

# VitalCALL

Personal Emergency Response

POWERED BY **API GROUP**

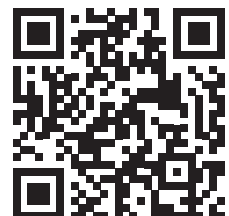
## SEVEN Bundle Self Installation Guide



For further information

1300 848 252 | [vitalcall.com.au](http://vitalcall.com.au)  
[customer.service@vitalcall.com.au](mailto:customer.service@vitalcall.com.au)

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# VitalCALL SEVEN Bundle

Please read this SEVEN Set Up Guide thoroughly **BEFORE** commencing with installation so you understand how the system works.

This Guide will provide you with all the information you need to self- install the SEVEN VitalCALL System.

## What is in the package?

Inside your package you will receive:

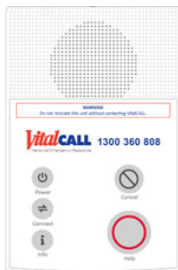
- The SEVEN Base Unit and components (white box)
- The 4G GO Mobile Pendant (small brown box) containing the Go Pendant and components. The 4G GO Mobile Pendant Box will be closed with a warning sticker. This is to highlight the critical nature of completing this self-installation process by following all steps as outlined in the SEVEN Bundle Quick Set Up Guide and/or the Full SEVEN Bundle Self-Installation Guide.
- The SEVEN Bundle Quick Set Up Guide which is designed to provide a snapshot of all the key steps to complete the SEVEN Bundle Self-Installation. The SEVEN Bundle Quick Set Up Guide also contains a QR code which will navigate you to the Full SEVEN Bundle Set Up Guide located on our website [www.vitalcall.com.au](http://www.vitalcall.com.au).



## SEVEN Unit Equipment Check (White Box)

To install the VitalCALL System you will need:

- Sufficient 4G cellular coverage
- 1 x VitalCALL Base Unit (SEVEN)
- 1 x VitalCALL Pendant (neck or wrist)
- 1 x Power Pack
- 1 x SEVEN User Guide
- 1 x Fridge Magnet



Base Unit



Neck Pendant or  
Wrist Pendant



Plug Pack

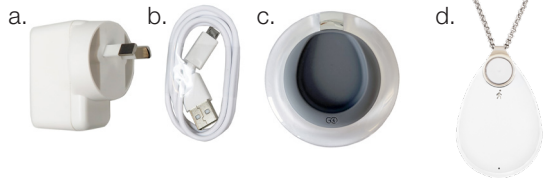
## Pearl Advanced Pendant

If you have chosen the VitalCALL Pearl Advanced Pendant, it will be located with the base unit in a separate cellophane bag with a Pearl Advanced User Guide. Please read the User Guide carefully. It is important that you understand how the Pearl Advanced Pendant operators (specifically the fall detection feature). The Pearl Advanced Pendant is available only in a neck pendant and the primary trigger (button) is blue in colour.

### What's in the box?

Check all equipment is in the box:

- a. Power Adapter
- b. Charging cord
- c. Charger
- d. VitalCALL GO Pendant



### Before Commencing Self-Installation

- Read all documentation contained in the package
- Ensure that you can safely bend to ankle height to test the range of the pendant throughout the home and outer areas such as courtyards, letterbox, clothesline, balconies etc.

## Step 1 - Call VitalCALL



### To Book Self-Installation Phone Appointment

Contact our Customer Service Team on 1300 848 252 (Option 2) to book the self-installation phone appointment. This appointment will occur after you have completed all steps as outlined in this guide (pages 3-7).



**Note:** The VitalCALL Emergency Response Team will not receive alerts if you do not arrange and complete this appointment. This appointment will ensure that the equipment is working correctly, and alerts are received, and the account is activated.



## Step 2 - System Check

### Complete a VitalCALL GO System Check

A system check allows you to determine your VitalCALL GO' status for battery level, cellular coverage, and GPS location. Once you have removed the GO pendant from the box, step outside your home onto a courtyard, balcony or backyard where you have a line of sight to the sky.

- Press and hold **one** button for approximately 1-2 seconds on either side of VitalCALL GO. Please **do not** press both buttons together, as this will send a request for help.
- A chime will play and your VitalCALL GO will illuminate blue to indicate you have activated system check.
- A voice message will play to inform you of your VitalCALL GO battery status; **“My battery is...”** (then either one of the following) **“Excellent”, “Good”, “Low battery; please place me on the charger today,”** or, **“Critically low battery; please place me on the charger immediately. An alert may fail.”** This will also be accompanied by a status light.
- Your VitalCALL GO will then announce; **“Checking cellular connection.”** Your VitalCALL GO will check the cellular coverage of your location and will then announce after a few seconds; **“The connection is”** (then either one of the following) **“Excellent”, “Good”, “Poor”** or **“Unavailable.”**



= Excellent & Good



= Poor



= Unavailable

**Please note: Good cellular coverage is required in order for your VitalCALL GO to function as intended and send alerts to VitalCALL's monitoring centre over the 4G network. If signal strength is Unavailable it will not communicate, and your location will also not be sent.**

- Following successful cellular check your VitalCALL GO will check if your GPS coordinates can be obtained.
- Your VitalCALL GO will announce **“Finding your location”**.
- When successful, a voice message will announce; **“Current location has been sent”**.
- If GPS is unavailable in your location, your VitalCALL GO will announce; **“Location check unsuccessful”**.
- If you are unable to complete the location check, contact VitalCALL

If at any time you would like to cancel the system check, press and hold one of the buttons on your VitalCALL GO. A voice message will play, and the light ring will flash red to let you know that this function has been **“Cancelled.”**

## Step 3 - Find A Location

### For VitalCALL GO Base Station

Now it is time to find a location for the VitalCALL Go Base Station the home. It is important to consider the following that:

- Near a power point and up off the floor
- Is not located near any wet areas, plants or electrical equipment (computers, microwave etc.)
- It isn't required to be next to or close to the SEVEN Base Unit
- Near a window can improve the cellular signal
- Somewhere that is easily visible (to check blue and green charging lights)

## Step 4 - Power Up

### Connect the VitalCALL GO Base Station to Power

Please connect the plug pack to the charging cord and insert the cord into the charger. Place the VitalCALL GO on the charger. The rubber molding on the charger is there to make sure the pendant is in the best possible position for charging. The VitalCALL GO must be placed on the charger with the small speaker hole facing up. The charger will glow blue when the VitalCALL GO is correctly placed on top. If the charger does not glow blue, then the VitalCALL GO is probably upside down. Simply flip the pendant around so the charger glows blue and the pendant will have a faint blue glow when it is charging. If the pendant battery is good (i.e. above 80% charged) the VitalCALL GO will glow green.



## Step 5 - Setting Up the SEVEN

### Choose Central Location

#### A. Connecting the Unit

1. Remove VitalCALL SEVEN unit and pendant from packaging.
2. Inspect the contents for any damage or defects.
3. Choose an installation location near a power outlet.
4. Push the blue power cable through the cable hole on the back of the SEVEN Unit. Insert the blue connector into the power socket marked 9V DC in the cable cavity on the underside of the SEVEN Unit.
5. Plug the power pack into the power outlet on the wall.



#### Tips:

- The power pack should be plugged into a dedicated power outlet to reduce the chance of it coming loose or being accidentally turned off
- Your safety is our priority so please make sure the power cord is safely out of the way to avoid tripping
- Install the base unit at an accessible height, waist height is ideal. A central location where it is most convenient generally gives the best range and audio quality.

#### B. Turn On

1. Turn on the power at the wall to start the VitalCALL Seven Unit
2. A welcome message will play and the Power Button will be solid green
3. The information button will be solid green
4. The connect button will be solid orange while it is connecting to the network
5. Once connected to the network, it will be solid green



**Note: The base unit will always need to be powered to function**

## C. Checking Cellular Strength

When the Connect Button is green, press it to hear the cellular strength status. The unit will let you know if the cellular strength is either, “Excellent”, “Good” or “Poor”. **You need to install the unit in a location where the cellular network is either “Excellent” or “Good”.**

### Note:

- If the signal strength reports poor, you will need to move it to a location that reports excellent or good. Due to changes in signal strength, a poor signal may mean that the cellular network becomes unavailable at certain times.
- VitalCALL requires a minimum of “Good” cellular connection to indicate a reliable connection to the cellular network.
- If after moving the unit and cellular signal is still “Poor”, consider installing a SEVEN High Gain Unit (with aerial).



### Tips:

- Choose a location that is visible and frequently used so the customer will more likely be within audio range of the base unit should they need help and can also act as a reminder that they have a personal emergency response system to use should the need arise
- Remember the ‘line of sight’ rule with installing. Positioning the base unit near a window can increase the range to Pearl personal help buttons (pendant) when they are being used outside.
- Avoid positioning the base unit within 50 - 100 cm of electronic devices to reduce the chance of affecting it’s range or audio quality. Avoid devices such as: Computers and televisions, touch lamps, certain brands of cordless phone.
- Do not install the base unit in a location where liquids could possibly spill on it.
- Avoid placing the base unit next to large metal objects. Eg. a water cylinder, microwave or fridge

## D. Testing the Range of your Pendant

Test the range of the pendant around the home. This test is required to check the pendant can activate the base unit from different areas of the home and show were in the home the pendant may not work

This test requires the person to test at waist height and walking around to different areas of the home.




Please note that at a minimum, the pendant must be range tested safely at waist height in the following key locations:

<b>Bedroom</b>	<b>Bathroom</b>
<b>Lounge</b>	<b>Toilet</b>
<b>Kitchen</b>	<b>Laundry</b>

When you press the pendant in these key locations and other areas frequently used, please check that the outer edge of the pendant flashes red after each button press. This indicates the pendant works at these locations.

*Please wait for the pendant to stop flashing before pressing again.*


**Note: The flashing can be difficult to see when in direct sunlight.**

1. Press the info button three times to enter Pendant Range Test Mode 
2. The unit may play "There are no messages", beep and then play 'RF test, please activate all your RF devices, or press cancel to finish'. This voice message will repeat periodically while no pendant activations are received. The info button will be solid blue  while the unit is in Pendant Range Test Mode. The Cancel button light  also turns on to indicate how to end the Pendant Range Test Mode.

As a safety feature the Pendant Range Test Mode will time out after ten minutes.

3. Walk around the house and exterior (garden, letterbox, garage, courtyard, balcony) carefully testing the range of the pendant by pressing the grey button (standard pendant) or blue button (Pearl Advanced Pendant) in the centre of the pendant for about 1-2 seconds and checking the outer edge of the pendant flashes red after each button press.

The base unit will audibly count the number of button presses. Press the pendant at waist and ankle height, at multiple locations. Ensure the pendant has stopped flashing before attempting the next press.

4. Check the outer edge of the pendant flashes red **after each button press**. This indicates the pendant works at these locations.
5. When you have completed the Pendant Range Test from at least six areas, press the Cancel button on the unit once to end the process 

**Note: Radio frequency interference and construction within the home, can affect the pendant range. For example, buildings with concrete or metal-based walls will tend to reduce range. Foil insulation and metal garage doors can also affect the range.**

You Are Now Ready For The  
Self-Installation Phone Appointment To Activate



## Self-Installation Phone Appointment

The VitalCALL Team will call you at the scheduled time to complete the activation of the account.



### **Important:**

It is critical that the person who completes the steps outlined on pages 4-8 is present during the self-installation phone appointment.

If these steps have not been completed prior to the appointment, the operator will be unable to complete the activation and the appointment will be rescheduled.

This phone call will take approximately 15-20 minutes. In summary the operator will complete and check the following:

### VitalCALL - Activation of Account Phone Call

In addition to carrying out pendant tests with both pendants, the operator will confirm details with you as well as completing an audio test through the SEVEN Base Unit.

### Confirmation

- All the customer details
- If there were any areas where the pendant did not work during range test
- Signal strength of the GO Pendant and the SEVEN Base Unit (please have this handy at the time of the appointment)
- That the Pearl Pendant was tested at waist and ankle height in the 6 key areas of the home

### Audio Test

When the operator has confirmed the above points, they will guide you in completing an audio test. The audio test will require you to walk around the home in all rooms, checking audio by speaking from each room. The operator will confirm if they can hear the customer in each of the rooms through the SEVEN Base Unit.

### Conclusion

The VitalCALL operator will finalise the activation of your account. Welcome to VitalCALL.

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