

SEVEN User Guide

SEVEN is your digital personal emergency response system



Welcome to your SEVEN alarm system

Your SEVEN alarm system helps you get help if you have an emergency at home.

You have two ways to raise an alarm:

Personal help button: press and hold it for three seconds.

SEVEN Help button: press the large Help button on the SEVEN unit.

When you raise an alarm, you will be connected to your service provider. You can speak to them through the SEVEN unit.

Keep your personal help button with you at all times, including at night.

This guide explains how to use your SEVEN system and what the different buttons and lights mean.

Do you need help reading this?



العربية čeština فارسی français كوردی polski ગુજરાતી

Follow the QR code link to our **Recite me** tool. You can translate into your preferred language and use other accessibility tools, including large text, screen reader and audio file.

Alternatively, call us on **0800 218 2000**.

Account Details:

Please find your account and service provider details below for your reference if required.

Service Provider
Name:

Service Provider
Number:

Your Name:

Your Unit ID:

Installer Name:

Installer
Signature:

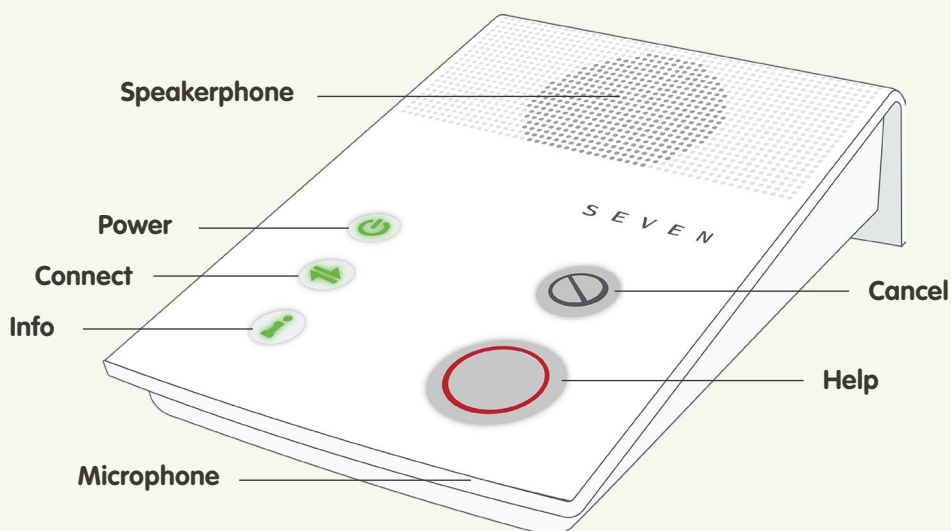
Date Installed:

System

SEVEN is your digital personal emergency response system that operates on the cellular network.

The SEVEN base unit and personal help button are easy to use and reliable.

SEVEN has many safety features, including voice messages and light indicators to ensure you can make a request for assistance when needed.



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.



Keep your personal help button with you

Wear your personal help button at all times, including when you are in bed at night.

Your personal help button is waterproof, so you can wear it in the bath or shower.

How to call for help

If you need help at any time, day or night:

Using your personal help button

1. Press and hold your personal **help** button.
2. Count to three.
3. The button will flash red to show that your alarm has been sent.
4. 4. The SEVEN unit will sound an alarm and the Help button will light up red.
5. Voice messages will tell you what is happening.
6. When your service provider answers, speak towards the SEVEN unit.

You must be within hearing distance of the SEVEN unit to speak to the operator.

Using the SEVEN unit

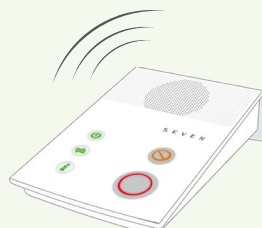
You can also press the large Help button on the SEVEN unit to raise an alarm.



Personal Help
Button Pressed



Base Unit Activated



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

If you need help, don't worry about pressing the button. The service provider will speak to you and find out what help you need.

Button guide

SEVEN is your digital personal emergency response system that operates on the cellular network.

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Button		What does it do
Power		Shows whether your SEVEN unit is switched on. Press it to hear the system status.
Connect		Checks your mobile network connection. You may also use it to send an "I'm OK" message if this feature is available on your system.
Info		Press to hear any messages waiting for you.
Cancel		Press to cancel an alarm during the loud alarm period. It can also be used for the Away Function.
Help		Press to raise an emergency alarm.

What do the lights mean?

The lights on your SEVEN unit change colour to let you know if you need to do something.



GREEN

Your system is working normally or no messages are waiting.



ORANGE

You may need to take action.
Press the relevant button to hear the message.



RED

There is an important warning or problem that needs your attention.



BLUE

You may need to complete a check, such as an "I'm OK" check or a test alarm.



NO LIGHT

The SEVEN unit may be switched off.

If you are unsure what a light means, press the relevant button to hear the status or message.

More information about the lights



The **Power** button is back-lit 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.

POWER



On.



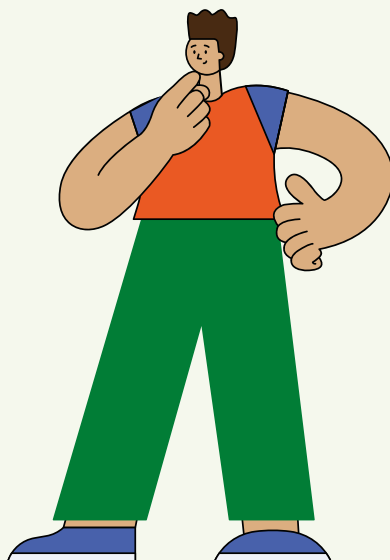
Flashes orange when the mains power is disconnected.
A voice message will play to let you know that SEVEN is not connected to power.



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



No light – SEVEN is off.





CONNECT

Press the **Connect** button to hear the cellular status. SEVEN will then announce "Excellent", "Good", "Poor" or "Unavailable".

Press to send 'I'm Ok' to your service provider, if configured to do so.



OK, the cellular connection is available.



- The **Connect** button will show solid orange for a short period of time when connecting to the cellular network.
- The orange flashes are to let you know that 1 of the 2 SIM cards are not connecting.



The red flash indicates there is no connection to your service provider. **An alert for help will not work.**



Flashes blue when an 'I'm Ok' check-in is required.



No light – SEVEN 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 'Test Alarm Call' with your pendant is required as agreed with your service provider.



No light – SEVEN 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 to your service provider. The lights under the **Help** button will rotate while the alert is in progress.

The **Help** button will be dimly back-lit during normal operation so it can be located in the dark.



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 back-lit orange.

Testing your alarm

You can test your SEVEN system to make sure it is working properly.

1. Press and hold your personal help button.
2. Count to three.
3. Wait for the operator to answer.
4. Tell the operator that you are testing your alarm.

If you have any problems when testing your SEVEN system, contact your service provider.

Voice messages

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 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.

Voice messages may be arranged to play during night-time by your service provider.



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.

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 SEVEN base unit could adversely affect its 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.



INFO

Reminders (Optional)

If you have voice reminders enabled on your SEVEN, a message will play at a preset 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.



"I'm OK" check

This feature is optional and may not be available on your system.

If you have an "I'm OK" check, your **Connect** button will flash blue at a set time each day.

Press the **Connect** button to tell your service provider that you are OK.

If you do not press the button, your service provider will follow the agreed procedure for checking that you are safe.



Going out? Use the Away Function

If you are going to be away from home for an extended period, you can use the Away Function.

To turn it on

- Press and hold the **Cancel** button while the system is working normally.
- The Cancel button will flash from left to right.

When you return home

- Press and hold the flashing **Cancel** button.
- Your SEVEN unit will tell you that Away mode has been switched off.

Important: automated safety reports, such as "I'm OK", are turned off while the Away Function is enabled.

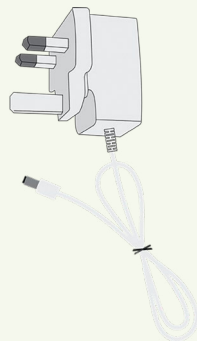
System Components



Pearl Personal Help
Button Pendant



SEVEN Base Unit



SEVEN Plug Pack

Cleaning and Maintenance

Do ✓

- Clean the equipment with a warm, well-wrung-out damp cloth.
- Contact your service provider before attaching a different necklace.
- Contact your service provider if you think your equipment is damaged or not working.

Don't ✗

- Don't spray the equipment with perfume, insect repellent or harsh chemicals.
- Don't use abrasive or polishing cleaners.
- Don't put the SEVEN base unit in liquid.
- Don't put objects into the holes or sockets.
- Don't cut any wires.
- Don't try to open the SEVEN base unit or personal help button.

Important safety and manufacturer's information

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 instructions set out in this guide.

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 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'. If your SEVEN beeps continually this indicates it is not functioning as expected, please contact your provider immediately.

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. 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.

Use of this system confirms acceptance of these limitations. If you suspect your system is damaged or not functional, please contact your service provider.

SEVEN Telecare System



RoHS



SEVEN base unit



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 www.chiptech.com

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