allow them to call the user device and talk over the hands free speakerphone.

3. Response Actions



Message Responders — Send predefined or typed messages to keep other Responders up to date during emergency events. Other Responders can see who has responded, and they can in-App message each other during an emergency alert.

Call User — This button can be used anytime during an emergency to contact SEVEN.

Archive Alert — At the conclusion of the event, the Responder clicks 'Archive Alert' via the emergency page.

If no-one can respond to an alert, then the App will continue to notify of an alert every 30 seconds and then send an SMS message. If no response after a few minutes, it will send an alert to the backup monitoring centre, if set up to do so.

Remove a User

To remove yourself as a Responder, tap the ‘Remove Me’ button found under the ‘Responders’ tab for the User that you wish to remove yourself from.

If you are the only Responder to a user, **do not** remove yourself if this device is still in use.

SEVEN Reports for Responders

As well as monitoring the emergency alerts from a SEVEN Personal Emergency Response System, Responders are provided with additional information, via the App, relating to SEVEN functionality. This is so information such as; low battery, mains power failure, and missing daily tests can all be reported and acted on to ensure the safety of the SEVEN user.

Event Priority	App Behaviour	Action Required
Urgent	Multiple push notifications, sound and SMS sent	Requires immediate action from Responders via the App, an emergency has occurred.
High	Single push notification	Requires action from Responders.
Medium	View in App	May require action from Responders.
Low	View in App	Notification to keep Responders up-to-date, no action usually required.
	View in App	Set up complete.

The icon colour changes to grey when a newer event occurs or when alert is archived.

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Report Received	Action Required
Help button on base unit activated	User has pressed the base unit Help button, please respond immediately via the App.
Fall detected	A fall has been detected, please respond immediately via the App
Personal help button activated	User has pressed their personal help button, please respond immediately via the App.
Daily check in received	User has successfully checked in via SEVEN, no action required.
Daily check is missing	User has not checked in via SEVEN, please contact the user and check if they are okay.
Voice notification acknowledged	User has successfully acknowledged a voice announcement, no action required.
Voice notification has not been acknowledged	User has not acknowledged a voice announcement, please contact the user.
Daily test received	Daily test from SEVEN base unit has been received, no action required.
Daily test is missing	Daily test from SEVEN base unit was not received, please contact the user and get them to test their system. i.e. 'System Test' in user guide, may indicate a cellular outage, or SEVEN may be turned off.
Mains power no longer detected	Contact the user and get them to check the power is connected to SEVEN, and that there isn't a power failure.
Battery is low	SEVEN Battery is at 20% capacity. Contact user and get them to check the power is connected. Once connected to power, battery will recharge.
Mains power is reconnected	The power connection is back, no action required.
Battery in base unit has an issue	SEVEN has a rechargeable battery pack with an expected life of up to five years, and a backup battery capacity of 40 hours from a fully charged new battery. If this report is received, please organise a battery replacement immediately.

Report Received	Action Required
Battery in base unit not detected	A problem has been detected with the battery, or it has been disconnected, please organise replacement immediately.
Battery in base unit OK	Battery connection has been resolved, no action required.
There are no devices paired with the base unit, please learn a device.	There are no personal help buttons paired with this base unit. Organise devices to be learned in.
Not worn alert, the personal help button hasn't moved for some time.	Check the user is wearing their personal help button, and they don't require any assistance.
Battery in personal help button is low.	The personal help button battery has an expected life of up to five years, and are not replaceable. The battery is getting low, a replacement will need to be organised.
A personal help button hasn't checked in with the base unit.	A personal help button hasn't sent its regular test to SEVEN. Check the user hasn't taken it away, and get them to follow the steps 'System Test' in the SEVEN user guide.
All personal help buttons have checked in.	The is testing with SEVEN again, no action required.
Cellular connection issue detected	The cellular system has detected a communication fault. This could be a problem with signal dropout, SIM card failure, or the wrong network configuration.
Cellular is reconnected, no action required.	The cellular connection is back, no action required.
Personal help button test completed by user	An automated test has been completed by the end user, no action required.
Away report - the user will be away from home for an extended period of time	Daily check and personal help button check reports are disabled while the user has 'Away' mode enabled.
User has returned home	User has disabled Away mode on the base unit by holding down the Cancel button. The user will be informed when Away mode has been disabled, as the base unit will announce, "*Away mode disabled, welcome back home.*"

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