

EVA

User Guide



01553 616200
careline-cs.org.uk



Careline
COMMUNITY SERVICE

Borough Council of
**King's Lynn &
West Norfolk**



Welcome to Careline

We hope you are happy with your new EVA Personal Emergency Response System, and we're delighted to welcome you as a client.

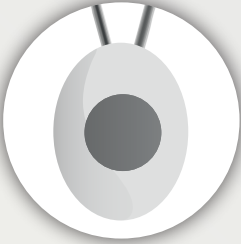
Please keep this guide in a safe place.

If you have any queries at all about the installation process, please call the Careline Community Service team directly on 01553 616200 (option 1). We are available 9am–5pm Monday to Thursday and 9am–4:45pm on Friday.

When making a call from the alarm unit or pendant, these calls will be answered by our monitoring centre, who are available 24 hours a day, every day of the year.



How to make an alarm call



1

Press the pendant –

If you need help, press your pendant.



2

Our monitoring team will answer –

When your alarm call reaches the monitoring centre, all of your personal details will be displayed on the computer. The monitoring centre staff will speak to you and ask whether you have a problem.



3

Assistance will be sent to you –

They will then call your nominated contacts or the emergency services if needed.

Getting to know your EVA

Front view

The On light is solid green when the base unit is connected to the power and is functional. The On light will flash when there is an issue.

The Cellular light is off when the unit has good cellular connection (normal). The light will flash red when there has been no cellular connection for over one hour. A voice message will also be played.

The Pendant light will flash blue to let you know that your personal help button needs testing. (Perform a **System Test** to check your personal help button is working).

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



Pressing the **CANCEL Button** during the install process will start voice instructions on how to turn EVA off.

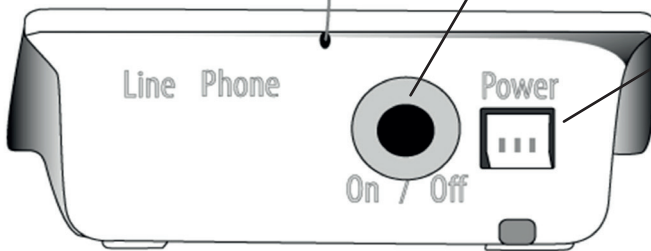
During normal operation, if you activate EVA by accident, you have ten seconds to cancel the alert being sent. Press the CANCEL button during the time the loud alarm plays, and the alert will not be sent to the Alarm Monitoring Centre (ARC).

The **HELP Button** can be pressed to send an alert for help. (Also used during the voice guided install process).

Back view

Telecare RF Aerial – Ensure the wire is outstretched vertically to give the best range between the personal help button and the EVA base unit.

On/Off Button – Press and hold to turn on. Press and hold to turn off. Beeps are heard as the alarm is turning off, the final beep in a lower tone.



Power – Connect the blue power cable here and plug it into the wall socket.

IMPORTANT: When EVA is turned OFF and there is NO green 'On' light, then the system will not operate.

Your Personal Help Button

Your personal help button should be worn at all times, including at night, and in bed. It is hot waterproof (IP68 rated) and should be worn in the bath or shower. The pendant has a stainless steel hypoallergenic chain and designed to break under significant force. The watch strap has a polyurethane strap.

Your personal help button has an open air range of 300m+ to EVA. It regularly checks its battery and tests with EVA to ensure it is in contact. Tests are automatic and any issues are reported to your Alarm Receiving Centre (ARC).

Please Note: If you are going away on holiday and not taking your EVA, then leave your personal help button somewhere safe and put it back on as soon as get home. It is designed to work in the range around the house and garden only.



Personal Help Button Care


Please avoid directly spraying with perfume, insect repellents, DEET or similar chemicals, by holding it out of the way. Clean with warm soapy water, use non-abrasive and non-polishing cleaners only.

To Activate an Emergency Alarm

- If you need help at any time of the day or night, press and hold the button on your personal help button and count to three.

Alternatively, you can press the large red **HELP**  button on the base unit

- The outer rim on your personal help button will flash red to let you know your call for help is being sent.
- A loud 10 second alarm will sound and the lights under the HELP button illuminate clockwise to indicate that an alert for help has been activated.

If there has been a false alarm and you want to stop the alert, press the  button during this 10 second period and the alert will NOT be sent.

- Voice messages will play to let you know that EVA is connecting you to assistance, and will tell you when your call for help has been sent.
- The monitoring centre will call you back and talk to you via the hands-free speakerphone.
- When the monitoring centre ends the call, EVA will automatically hang up.
- If the first alert is unsuccessful, EVA will continue to try sending the alert for help until it is successful.
- If you activate an alert for help, but there is an issue with the SIM card or the cellular network that EVA operates on, you will be unable to connect to the monitoring centre. In such a case EVA will search for an available network and attempt to dial emergency services directly. If connection is successful, you will need to be in range of EVA so you can speak to emergency services through the hands-free speakerphone, and give your details, such as your name and address, so assistance can be provided.

System Test

From time to time, you may want to test your system, or the 'Pendant' indicator will flash blue when it requires you to check the communication between your personal help button and EVA. If this happens you will need to:

- Press and hold your personal help button and count to three.
- Wait until you are connected to the monitoring centre.
- When they call back, tell them you are testing.

If you encounter problems when trying to test your system, please call your monitoring centre.

Silent Hours

Silent hours are set between 8pm and 8am to ensure that you won't be disturbed at night by sounds and voices emitting from EVA if any issues are detected during this time.

During silent hours, warning messages will still flash on the status indicator panel and report to the monitoring centre. In the morning the audible warning messages will begin again. If there is an emergency activation during Silent Hours, the pre-alarm and voice messages will sound as usual.

Changing Address

If you are moving house, you need to notify the monitoring centre about your change of address before you move, and test your system with them as soon as you have relocated EVA and plugged it in.

Relocating EVA

When you reposition EVA within your home, or relocate to another address, reconnect the power to EVA and contact your monitoring centre so they can reset the voice guided instructions. Following this process ensures that EVA is installed correctly, with good cellular signal strength, and good range between your personal help button and EVA.

Please Note: In normal operation and for visibility, the HELP button is backlit with four lights. These lights do not indicate the cellular signal strength.

Important Notes

Pacemakers

If you have a pacemaker you cannot wear your personal help button around your neck. Please only attach to a belt clip or wear as a wristwatch. Your personal help button must be worn at a minimum distance of 15cm from your pacemaker at all times.

System Updates

Once every few months your system may be automatically updated. This will usually occur during the early hours of the morning and takes approximately two minutes. Your system may not respond to a button press during this time. If your system does not respond to a button press, please press your personal help button again, as the update will only disable the system temporarily.

System Functionality

Your system will not function correctly if it is not set up in accordance with the EVA Installation Guide, or if your personal help button is activated outside the range of your EVA base unit.

On rare occasions there may be hardware, software or other problems that cannot immediately be reported to the monitoring centre or communicated locally by the system. This may affect the functionality of your system.

If you remove the SIM card from EVA this will mean that you cannot send an emergency alarm, and that EVA will fail all attempts at communication.

Battery

The backup battery in EVA has a capacity of up to 70 hours if fully charged. If this is removed or has no charge, and there is a power cut, EVA will not work and will not be able to send an emergency alarm. The backup battery is rechargeable and replaceable, with an expected life of up to five years. When the battery is low, or unable to be properly charged, a warning is sent to the monitoring centre.

Disclaimer

EVA relies on a 3G cellular network to transmit the alarm and connect the base unit with monitoring services. As such, there may be rare occasions when radio interference, lightning strikes, transmission failures or telecommunication events affect system performance. System performance may also be affected by the presence of other electronic devices in close range to the EVA base unit.

Advanced technology is used to process and report events, however, in some very rare circumstances it is not always possible to notify events immediately.

It is also possible that some rare external factors will affect the system's ability to operate as expected. These factors may include, but are not limited to, radio interference, lightning strikes or communication network outages.

To the maximum extent permitted by law, the supplier and the manufacturer will not be liable or responsible for any damage, loss or injury that may be suffered or incurred in connection with this system due to incorrect usage, usage that is inconsistent with this guide, a result of a delay in event notification, or external factors beyond our control.

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

If you suspect your system is damaged or not functioning properly, follow the steps in 'System Test' (Section 6).

Contact us

We hope to solve your query, deal with any problem or answer any questions immediately. Some problems however may need further investigation. We aim to solve these within 15 working days. If we cannot reply in full within 15 working days, we will write to you and explain the reasons for the delay and tell you when we will be able to give you a full reply.

If you have a problem please write to us at:

Careline Community Services Manager
Borough Council of King's Lynn & West Norfolk
King's Court, Chapel Street
King's Lynn PE30 1EX

Our overall objective is to resolve problems at this stage and put right any complaints which are upheld. Our reply will clearly explain our position in respect of your complaint.

If you're not satisfied with the response you receive, you can submit a corporate complaint. Please ensure you have raised your complaint with the service area in question before making a formal corporate complaint.

Ways to submit your complaint:

- online at west-norfolk.gov.uk/corporatecomplaint
- email complaints@west-norfolk.gov.uk
- complain in person
- write to us at Complaints – Democratic Services, Borough Council of King's Lynn and West Norfolk, King's Court, Chapel Street, King's Lynn PE30 1EX
- telephone 01553 616200 (option 1)

Your complaint will be acknowledged within two working days. The relevant Executive Director, or their authorised representative, will try to respond with a full reply within 15 working days. If the complaint is particularly complex, an interim response will be sent.

Other products and services



Falls Pendant

The falls pendant will automatically call our monitoring centre if you fall, there is no need to press a button.



Smoke & Carbon Monoxide Alarms

Our smoke and carbon monoxide alarms automatically send a call through to our monitoring centre if activated.



Key Safe

We can supply a key safe so emergency services or trusted contacts can access your home should you need help.



Assistive Technology

We have a range of equipment to support people living with long term health conditions including dementia.



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