

VitalCALL

Personal Emergency Response



EVE 3G Data - User Guide

Contents

Getting to know your VitalCall Base Unit	1
VitalCall Base Unit – Back View	2
Requesting Help	2
Talking to the VitalCall Operator	3
Cancelling an Alarm.....	3
Testing Your System	3
Your Personal Pendant/Wristband	4
Pendant/Wristband Care	4
Going on Holiday or Relocating	5
Important Tips.....	5
VitalCall System Specifications	7

Getting to know your VitalCall Base Unit

The **On** light is solid **green** when the Base Unit is connected to the power and is functional.

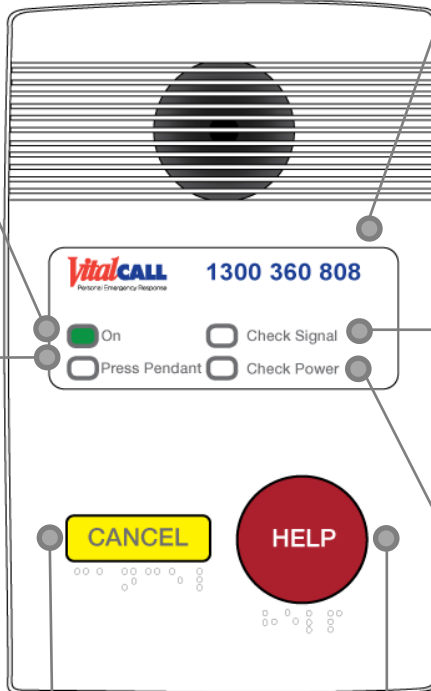
Aerial Wire

Status Indicator Label

The **On** light will flash when there is an error.

The **Press Pendant** light will flash **blue** to let you know that your Pendant or Wristband is due for testing. Please follow the 'Testing Your System' instructions on page 3.

The **Check Signal** light is off when the Base Unit has good cellular connection (normal). The light will flash **red** when there has been no cellular connection for over one hour.



CANCEL Button

If you activate the alarm by accident, the VitalCall System will give you fifteen seconds to cancel the alarm by pressing the yellow **CANCEL** button. Please note if **CANCEL** is pressed during this time, VitalCall will **NOT** receive your alarm.

HELP Button

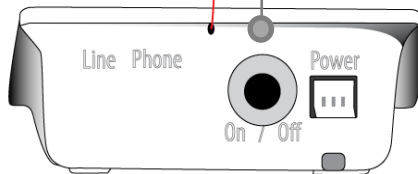
Press to send an emergency activation to our 24/7 monitoring centre.

The **Check Power** light will flash red when there is a problem with the power connection. An audible message will also be played.

VitalCall Base Unit – Back View

Aerial Wire – Ensure the wire is outstretched vertically to give the best range to the Pendant/Wristband.

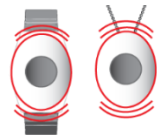
On/Off Button – Press and hold to turn on. Press and hold to turn off – audible beeps are heard as the alarm is turning off.



IMPORTANT: Your VitalCall System is comprised of a Base Unit and a Pendant/Wristband. **The System will NOT operate when the Base Unit is turned OFF and there is NO green 'On' light. VitalCall recommends never turning the Base Unit off.**

Requesting Help

1. If you need help at any time of the day or night, press and hold the button on your Pendant/Wristband and count to three.
2. The outer rim will then illuminate and flash red to let you know your call for help is being sent.
3. Alternatively, you can press the large **red HELP** button on the Base Unit.

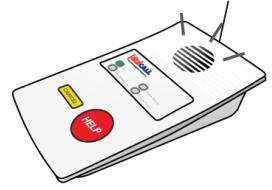


Talking to the VitalCall Operator

When you have pressed the button on your Base Unit, you will hear a loud alarm that will last 15 seconds. This is the pre-alarm.

When the sound stops, you will hear your alarm dialling out and your System will connect to VitalCall.

When you hear the VitalCall operator, you can communicate with the operator through the handsfree speaker system on the Base Unit.



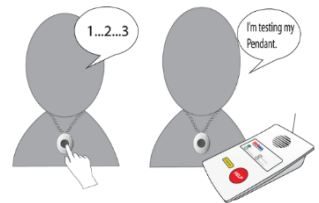
Cancelling an Alarm

You can cancel the alarm by pressing the yellow **CANCEL** button during the fifteen second pre-alarm period. Cancelling the alarm during this period will **NOT** send an alarm to VitalCall.



Testing Your System

From time to time, your System will request that you test it. The **'Press Pendant'** indicator on the Base Unit will flash blue when testing is required.



1. Press and hold your Pendant/Wristband button and count to three.
2. Wait to speak to an operator.
3. Tell them you are testing.

IMPORTANT: VitalCall recommends you test your Pendant/Wristband monthly.

Your Pendant/Wristband

USE

Your Pendant/Wristband should be worn at all times when you are at home, including at night in bed. It should be worn in the bath or shower, as it is hot waterproof.



Pendant/Wristband Care

AVOID

Please avoid directly spraying with **perfume**, **Deet insect repellent** or **similar chemicals**, by holding it out of the way.



CLEAN

Clean with non-abrasive and non-polishing cleaners only.

RECOMMENDED

The best way to clean your Pendant/Wristband is with a warm damp cloth. If you do use a cleaning product, please ensure it is a non-abrasive and non-polishing cleaning agent.



Going away for more than a day?

Please call VitalCall before you leave to let us know the dates you will be away. To minimise any inconvenience, we recommend you leave your pendant at home and wear it again as soon as you return.



Relocating?

A VitalCall agent will need to install the unit at your new address. Please notify VitalCall prior to leaving your current address. This is so VitalCall can provide you with instructions on how to care for the unit in transit and organise an agent to re-install it at your new address.

VitalCall recommends never turning the Base Unit off. If you choose to turn the Base Unit off, **the System will NOT operate in an emergency.**

Important Tips

1. If you drop your Pendant/Wristband, we suggest you test it by pressing it to ensure your System is working properly.
2. **Please ensure no one interferes with the Base Unit after it has been installed.**
3. If your Pendant came with a chain, **do not replace it with your own chain.**

The chain provided is made of hypoallergenic stainless steel and is especially designed to break under pressure. This is a safety feature of the product that must not be altered.

4. To minimise any unnecessary inconvenience, we recommend that you leave your Pendant/Wristband at home if you are going out for several hours. If you leave your Pendant/Wristband at home, **be sure to wear it again as soon as you return.**
5. **Reassess your overall care needs from time to time, including ensuring you have a network of people to check on you regularly.**

If you have any concerns or believe your VitalCall Base Unit or Pendant/Wristband are not working for any reason, or if something in your set-up has changed since installation or the last test, please contact us on

1300 728 254

Please see additional information on page 7.

VitalCall System Specifications

Base Unit battery:

Rechargeable battery backup of 70 hours minimum.



Pendant/Wristband:

Hot waterproof to 50°C (IP68 rated).



Hypoallergenic stainless steel chain.

Open air range of 300m+ to the Base Unit. Actual range limitations will vary depending on the features of your home, including the presence of other electronic equipment.



Low battery reporting and reporting if the Pendant/Wristband has not been in automatic contact with the Base Unit.

System:

Your System's performance and reliability can be affected by a variety of factors such as weather events (including lightning), humidity, temperature, vibrations, impact, power, interference with or from other radio, electronic or electro-magnetic equipment, networks, telecommunications networks and other factors outside of VitalCall's control.

