



# SEVEN

## User Guide



**1300 VITALCALL (848 252)**

[www.vitalcall.com.au](http://www.vitalcall.com.au)

[customer.service@vitalcall.com.au](mailto:customer.service@vitalcall.com.au)

## Introduction

Welcome to SEVEN, your new 4G/3G personal emergency response system that operates on the mobile cellular network. The SEVEN base unit and pendant are easy to use and reliable.

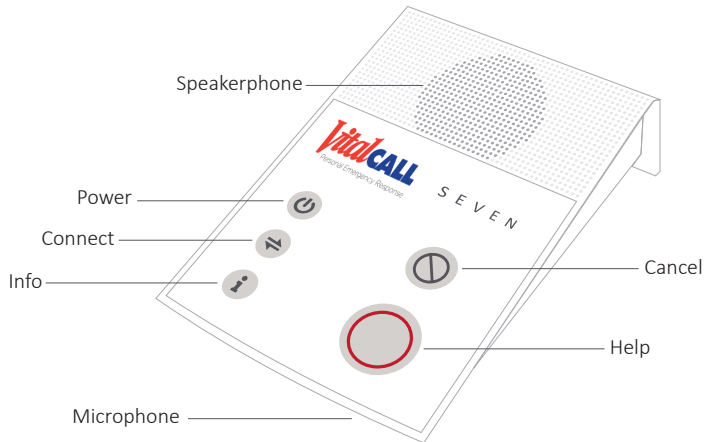
SEVEN has many safety features to ensure you can send a request for help when needed, and communicates with you via voice messages, and light indicators under the buttons.

## Installation

The VitalCALL system can be installed by one of our professional agents, or self installed by your or your nominated person using our guided self installation process. A VitalCALL system installation will involve a pendant range test from at least 6 main areas of your home. This includes areas such as bathrooms, bedrooms, living rooms, laundries, courtyards, 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 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.

If you are relocating, please call the VitalCALL team 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 the Pearl Advanced or Go Mobile Pendant.

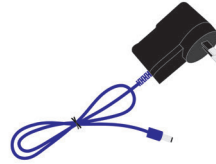
# System Components



Pearl Pendant



SEVEN Base Unit



SEVEN 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 chain is designed to break under significant pressure. If you swap it for another chain or cord, 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 the pendant firmly. 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 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.



Pendant Press



Alternatively, press the large round **Help** button on your base unit to request help.

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.



Voice Message  
"Your alert has been sent..."



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.



**Warning:** You will only be able to talk with the operator if you are within speaking distance of the base unit. If you can't hear us, or we can't hear you, we will assume you need assistance and we will dispatch the emergency services and notify your emergency contacts. Please note that the speakerphone is fitted with a very sensitive microphone and our operator may be able to hear you, even if you can't hear them.

## Cancelling an Alarm

During the pre-alarm alert, you can cancel the alarm if the alarm has been tripped accidentally. Press the round **Cancel** button on the VitalCALL base unit that is backlit orange (within the first 10 seconds). Cancelling an alarm 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 it is a false alarm.



**Cancel**

# VitalCALL Base Unit - Button Functions and Lights



**Power**

The **Power** button is backlit green to indicate that SEVEN base unit is on. 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 it is on.



**On**



**Flashes orange** when the mains power is disconnected. A voice message will play immediately to let you know that VitalCALL® 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.



**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.



**Connect**

This button indicates the strength of the mobile cellular network that the unit uses to communicate back to base. Press the **Connect** button to hear the mobile cellular network strength status.

Press to send a 'Daily Check' to the Emergency Response Team, (if configured to do so). If the unit is communicating correctly, it will send a communication signal which logs into your account.



Green **OK**, the mobile cellular connection is available



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



The **Red flash** indicates there is no connection to our Emergency Response Centre. ***This means that we will not receive a notification of any alarm from your system or pendant.***



**Flashes blue** when a 'Daily Check' is required (please refer to optional features)




**No light** - base unit is off





## Info


SEVEN has automated voice messages that only play during daytime hours. If you need to be informed of something during the night, the lights under the information button will change colour and/or flash. Critical emergency notifications may voice announce.

Press the **Info** button to hear a voice notification repeat. Messages can include a request to test your pendant, 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 (please refer to optional features)

 **Flashes blue** when a monthly pendant 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

 The **Cancel** button will illuminate solid orange when an alert can be cancelled, during the loud alarm (approximately 10 seconds).

 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

Pressing your pendant is the easiest way to send an emergency alert. However, you can press the **Help** button on the base unit which will send an emergency alert to the 24/7 Emergency Response Centre. 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.

## Away Function

The VitalCALL system is designed to ensure that your pendant and base unit communicate to each other. The pendant and base will check this communication approximately 3 times a day to ensure the pendant is within range of the base unit. It is recommended to enable the 'Away Function' when you will be leaving home for an extended period (more than a day).



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.

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".



**Warning:** Do not cover the top of your VitalCALL SEVEN base unit. This can affect the volume from the speaker and the visibility of the button indicators.

---

## Pendant Test

You will be reminded to test your pendant each month. The information Button will flash until you test your pendant. The testing ensures that your pendant is functioning as expected. To test, simply press the **Info** button on the base unit. Once done, you will be instructed to press your pendant. The outer rim of your pendant flashes red and the pre-alarm sounds from the base unit to let you know your alert is being sent. Voice messages on the base unit will play to let you know the status of your request for help as it progresses. Be sure to stay close to the base unit until the operator calls you. When you hear the operator, tell them you are testing. There is no requirement to call the VitalCALL team prior to testing.



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

# Optional Features

## Reminders



If you have voice reminders enabled on your base unit (***not available on all models***), 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



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.

---



## Pearl Advanced Pendant (Optional Product)

The VitalCALL Pearl Advanced pendant is a personal emergency help button that you can press to summon help in an emergency. It is also a sophisticated fall detector that automatically sounds an alert and then sends a signal to your VitalCALL base unit when it detects a fall and an impact has occurred\*.

### How It Works

If a fall is detected\*, the VitalCALL Pearl Advanced pendant will beep for 15 seconds before sending a signal to your VitalCALL base unit. When the signal is received by the base unit, the VitalCALL Pearl Advanced pendant will beep 3 times and flash red lights around its outer edge. The VitalCALL base unit will sound a loud pre-alarm and then send an alert to the monitoring centre to report a fall has been detected.

### Cancelling an Alert

If you have not experienced a fall, you can **shake** the VitalCALL Pearl Advanced pendant from side to side during the 15 seconds it is beeping, to cancel the signal being sent to the VitalCALL base unit. You can also cancel the alert at the VitalCALL base unit by pressing the **Cancel** button **during the 15 second base unit pre-alarm period**.

### Wearing VitalCALL Pearl Advanced pendant

The VitalCALL Pearl Advanced pendant must be worn around the neck as a pendant, on a chain. VitalCALL Pearl Advanced pendant is supplied with a surgical grade stainless steel chain that is designed to break under significant pressure. Expect false activations in the first few days as you get used to wearing it. Try to avoid getting the VitalCALL Pearl Advanced pendant caught in clothing while dressing and undressing as false alarms can occur.

### \*Important Notes

The VitalCALL Pearl Advanced pendant is designed to detect a significant fall, and subsequent impact. 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 help button is available to press in this situation. Please ensure this is firmly understood. Advanced technology is applied to process and report events, however, due to some rare occurrences such as network outages or other circumstances, it is not always possible to notify all events immediately.

Use of this product confirms acceptance of these limitations.



**Shake to Cancel**



**EVE Cancel  
Button**



**SEVEN Cancel  
Button**

## Quick Troubleshooting Tips

Issue	Solution
<b>No lights</b> on the VitalCALL Unit	<ul style="list-style-type: none"> <li>• Unit is turned off</li> </ul>
VitalCALL Base Unit is <b>Beeping</b> Continuously	<ul style="list-style-type: none"> <li>• Contact VitalCALL as this indicates that the unit is not functioning correctly</li> </ul>
<b>Volume</b> on Base Unit is too loud (initial pre-alarm)	<ul style="list-style-type: none"> <li>• Contact one of our friendly VitalCALL team members and they can arrange for the volume to be reduced</li> </ul>
<b>Unable to hear</b> the Response Operator during testing or after an alarm.	<ul style="list-style-type: none"> <li>• Make sure the base unit is not covered with anything</li> <li>• You may be out of range</li> <li>• If you are unsure, contact one of our friendly VitalCALL team members and they can arrange for the unit to be tested remotely and adjust volume settings if required</li> </ul>
<b>Power</b> Button is <b>Flashing Orange</b>	<ul style="list-style-type: none"> <li>• The Power Button flashes Orange when the mains power is disconnected (A voice message will play immediately to let you know that the SEVEN is not connected to power)</li> <li>• Check if you have power (is there a current outage or blackout)</li> <li>• Check the base unit is plugged in and turned on</li> </ul>
<b>Power</b> Button is <b>Solid Red</b>	<ul style="list-style-type: none"> <li>• The base unit battery is no longer functioning or has been removed (Return power to the unit if possible)</li> </ul>
<b>Power</b> Button is <b>Flashing Red</b>	<ul style="list-style-type: none"> <li>• Battery is running low</li> </ul>
<b>Power</b> Button is <b>Flashing Red</b>	<ul style="list-style-type: none"> <li>• Flashes red when there is a warning message for critical notifications e.g. emergency events or evacuation notices (please refer to optional features)</li> </ul>
<b>Information</b> Button is <b>Flashing Green</b>	<ul style="list-style-type: none"> <li>• Indicates a message, press the information button to listen to the message</li> </ul>
<b>Information</b> Button is <b>Flashing Orange</b>	<ul style="list-style-type: none"> <li>• Requests an action (Press the information button to listen to the request)</li> </ul>
<b>Information</b> Button is <b>Flashing Blue</b>	<ul style="list-style-type: none"> <li>• Test your pendant by pressing the Information button, then press the pendant firmly</li> </ul>
<b>Cancel</b> Button is <b>Flashing left to right</b>	<ul style="list-style-type: none"> <li>• The Away Function is turned on</li> <li>• To remove Away function, press the cancel button</li> </ul>
<b>Cancel</b> Button is <b>Solid Orange</b>	<ul style="list-style-type: none"> <li>• The alarm has activating (unit is in pre-alarm status)</li> </ul>
<b>Connect</b> Button is <b>Solid Orange</b>	<ul style="list-style-type: none"> <li>• Connecting to mobile cellular network</li> </ul>
<b>Connect</b> Button is <b>Flashing Red</b>	<ul style="list-style-type: none"> <li>• The mobile cellular network is down or weak</li> <li>• Contact VitalCALL</li> </ul>
<b>Connect</b> Button is <b>Flashing Blue</b>	<ul style="list-style-type: none"> <li>• A daily check is required (if this optional feature is turned on)</li> </ul>
<b>Pendant</b> is not activating base unit	<ul style="list-style-type: none"> <li>• Make sure you press the pendant firmly for 1-2 seconds until pre-alarm sounds</li> <li>• Check there is power to the base unit</li> <li>• Contact VitalCALL</li> </ul>
<b>Chain Broke</b>	<ul style="list-style-type: none"> <li>• Contact VitalCALL to arrange a new chain (charges may apply)</li> <li>• Do not replace chain with any other chain that is not provided by VitalCALL</li> </ul>
<b>Wrist Band Broke</b>	<ul style="list-style-type: none"> <li>• Contact VitalCALL to arrange a replacement (charges may apply)</li> </ul>
<b>Pendant or Unit is False Alarming</b>	<ul style="list-style-type: none"> <li>• Contact VitalCALL</li> </ul>

## 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 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
- 



**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 responsibility for damages or other consequences resulting from any failure. If you suspect your system is damaged or not functional, please perform a 'pendant test' or contact the VitalCALL team.

## 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) (Option 2) 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 Help button on your base unit.

**1300 848 252**

[www.vitalcall.com.au](http://www.vitalcall.com.au)

[customer.service@vitalcall.com.au](mailto:customer.service@vitalcall.com.au)

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.

For further information on VitalCALL products and services, please go to [www.vitalcall.com.au](http://www.vitalcall.com.au).