



Personal Emergency Response System User Manual

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Preface

Congratulations on receiving your Vigil Personal Emergency Response System. You can read this guide to get started.

If you suspect the product is broken or malfunctioning, please contact your PERS provider by calling the phone number on the Gateway top plate.

Every effort has been made to ensure this manual is correct and up to date. The latest versions of the manual can be downloaded from www.vigilmonitoring.com/manual.

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Save our environment

The cardboard box in the packaging can be recycled in accordance with regionally established regulations. Never dispose of this electronic equipment along with your household waste. Instead, please ask for instructions from your PERS provider.

Please be responsible and protect our environment.

 **This User Manual contains all information necessary for using the Vigil Monitoring Personal Emergency Response System.**

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1. Precautions and warnings

1.1 Safety precautions

The Vigil Monitoring Personal Emergency Response System is built with your safety in mind. There are some basic precautions to take when handling electronic devices:

Use only the supplied power adaptor and cable for your Gateway.

Some third party power adaptors have the same plugs, but their different power configurations make them unsuitable for use with the Gateway.

Do not disassemble the Pendant or Gateway.

There are no user-serviceable parts inside the Pendant or Gateway.

Keep the Gateway dry.

The Gateway is an electronic device. Contact with moisture risks creating short circuits which are a fire hazard. If the device comes into contact with liquid (for example a drink being spilled on it), safely disconnect your medical alarm by holding down the 'Cancel' button for ten seconds (until the Gateway starts beeping), then disconnecting the power plug from the Gateway. This will turn the Gateway off completely. Notify your PERS provider directly.

Keep the Gateway out of direct sunlight.

If the Gateway is in direct sunlight, the heat may damage some internal components, which could affect the performance of your medical alarm. At the time of installation, the Installer will check that the Gateway is positioned out of direct sunlight. Light through net curtains is fine.

Keep the Gateway stationary.

Ensure the Gateway is positioned where it cannot be easily knocked or pushed off the surface it's on.

Avoid impact and rough handling of the Gateway.

The Gateway is built with a robust outer case, however, a jolting impact or rough handling may damage its internal components. If your Gateway has been heavily jolted or knocked, it is recommended the system be tested immediately to ensure your medical alarm still works. Please call your PERS provider if you have any concerns.

1.2 Gateway warnings & performance

To avoid any disruptions to service, ensure that the Gateway:

- Has uninterrupted access to power.
- Is 1 metre or more above floor-level.
- Is on a non-metallic surface.
- Has no objects placed in front of it – the microphone and speakers behind the front grill of the device need to be unobstructed for clear communication.
- Does not share the same surface as other portable radios or mobile phones. Radio interference can disrupt the Gateway signal.



This equipment incorporates a radio transmitting device. During normal operation, the antenna should be separated from the user's body by no less than 20cm. If the Gateway is closer than 20cm to the user's body, localised SAR (Specific Absorption Rate) levels are liable to be exceeded.

1.3 Pendant warnings & performance

- Do not open your Pendant. This may cause it to stop working and will permanently destroy the waterproof seal. It will not be able to be closed again.
- Your Pendant is highly durable and the battery will work in excess of 2 years from the date of manufacture.
- Your Pendant is waterproof so wear it in the bath or shower.
- If you lose your Pendant, please call the phone number on the top plate of the Gateway for a replacement immediately – even if you think you will find it.

2. Package contents

- | | | | | | |
|---------------------|---|---------------------|---|-------------------|---|
| • Gateway | 1 | Right Angle Antenna | 1 | Power Adaptor | 1 |
| • Quick Start Guide | 1 | Pendant | 1 | Wall Socket Label | 3 |
| • Pendant Chain | 1 | Cable Label | 2 | | |

For further details on the package contents, please see *Section 6, “What's in the box” (Page 14)*.



A Personal Emergency Response System is designed to reduce complications associated with a fall or other health-related emergencies by ensuring prompt assistance.

3. Critical information summary for Wearers

This section contains all information critical to using your Personal Emergency Response System. If additional information is needed, refer to the rest of the manual.

3.1 What things are called



This is your **Gateway**

Keep it plugged into a wall socket at all times. Do not place large or metallic objects close to it.



This is your **Pendant**

Wear it at all times. It's waterproof, so wear it in the shower or bath. Wearing it at all times means help will be within your reach when you need it.

3.2 How the system works

Your Personal Emergency Response System is an “always-on” system ready for you to push your help button in an emergency.

1. Your Gateway connects to mains power, wirelessly to the 3G cellular network, and to the internet (if available).
2. You wear the Pendant at all times, so that wherever you are at home, help is only a button press away.
3. When the button is pressed and held (until the Pendant light flashes), an alarm is triggered. Your PERS provider will respond by contacting you.
4. The right kind of help will be sent to you.

3.3 In an emergency

1. Press the button on your Pendant or the Help button on the Gateway to trigger an alarm. When pressing the Pendant, ensure you hold the button down until the Pendant light flashes, indicating the alarm has been triggered.
2. A Representative will speak to you through your Gateway.
3. The Representative will telephone you if they can't hear you clearly enough through your Gateway.
4. Help will be sent if you need it (or if you are unable to communicate).

The emergency process is detailed in *Section 5.2 "What to do in an emergency"* (Page 13).



If at any time you feel your system is not operating as expected in an emergency situation, please dial 111 immediately.

4. Usage conditions

Your Vigil Personal Emergency Response System is a robust system that will work in almost all conditions. This section outlines the conditions of normal and acceptable use, and conditions in which you should not use your medical alarm.

4.1 Normal conditions

The following conditions are required to ensure optimal function of your medical alarm:

- Gateway is receiving mains power.
- Gateway is connected to the internet or 3G network.
- Gateway is 1 metre or more above the floor.
- Gateway is not obstructed by large, metallic, or radio-emitting objects.
- The Pendant-to-Gateway signal on your property is at full range and is not blocked.
- Pendant battery is not depleted.
- You are at home wearing your Pendant.
- There is no hardware fault affecting your Pendant or Gateway.

4.2 Acceptable conditions

If **any** of the following abnormal conditions occur, your Vigil Personal Emergency Response System will continue to operate but possibly with diminished capability.

- Mains power to the Gateway has been temporarily disconnected. In this event, your Gateway will run off its secondary power supply, the backup battery, until either mains power is re-connected or the battery runs out. The backup battery will last for at least 40 hours. If it runs out without primary power being restored, your medical alarm will stop working. To determine the power state of your Gateway, *please refer to Section 11, "Indicator lights and audio", (Page 29)*. The monitoring centre will be notified automatically if the battery level gets dangerously low.

- Either the broadband internet to the Gateway has been temporarily disconnected, but the wireless 3G cellular network connection remains, OR the 3G cellular network connection has been temporarily lost but the broadband internet connection remains.
- The Pendant-to-Gateway signal is diminished by external radio activity. This may affect the range at which your Pendant help button functions. This will be evaluated at the time of installation; however, environmental factors can change at any time. Please call your PERS provider to discuss if you think environmental factors may be interfering with your Pendant signal. Radio interference can affect the Pendant button, not the Gateway Help button.
- The Gateway has been moved off its dedicated surface. If you have to move your Gateway off the surface it's on, your medical alarm will continue to work as long as the power and internet connections remain connected. Pendant signal range may be reduced until the Gateway is moved back to the place and position it was tested in.

4.3 Unacceptable conditions

If **any one** of the following circumstances occurs, please call your PERS provider to report that your medical alarm system will not be able to function normally. To check the status of your system, *please refer to Section 11, "Indicator lights and audio", (Page 29)*.

- Gateway mains power is disconnected and the backup battery has been run flat.
- Both the broadband internet connection and wireless 3G cellular network connection to the Gateway have been lost.
- The Pendant-to-Gateway signal has been completely blocked by external radio activity. This will be evaluated at the time of installation, however, environmental factors can change at any time. Please call your PERS provider to discuss if you think that anything may be interfering with your Pendant signal.

5. Getting started

Your Personal Emergency Response System is designed for your ease of use, security, and peace of mind. It uses the 3G cellular network and your broadband internet connection to provide two-way voice communication between you and a trained Representative at the press of a button.

5.1 Gateway and Pendant

The main two pieces of equipment are the Gateway and the Pendant.

Gateway

This is the black, rectangular base unit with six indicator lights, a red Help button, and a Green cancel button. It plugs into a wall outlet for primary power and may also plug into your broadband modem or router to connect to the internet. It connects wirelessly to the 3G cellular network. It contains a sensitive microphone and powerful speakers that will allow you to hear and be heard by a Representative responding to your alarm directly through the Gateway.

Pendant

This is the small teardrop-shaped device with a single button and one indicator light, designed to be worn around your neck for immediate access in an emergency. Your Pendant is powered by a non-rechargeable battery and will work in excess of 2 years from the date of manufacture.

Your Pendant allows you to summon help when within range of the Gateway. Your Installer will show you the effective range of your Pendant from the Gateway.

Call your PERS provider to replace your Pendant if:

1. Your Pendant is lost.
2. Your Pendant stops working normally when tested.
3. The Pendant battery light on the Gateway is steady orange or flashing red, signalling low Pendant battery.

Full details of what's included in your Vigil Personal Emergency Response System are included in this manual under *Section 6, "What's in the box" (Page 14)*.

5.2 What to do in an emergency

Your Vigil Personal Emergency Response System allows you to get help at the press of a button in an emergency.

The Monitoring Centre of your PERS provider is available for emergencies 24 hours a day, 7 days a week.

1. When you need help

You may press the button on your Pendant or the Help button on the Gateway to trigger an alarm. When pressing the Pendant, ensure you hold the button down until the Pendant light flashes, indicating the alarm has been triggered. Once the alarm has been triggered, a Representative will respond. There is no need to repeatedly press the Help button once the alarm has been acknowledged. Each time the Help button is pressed, a new alarm is sent.



2. Monitoring Centre contact

After the alarm has been acknowledged, a Representative will speak to you through the Gateway speakers. Even if you cannot hear what the Representative is saying, state loudly and clearly what help you need. The microphone will pick up your voice from across the room. You do not need to hold your mouth near the unit like a telephone.

3. Help will be sent

Once you have communicated the type of emergency, help will be sent.

What if I can't respond?

If you are unable to respond, or the Representative cannot hear you, don't worry. In that event, the Representative will call your telephone.

What if I can't answer the telephone?

If you are unable to answer the telephone, the Representative will arrange for an ambulance to come to you.

6. What's in the box

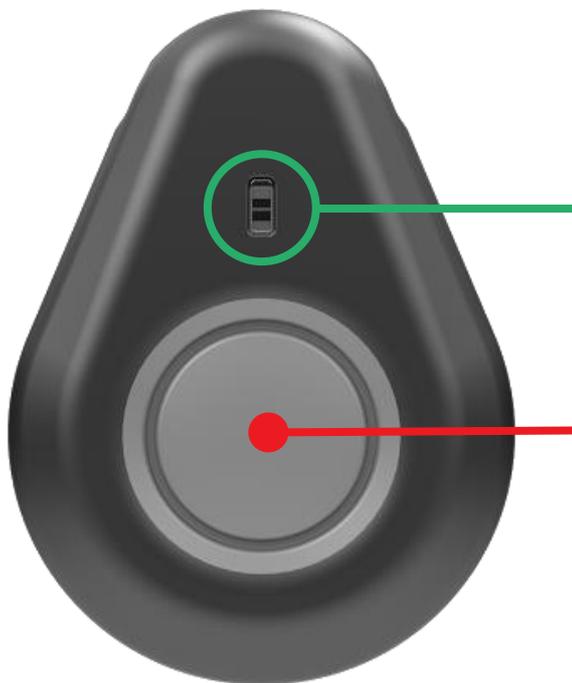
This section shows all the items in the box that make up your Vigil Personal Emergency Response System, including all connections, controls and features.

6.1 Pendant

The Pendant is a portable device that enables you to press a button for help, from anywhere in your home. It's light-weight and designed to wear around your neck for fast access in an emergency.

6.1.1 Pendant features

The Pendant's features, controls and connections are described below.



Indicator light

The Pendant has an indicator light that emits red, green, blue or no light, depending on its status. A full list of light signals and what they mean is available in *Section 11, "Indicator lights and audio"*, (Page 29).

Help button

The round grey button on the front of your Pendant is the help button. In an emergency, press and hold this button until the Pendant light flashes. The Pendant will then send a signal to the Gateway, triggering an emergency medical alarm at the Monitoring Centre. A Representative will respond urgently.

Pendant chain

The Pendant is supplied with a stainless steel chain that allows the Pendant to be worn around the user's neck. The chain comes equipped with special break-away features that allow the chain to detach in the event that it becomes caught and puts the Wearer at risk of strangulation. If the Pendant chain does break during use, do not attempt to fix it yourself, instead contact your alarm provider and request a replacement chain.



Pendant label

On the back of your Pendant is a waterproof label. It contains the device's unique serial number and a 2D barcode. This information is vital for pairing your Pendant with your Gateway, so please do not remove this sticker from your Pendant.

The Date of Manufacture of the Pendant is presented in the serial number of the Pendant. The first two digits of the serial number indicate the year of manufacture, ie. '15' refers to a Pendant manufactured in 2015. The third and fourth digits indicate the week, ie. '42' refers to the 42nd week of the year.

Waterproof seal

Please do not pry open the Pendant for any reason. Doing so will destroy the waterproof seal and plastic case, making a replacement necessary.

Battery

Your Pendant contains a long-life battery. The battery will work in excess of 2 years from the date of manufacture. Do not attempt to replace the Pendant battery yourself. If the Pendant's indicator light emits a low-battery signal, or you suspect the Pendant battery needs to be replaced, please call your PERS provider to inform them of your concerns and arrange a replacement Pendant. For detail on low-battery signals, please see *Section 11, "Indicator lights and audio", (Page 29)*.

Pendant signal emitter & receiver

The Pendant contains components that allow a signal to be sent wirelessly between the Pendant and the Gateway. The signal should work anywhere on your property, regardless of walls and other objects between the Pendant and Gateway. The Installer will test this and will show you any areas of your property where there is no coverage.

6.2 Gateway

The Gateway is the base unit of your Vigil Personal Emergency Response System. It is made from a robust, black plastic outer case, featuring six indicator lights, a red Help button, a green Cancel button, and all the ports necessary for your Personal Emergency Response System.

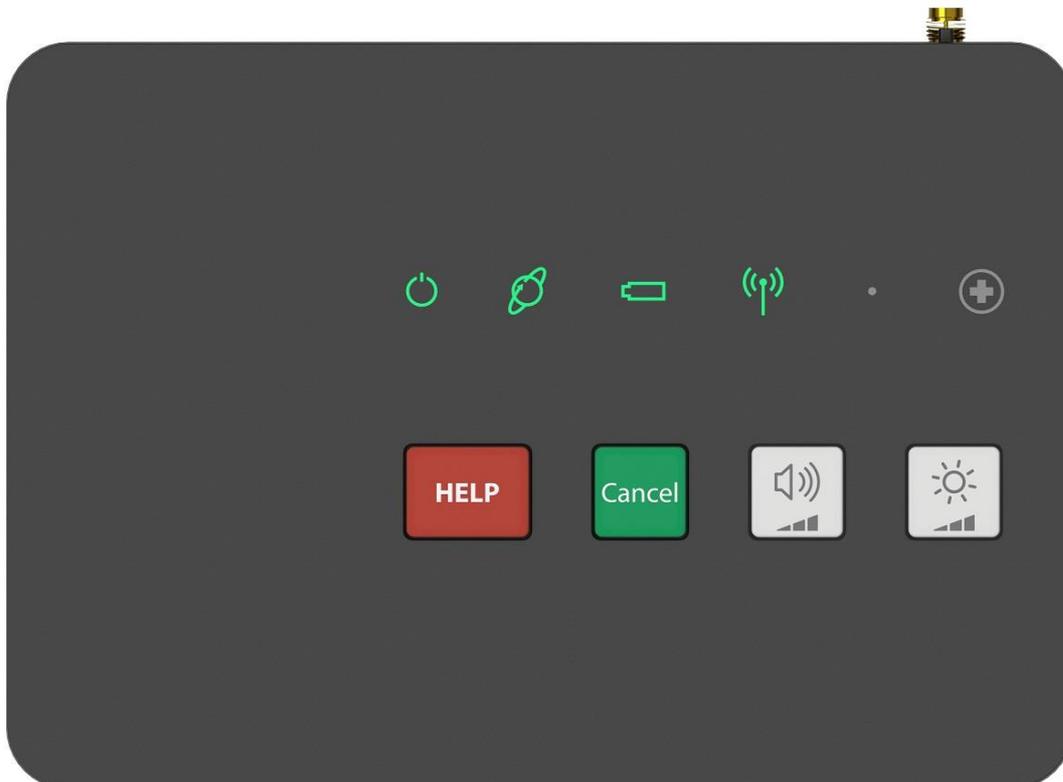
The Gateway provides two-way voice communication between you and a Representative when the Pendant button or red Help button is pressed. It is an “always-on” device that connects permanently to your home power supply and the Vigil Biometric Network (VBN) – Vigil’s device management software. The Gateway maintains this link by connecting wirelessly to the 3G cellular network and through your modem/router via Ethernet.

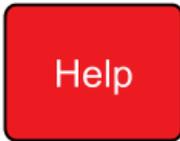
6.2.1 Gateway features

The Gateway’s features, controls, and connections are described below.

Top of Gateway

The primary controls can be found on the top of your Gateway. This includes the Help and Cancel buttons, and the indicator lights. It looks like this:





Help Button – The Help button is what you can press in an emergency to speak to a Representative directly through your Gateway. It is also used for testing your device.



Cancel Button – Press the Cancel button if an alarm has been accidentally triggered and there's no emergency. An alarm can be cancelled within 15 seconds of the Help button being pressed, but don't worry if you didn't cancel it in time. A Representative will answer it normally, so you can simply tell them that the button was pressed accidentally.



Volume Button – The Volume button can be pressed to turn the Gateway audio volume up or down, depending on the user's preference. Emergency calls are automatically on full volume.



Brightness Button – The Brightness button can be pressed to turn the brightness of the Gateway indicator lights up or down, depending on the natural light in the room and/or the user's preference. Note that the lights will dim automatically when the room gets darker.

Indicator lights on the Gateway

The Gateway has six indicator lights. Different light colours and behaviours (e.g. blinking slow, flashing fast, off, steadily on, or alternating colours) indicate different states.



Gateway Power light indicates Gateway power status.



Gateway Connection light indicates Gateway connectivity status.



Pendant Battery light indicates the status of the battery of connected Pendants.



Pendant Signal light indicates the Pendant-to-Gateway signal status.

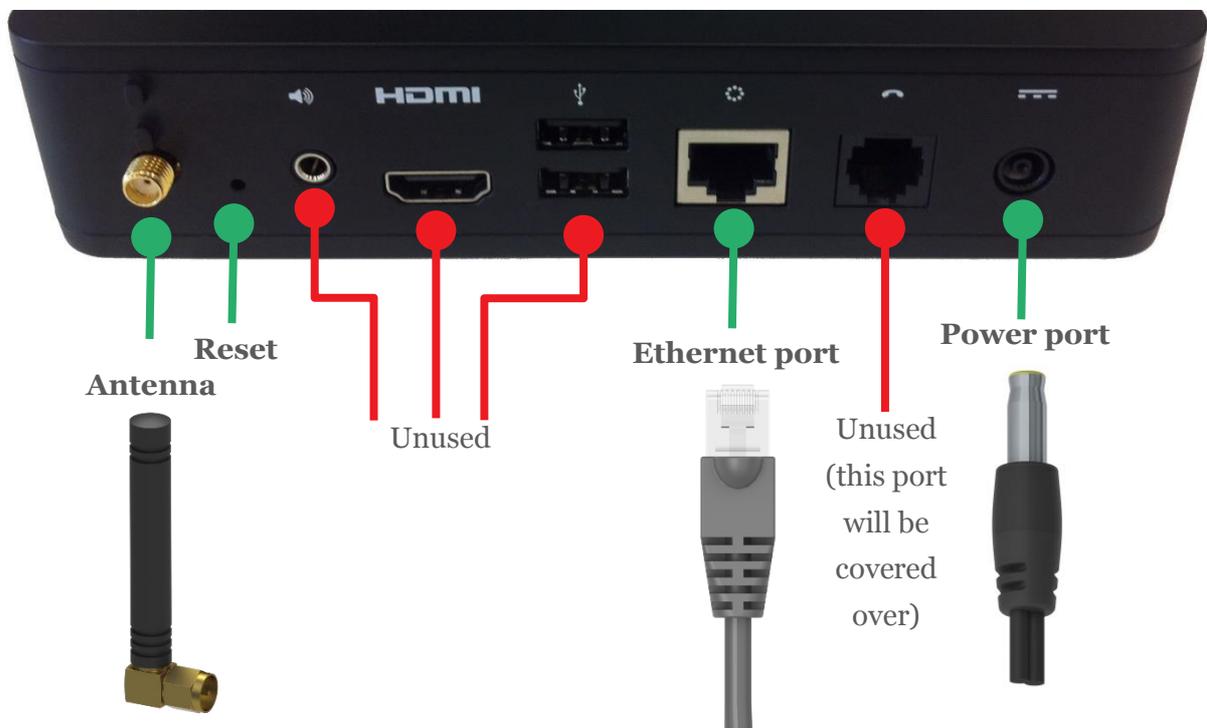
-  **System light** indicates the status of the Gateway configuration download.



- Emergency light** indicates the emergency alert status.

Back of Gateway

Your Gateway has a flat rear panel containing ports for all objects that can physically connect to it.



Antenna connector

The antenna connects to the gold-plated port on the Gateway's back panel. The antenna enables the Gateway to transmit to and from the Pendant. Keep the antenna vertical to ensure it reaches its maximum range.

Ethernet port

The Ethernet port connects the Gateway to your modem/router to establish an internet connection. Use the Ethernet cable provided by your Installer.

Power port

The power port connects the Gateway to a wall power outlet using the supplied power adaptor with attached cable. Please see *Section 1.1 “Safety precautions” (Page 5)* for important information for handling this component.

Unused features

The Audio output, HDMI, USB ports and telephone line jack are not used for your medical alarm.

Reset button

The small recessed reset button (located on the back of the Gateway next to the antenna) should not be pressed, except by a qualified Installer.

Pressing the reset button will interrupt the operation of your medical alarm as the Gateway resets. Doing so will cause your Gateway to disconnect from the internet and lose the signal from your Pendant. It will then attempt to re-establish those connections.

If you believe your Personal Emergency Response System is not working, please call your PERS provider for support rather than attempting to reset it.

If the reset button does get pressed, you can test your Personal Emergency Response System to ensure there is no loss of service. Testing information is available under *Section 8.3 “Maintenance testing” (Page 25)*.



Do not press the reset button during a power outage. Doing so will cause the Gateway to turn off and remain in an off state until mains power is restored – the Wearer will not be protected during this time.

Front of Gateway

Your Gateway has a perforated front panel. Behind this are the audio-handling components that emit sound and receive your voice.



Microphone and speakers

Your Gateway includes a sensitive microphone and powerful speakers behind the front panel of the plastic case. These are activated automatically in an emergency and allow you to communicate with a Representative at a press of the Help button.

You do not need to have the Gateway near your head like a telephone to communicate. It will pick up your voice from anywhere within the same room.

Do not put other objects in front of your Gateway. Keeping this area clear ensures you can always communicate effectively with a Representative in an emergency.

Underneath the Gateway

Keep your Gateway the correct way up so that the Help button and indicator lights on the top are accessible at all times.

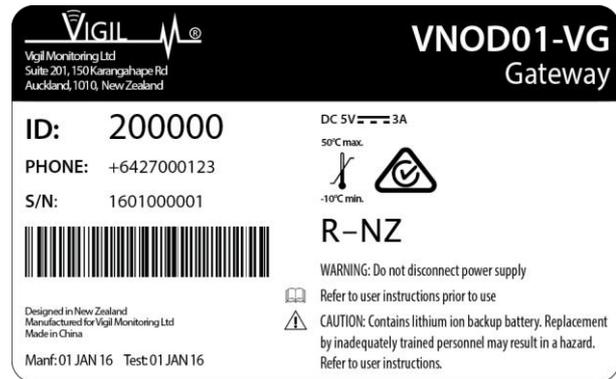
Foam base

The underside of your Gateway is built with a firm foam contact surface to prevent it from slipping off the surface it's on.

Gateway label

On the underside of your Gateway is a label. Do not remove this label. The information on it is used for the installation and maintenance of your Vigil Personal Emergency Response System. The label contains the following information:

- Manufacturer's details
- Model number
- Model name
- Identification Number
- Unique serial number (S/N)
- SIM number (used for the Gateway's 3G connection)
- Dates of manufacture and test
- Warnings and instructions relating to the safe and correct operation of the Gateway device



Inside the Gateway

There are no parts of the Gateway that you will need to service. Your PERS provider will service your devices as required. You should refer to *Section 11, "Indicator lights and audio"*, (Page 29) to determine when servicing is necessary.

Battery

Your Gateway also contains a rechargeable backup battery. In case of a mains power outage, a fully charged battery will keep the Gateway powered for at least 40 hours.

Do not attempt to replace the battery yourself. The battery pack will need to be replaced within 7 years of installation by a qualified Installer. At any time, if you suspect the Gateway backup battery needs replacing, please call your PERS provider to request a service.

3G connection

The Gateway is able to connect via the 3G cellular network. It requires 3G coverage in the region. Coverage is available in most urban and suburban areas.

6.3 Power adaptor

The power adaptor provides the correct and safe amount of electrical current to the Gateway from your home's main power supply. Do not connect your Gateway power adaptor to any other device.

Key user instructions for the power adaptor:

1. Keep the Gateway power adaptor connected – your medical alarm requires the Gateway to receive a continuous source of power, which is provided by the adaptor.
2. Keep the power adaptor and connected objects dry.
3. Do not connect the Gateway power cord to any other devices.
4. Do not connect other power adaptors to the Gateway.
5. If the power adaptor is lost or damaged, please call you PERS provider for a replacement.

Power adaptor connection

The power adaptor connects to the Gateway using the power port on the Gateway's back panel.

6.4 Quick Start Guide

The User Guide gives you all the basic information you need for normal use of your Vigil Personal Emergency Response System. Keep this near your Gateway.

6.5 Warning labels

Cable labels

Cable labels are provided as a means of communicating to the Wearer and others, that the cables connected to the Vigil Personal Emergency Response System are critical to the proper function of the alarm, and should therefore not be disconnected. These labels should be applied to the respective cables at the time of installation. It is recommended that both power and communication cables are labelled.

Wall socket labels

Wall socket labels are provided as a means of communicating to the Wearer and others that a wall socket (or external equipment such as a router), provides critical functionality to the medical alarm and that any plugs or adaptors connected should not be removed or disturbed. These labels should be applied to the respective sockets and equipment at the time of installation.



Cable label



Wall socket label

7. How it works

The following is an essential overview of your Vigil Personal Emergency Response System.

The Vigil Monitoring Personal Emergency Response System has been designed for your ease of use and peace of mind. In an emergency, press the Help button on the Pendant or the Gateway. This will trigger an alarm at the Monitoring Centre, where a Representative will respond by connecting directly to your Gateway. Once the connection is made, you will be able to communicate by voice with the Representative through the Gateway. Once the Representative knows the reason for the alarm, the right kind of help will be sent to you.

7.1 Gateway

The Gateway is the main component of your medical alarm. It provides an always-on connection to the monitoring PERS provider centre and acts as a hands-free telephone in an emergency.

Once an alarm is triggered, a Representative will connect and speak to you through the Gateway to identify the reason for your call, and send the help you need.

7.2 Pendant

Wear your Pendant around your neck. It contains one button, which you should press and hold (until the Pendant light flashes) in an emergency. Pressing and holding the button will trigger an alarm that a Representative will urgently respond to. The Pendant button is designed to prevent an alarm being triggered accidentally.

7.3 Connection

The medical alarm regularly tests that it is still connected to the PERS provider. This requires no manual action. If the connection has been lost, the Gateway will indicate this through its indicator lights. *See Section 11, “Indicator lights and audio”, (Page 29).*

8. Equipment maintenance

Proper maintenance of your Vigil Personal Emergency Response System will ensure it remains operational at all times.

8.1 General maintenance guidelines

- Notify your PERS provider immediately of any changes to your personal profile or nominated contacts. This includes changes to your address, telephone number, or the people who are your Carers.
- Keep the area surrounding the Gateway clean.
- Immediately report system failures and lost equipment to your PERS provider.
- If you move the Gateway within your home, the system will need to be tested. Please call your PERS provider to arrange this. *See Section 9 “Relocating your Gateway” (Page 27).*

8.2 Cleaning instructions

- Clean your Pendant and chain weekly by wiping them with a damp cloth.
- Do not use abrasive cloths or aggressive cleaning chemicals.
- Avoid allowing your Pendant to come into contact with any harsh solvents.
- Clean the Gateway as required by wiping it with a soft damp cloth.
- Be careful not to splash water on the Gateway.
- No other cleaning is necessary.

8.3 Maintenance testing

To ensure your Personal Emergency Response System continues to work normally, we recommend you test your system every six months.

Conducting a regular “live test” of your medical alarm will ensure that every component of your system works, from the button contact points and Pendant signal, all the way through the Gateway’s cellular connection, to the monitoring PERS provider centre. Periodic testing builds familiarity with the questions you will be asked in a real emergency.



We recommend you test your system every six months.

8.3.1 Gateway Help button test

The steps for testing your Gateway are as follows:

1. Press the red Help button on the Gateway (not your Pendant).
2. The Gateway will play a voice recording: "An alarm has been triggered". The Emergency light on the Gateway will flash red (please note that the exact wording varies between PERS providers).
3. After 15 seconds the Gateway will begin to send the alarm, the Emergency light will begin to flash red and blue. Once the alarm is acknowledged, the Emergency light will flash green.
4. After the alarm has been acknowledged, a Representative will speak to you through your Gateway. Tell them you are testing your Gateway Help button.
5. Once the Representative ends the call, the system will be ready to use.

If a Representative does not speak to you through your Gateway, please call your PERS provider, as your Gateway may need servicing.

8.3.2 Pendant Help button test

1. Make sure you are close to your Gateway before you start.
2. Press and hold the Pendant button (until the Pendant light flashes).
3. The Gateway will play a voice recording: "An alarm has been triggered". The Emergency light on the Gateway will flash red (please note that the exact wording varies between PERS providers).
4. Press the Cancel button on the Gateway to cancel the alarm.

If the Gateway does not play a message "An alarm has been triggered", please call your PERS provider, as your Pendant may need replacing.

9. Relocating your Gateway

If you need to move the Gateway (for example when moving to a new home), follow the instructions below to ensure you experience only minimal service disruption:

1. Notify your PERS provider in writing.
2. Call your PERS provider to advise them that you want to relocate your medical alarm. Arrange a time for an Installer to install your medical alarm in the new location – whether that's somewhere else in your current home, or a new place if you're moving home.
3. Disconnect the medical alarm only when moving begins.
4. Pack all components, including the Gateway, Pendant, power adaptor and Ethernet cable in a single, clearly labelled container.
5. Provide the disassembled system to the Installer at the pre-arranged time and place. The Installer will set up the medical alarm in your home and test the system to ensure it works properly from its new location.
6. The Installer will also check that the Monitoring Centre has your current home address on record so that help will be sent to your correct location in the event of an emergency at home.

Monitoring services cannot be provided unless you give proper notification to your PERS provider before moving your medical alarm to a new residence.

- Notify the Monitoring Centre of any changes to your personal profile, Carers, or nominated contacts.
- Immediately report system failures and the loss of any equipment by calling your PERS provider.

10. Product returns

Before disconnecting the system, please inform the Monitoring Centre by either pressing the Help button and speaking to a Representative, or by calling your PERS provider.

To safely disconnect your Vigil Personal Emergency Response System, hold down the 'Cancel' button for ten seconds (until the Gateway starts beeping), then disconnect the power plug from the Gateway while still holding the cancel button. Remove all cables connected to the rear of the unit, including the Ethernet cable (if connected) and power adaptor, and detach the antenna.

Once disassembled, locate the original box (or another suitable box) and enclose the following items:

- Gateway device.
- Pendant device.
- Pendant chain.
- Power adaptor (includes the attached power cable).
- Additional activators and/or accessories.
- User Guide.

Once the box is packed and ready for collection, please call your PERS provider to organise the return.

If any monitoring system equipment is not returned, the subscriber and/or billing party will take responsibility for lost equipment charges in accordance with the Service Agreement.

11. Indicator lights and audio

Your Personal Emergency Response System has six indicator lights on the Gateway and a single indicator light on the Pendant. In addition, your Gateway device will provide audible voice prompts to inform you of major events.

These indicator lights and audio messages give you information on what's happening with your system, and indicate if any action is required.

11.1 Gateway lights

The tables below show a list of indicator lights that indicate the status of your Personal Emergency Response System.

Lights	Description
Gateway Power light is off .	 <p>Gateway is powered off.</p>
Gateway Power light is steady green .	 <p>Gateway is powered on and connected to mains power.</p>
Gateway Power light is steady orange .	 <p>Mains power to the Gateway has been lost. The Gateway will now run on its backup battery. It will enter Low Power mode within 4 hours (all other lights will turn off).</p>
Gateway Power light is steady red .	 <p>Gateway is powering on and will turn green within 5 minutes.</p>

Lights		Description
Gateway Power light is flashing orange.		The Gateway is connected to mains power but the backup battery is low. The battery may be re-charging or may need replacing.
Gateway Power light is flashing red.		The mains power to the Gateway has been lost and the Gateway backup battery is low.
Gateway Connectivity light is off .		The Gateway is in low power mode, or is off.
Gateway Connectivity light is steady green.		The Gateway is able to transmit alerts when needed.
Gateway Connectivity light is steady orange.		The Gateway has limited connectivity. Alerts can still be sent but voice communication will be unavailable.
Gateway Connectivity light is steady red.		The Gateway has lost all connections. Alerts cannot be sent. <i>Please note, this light may also be steady red during a call.</i>
Pendant Battery light (on Gateway) is off .		No Pendant or other device is currently paired with the Gateway or the Gateway is in low power mode or is off.

Lights	Description
Pendant Battery light (on Gateway) is steady green.	 Pendant battery level is healthy.
Pendant Battery light (on Gateway) is steady orange.	 The battery of a paired Pendant is getting low.
Pendant Battery light (on Gateway) is flashing red.	 Pendant battery of a paired Pendant is critically low.
Pendant Signal light (on Gateway) is off .	 No Pendant or other device is currently paired with the Gateway or the Gateway is in low power mode or off.
Pendant Signal light (on Gateway) is steady green.	 At least one Pendant is paired to the Gateway and all Pendants are reporting to the Gateway as expected.
Pendant Signal light (on Gateway) is steady red.	 The Gateway has not heard from a Pendant for more than 4 days. The Pendant will not be able to trigger an alarm if it is out of contact.
System light is off .	 The Gateway configuration is currently up to date. The System is not in System Test mode.

Lights	Description
System light is steady green.	 <p>The Gateway is currently attempting to update its configuration settings. When the Gateway has completed the update process, the system light will turn off.</p>
System light is steady blue.	 <p>The Gateway is in System Test Mode. Paired Pendants will enter Range Test Mode on their next button press.</p>
Emergency light is off .	 <p>The Gateway is not currently in an alarm state.</p>
Emergency light is flashing red.	 <p>The alarm has been triggered and the Gateway is in the pre-alarm state. The alarm may be cancelled at this time.</p>
Emergency light is flashing red & blue.	 <p>The pre-alarm period has ended without cancellation. The alarm is being sent or has been sent and is awaiting acknowledgement. The alarm may not be cancelled at this time.</p>
Emergency light is flashing green.	 <p>The alarm has been successfully acknowledged by the PERS Provider. The PERS Provider has access to the Gateway and can begin a voice call.</p>

11.2 Gateway audio prompts

The tables below show a list of audio prompts that indicate the status of your Personal Emergency Response System. Some of these audio prompts occur specifically when you trigger an alarm. You will see in the “Description” column, what you should do in each event (please note that exact wording varies between PERS providers).

Audio prompt	Description
“An alarm has been triggered.”	<p>An alarm has been triggered by pressing one of the help buttons.</p> <p><i>Await contact via your Gateway, or press Cancel within 15 seconds in the case of an accidental trigger.</i></p>
“An alarm is being sent.”	<p>The Gateway is sending the alert – 15 seconds have passed since the alarm was triggered and the Cancel button has not been pressed.</p> <p><i>Await contact via your Gateway.</i></p>
“The alarm has been acknowledged.”	<p>The alarm has been successfully sent and will be responded to urgently.</p> <p><i>Await contact via your Gateway.</i></p>
“The alarm has been cancelled.”	<p>An alarm was triggered, but the Cancel button has been pressed to cancel it.</p> <p><i>The alarm has been cancelled. No alarm will be transmitted.</i></p>

Audio prompt	Description
<p>“Mains power has been lost.”</p>	<p>Mains power to the Gateway has been disconnected. The Gateway will now run on its backup battery. It will enter Low Power mode within 4 hours.</p> <p><i>Check the Gateway power cable connection. A fully-charged Gateway should operate on its backup battery power for at least 40 hours. Ensure your mains power is restored within this time to ensure your medical alarm remains operational.</i></p>
<p>“Mains power has been restored.”</p>	<p>The Gateway has been reconnected to its main power supply.</p>
<p>“Gateway battery is low.”</p>	<p>The Gateway backup battery is low. It will remain in Low Power mode.</p> <p><i>Reconnect the Gateway to an available wall socket in your home with power to provide a continuous power supply and recharge the backup battery.</i></p>
<p>“Pendant battery is running low.”</p>	<p>The Pendant battery is getting low.</p> <p><i>Please call your PERS provider to advise that your Pendant battery is getting low.</i></p>
<p>“The Pendant has a flat battery.”</p>	<p>Pendant battery is flat.</p> <p><i>Please call your PERS provider to advise that your Pendant battery is flat.</i></p>

Please note, the audio prompt default language is English. Other languages may be available – please contact your PERS provider for further information.

11.3 Pendant lights

Lights	Description
<p>Light on the Pendant is steady red.</p>	 <p>Device fault. Please call your PERS provider for support.</p>
<p>Light on the Pendant is flashing red and blue...</p>	 <p>An Emergency Alert has been triggered by the Pendant and is being sent to the Gateway.</p>
<p>...Followed by flashing green...</p>	 <p>After the initial activation, the Pendant will flash green to indicate that the alert has been received by the Gateway.</p>
<p>...Followed by flashing red.</p>	 <p>After the initial activation, the Pendant will flash red to indicate that the alert was not received by the Gateway. In this case, push the button again. <i>Note: In some conditions, the Gateway will still have received the alert.</i></p>

12. Contact information

Manufacturer contact information

Manufacturer: Vigil Monitoring Limited

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13. Technical specifications

	Gateway	Pendant
Units per system:	One	One
Electrical primary supply:	230/240 VAC, 50Hz	Lithium battery
Electrical secondary supply:	Lithium ion battery	None
Weight:	600 grams	Pendant: 12 grams Chain: 6 grams
Transmission media:	NZ867.8999 MHz ISM band Ethernet LAN Cellular 3G	NZ867.8999 MHz ISM band
Physical dimensions:	Length: 125.5 mm Width: 170.1 mm Height: 40.9 mm	Length: 45.5 mm Width: 31.3 mm Height: 11 mm Chain length: 760 mm
Accessories:	Pendant Power adaptor with cable	Wearable chain
Operating temperature:	-10°C to +65°C	-10°C to +55°C
Operating humidity	20% to 90%	0% to 90%

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