



Personal Emergency Response System Installer Manual

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

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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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1. Express Installation & Set up

1.1 Initial Setup

1.1.1 Unboxing

The PERS package contains:

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

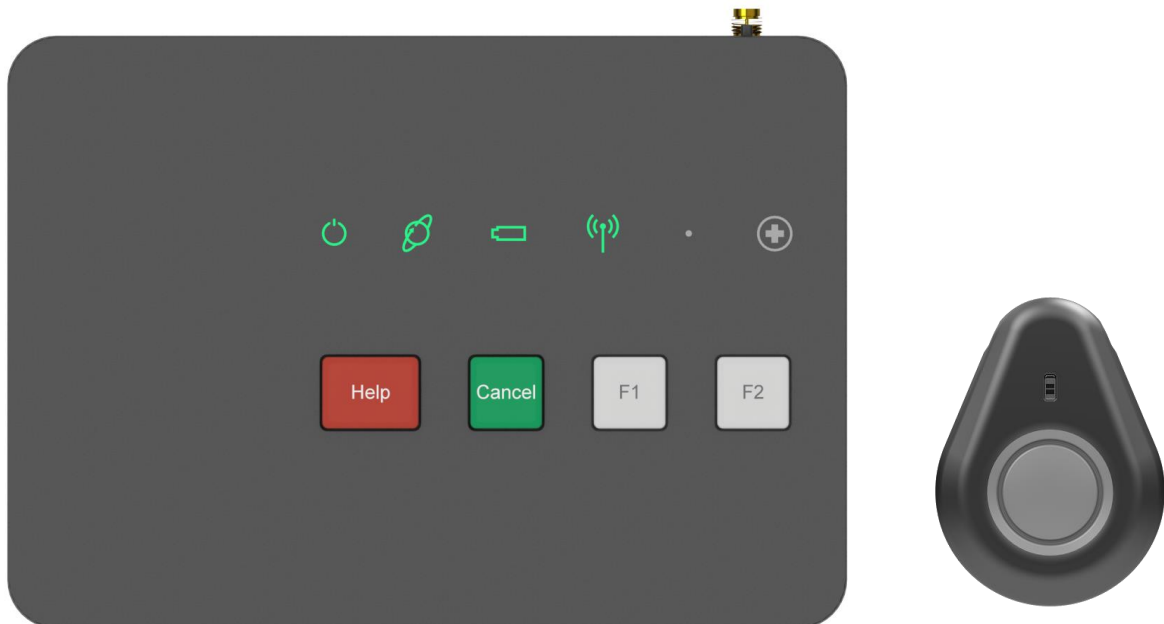


Figure 1: The Vigil Gateway and Pendant (not to scale)

Unpack the Gateway device and set it on a flat surface, ideally at least one metre from the floor, close to a mains power socket.



Product markings, including button graphics, may differ from what is shown in this manual.

1.1.2 Fit Antenna

Connect the antenna to the Gateway by screwing it finger-tight to the RF connector on the back of the device.

1.1.3 Power on the Gateway

Plug the power supply into a nearby mains socket. Connect the other end of the power supply to the power socket on the back of the Gateway.

The Gateway will “chirp” twice, and begin to start. After approximately two minutes the Gateway’s first four lights will appear green, as shown in Figure 1. If there is new firmware available, the Gateway will automatically download it and restart. If this occurs, initial startup may take five minutes.

The Gateway is ready to begin testing.

1.2 Testing

1.2.1 Enter Test Mode

To begin testing, the Gateway needs to be put into Test Mode. To do this, press and hold the F1 and F2 buttons together for ten seconds (button graphics may vary). The Gateway will announce that it has entered Test Mode, and the System Indicator Light will turn blue, as shown below.

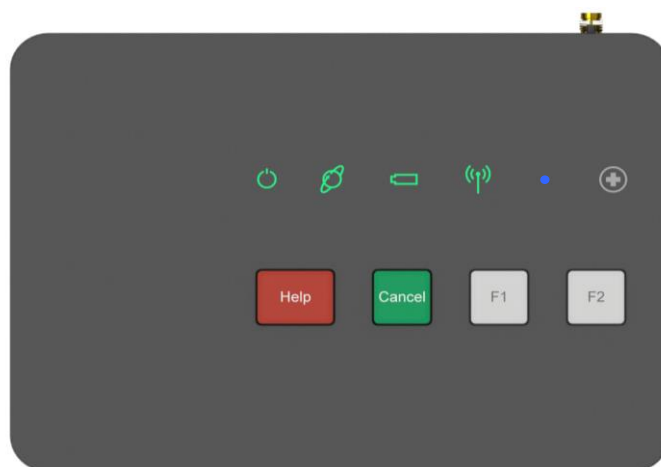


Figure 2: The Gateway in Test Mode

1.2.2 Check Cellular Signal Strength

Press the F2 button. The Gateway will announce its cellular signal strength as “very poor”, “poor”, “fair”, “good”, or “excellent”. It may be necessary to relocate the Gateway to a space in the dwelling with better cellular performance.

To find a better spot, first unplug the power adapter from the back of the Gateway (it will operate off its backup battery). Then get the device to report its signal strength by pressing the F2 button in different parts of the dwelling. Connect the power to the Gateway in its new location.

1.2.3 Confirm Pendant Pairing

Each PERS package comes with a single, Paired (or “learned”) Pendant. To confirm the Pendant is Paired correctly to the Gateway, hold the Pendant **very close to the Gateway antenna** (i.e. less than 10cm), and press the Pendant button.

The Gateway will announce that the Pairing is confirmed.

To pair an additional Pendant, hold it close to the Gateway antenna, and press its button as before.

The Gateway will announce the Pairing is complete.

If Pairing fails, it's likely that the Pendant is Paired to another Gateway. The only way to Unpair a Pendant from a Gateway is via the Vigil Admin Portal online.

1.2.4 Range Test the Pendant

Set the Pendant into Range Test Mode by pressing the Pendant button once. It will flash red, blue, red, blue, then blue, blue, blue.

Subsequent button presses will flash blue, then green if in range.

As the Pendant is moved further away from the Gateway, it will flash blue longer before flashing green.

Once out of range, the Pendant will flash blue, blue, blue, blue, and then red. Take note of areas of the property where the Pendant is out of range.

1.2.5 Exit Test Mode

To exit Test Mode, press the cancel button. The Gateway will announce that it has left test mode.

1.3 Finishing Up

1.3.1 Make a Test Call

To make a test call, press the Pendant button. The Gateway emergency light will start flashing, and will announce the status of the alarm. Once the alarm has been acknowledged, a call center operator will call into the Gateway, and speak to the installer.

1.3.2 Apply Warning Stickers

Apply a warning sticker to the Gateway power supply cord, and to the matching mains socket.

That's it, the Vigil PERS is installed!

Optional: To further verify the Vigil PERS installation, check the unit's status on the Vigil Biometric Network. For more information, see the PERS Admin Portal Manual, available at www.vigilmonitoring.com/manual.

2. Further Information

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 indicator indicates Gateway power status.



Gateway internet indicator indicates internet connection status.



Pendant battery indicator indicates the Pendant battery status.



Pendant signal indicator indicates the Pendant-to-Gateway signal status.



System indicator indicates the status of the Gateway configuration settings.



Emergency Alert indicator indicates the emergency alert status.

Please see the User Guide for a full explanation of the system lighting sequences. This can be found at: www.vigilmonitoring.com/manual.

2.1 Contact Information

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