Care@Home™

Emergency Pendant Advanced

User Guide

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1. Overview

The Essence Emergency Pendant Advanced (EPA) is an innovative, wearable, multi-function emergency device for detecting falls and signaling emergency situations, which is integrated with Care@Home™. The EPA can be used:

- At home, with basic service
- At home and away from home, with **Active** service

The EPA is meant to always be with the resident, worn as a pendant using the supplied lanyard.

When the EPA detects a fall, or the EPA button is pressed, the EPA sends an emergency message to the control panel, which passes the message to the monitoring station.

EPA features include:

- Fully water resistant (IP67)
- Wireless connectivity with the control panel of up to 400 m (1,312 ft.) in the open air
- Up to two years battery life
- Configurable emergency press duration
- Lightweight
- LED indication

The EPAJ is an EPA made to look like jewelry. The operation and features of the EPAJ are the same as those of the EPA.

2. Installing the EPA with Basic Service

The EPA with basic service provides the following features to residents when they are at home.

■ Emergency call button

■ Fall detection

■ Step counting

To pair an EPA with basic service:

1. Press and hold the **PAIRING** button on the control panel until you hear the double beep.

PAIRING button

2. Move the EPA about 50 cm (20 in.) away from the control panel.

3. Press and hold EPA button for five seconds.

4. Ensure that the pairing process is successful. The process can have the following results:

Control Panel Behavior	Meaning
EMERGENCY button ring blinks blue.	Pairing is successful
Control panel beeps and **EMERGENCY** button ring lights up red for two seconds.	Pairing is unsuccessful. Try again.
Control panel makes a low pitch beep and **EMERGENCY** button ring lights up blue as **EMERGENCY** button lights up red.	This EPA has already been paired with this control panel.
Control panel beeps and the **EMERGENCY** button ring lights up red	Control panel memory is full. No additional devices can be paired.

3. Installing the EPA with Active Service

The EPA with **Active** service provides the following features to residents both inside *and outside* their homes.

- Emergency call button
- Fall detection
- Step counting

Using the EPA with **Active** service requires the resident to carry a working smartphone when outside of their home.

If the resident has **Active** service, installation requires pairing the EPA with the control panel using the **Active** app.

To install the **Active** service:

1. Ensure the following:

   - You have the pendant.
   - You have the resident's smartphone number.
   - The resident's mobile device meets the following requirements:
     - Apple: iOS 9.0 or later
     - Android™: OS 4 or later
     - Minimum mobile screen size of 4.7"

   To use Care@Home™ **Active** service, you must install the Care@Home™ **Active** app on the resident's smartphone. The app is available from the Apple App Store® or Google Play™.

2. Download the app to the resident's phone.

3. Ensure Bluetooth is enabled.

4. If the resident's phone is a **Xiaomi**:

   a. Tap **Security App** > **Permissions**, and toggle **Autostart** to **on** for **Care@Home™ Active**

   b. Tap **Settings** > **Battery & Performance** > **Manage apps battery usage** > **Choose apps** > **Care@Home™ Active**, and set to **no restrictions**

5. Ensure you are at least 50 cm (20 in.) from the control panel.

6. Run the app and follow the on-screen instructions. The app confirms when the **Active** service is set up by displaying "Successfully Registered."

Caregivers can change the alternate emergency number for their residents, if so configured by the administrator. To change the alternate emergency number:

1. Tap **Settings** in the **Active** app. The **Settings** screen appears.

2. Tap **Emergency Call Number**. The **Emergency Call Number** screen appears.

3. Enter the alternate emergency phone number and tap **<**. The **Settings** screen appears.

4. Testing Fall Detection

Testing the EPA is optional. You can use one of the following methods:

■ Standard test

■ Fall test

4.1. Standard Testing

Training Video

To perform the standard test:

1. Move the EPA in a circular motion three times as follows:

    ■ Parallel with the floor

    ■ Making a circle about the size of a dinner plate

    ■ Making one circle per second

2. While sitting, hit the EPA on your thigh three times.

3. Place the EPA on its edge on a table top. You can lean it at an angle against the control panel or other object.

4. Wait 20 seconds. The LED should blink red.

4.2. Fall Testing

Fall tests are recorded in the control panel log. If enabled by the administrator, fall tests also generate a medical alarm (MA). Refer to ESUGSC105 Care@Home CMS Free Fall Technical Note. Actual falls generate a medical alarm regardless of fall test settings.

To perform the fall test:

1. Hold the EPA at about the height of an upright broom - 1.2 - 1.6 m (3.9 - 5.2 ft.).

2. Drop the EPA.

3. Wait 20 seconds. The LED should blink red.

5. Operating the EPA

Manual operation of the EPA involves pressing the button on the pendant. The EPA automatically sends notifications to the control panel for certain events.

5.1. Notifications

The EPA sends notifications to the control panel for the following events:

- The resident presses the EPA button
- The EPA detects that the resident has fallen

In addition, depending on how the control panel is configured, the EPA periodically sends information to the control panel, including:

- The temperature
- The EPA battery charge percentage

5.2. LED Indications

The EPA LED lights up as shown in the following table:

LED	Situation
Blinks **red** for 8 seconds	EPA button pressed
	Fall detection
	EPA fall detection test – refer to 4 Testing Fall Detection on page 8.
Lights **green** for 1 second	Battery was just replaced.

5.3. Supervision

The EPA is a supervised device. The EPA periodically transmits its status to the control panel. The frequency of the reporting periods can be configured remotely. If after a pre-defined time the control panel does not receive a status message, the control panel sends a **Supervision lost** message to the monitoring station.

6. Replacing the Battery

The EPA and EPAJ use a 3 V CR2450 lithium battery.

Follow the procedure for your device:

- Replacing the EPA's battery
- Replacing the EPAJ's battery

6.1. Replacing the EPA's Battery

To replace the battery:

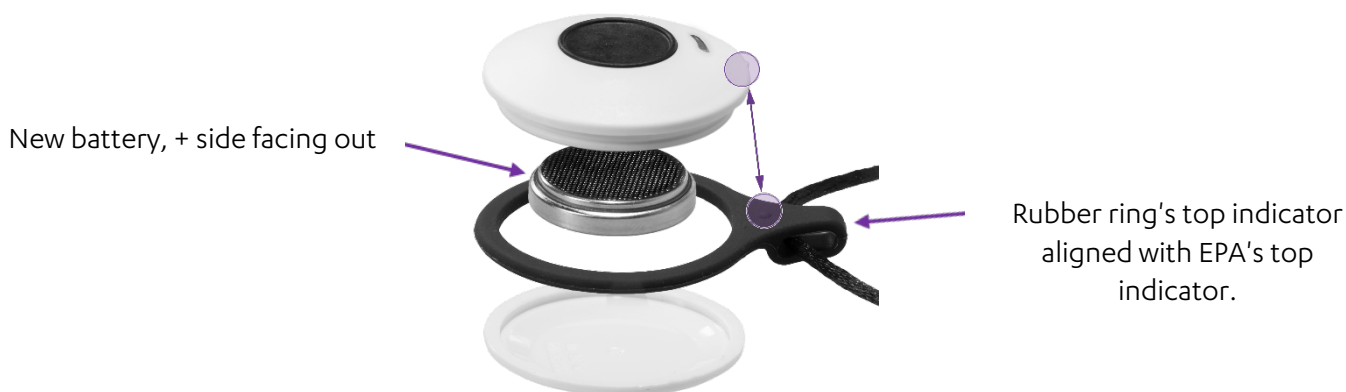1. Remove the lanyard from the EPA by pulling the rubber ring toward you.

2. Twist a coin in the slot to open the cover.

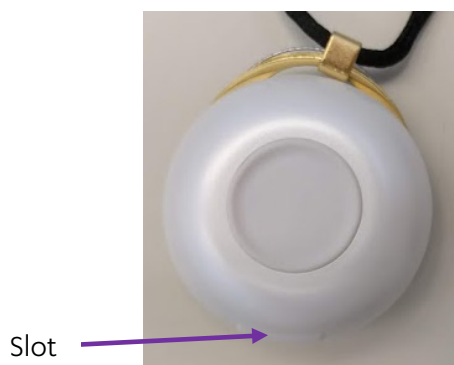⚠️ Caution: Avoid pressing the EPA button when opening and closing the EPA.

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3. Remove the old battery.

4. Reassemble the EPA, as shown below.

New battery, + side facing out

Rubber ring's top indicator aligned with EPA's top indicator.

6.2. Replacing the EPAJ's Battery

To replace the battery:

1. Twist a coin in the slot to open the cover.

Slot

⚠️ Caution: Avoid pressing the EPAJ button when opening and closing the EPAJ.

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2. Remove the old battery.

3. Insert a new battery, +side facing out.

4. Close the cover.

Align these

5. Squeeze the EPAJ and cover together. The cover clicks into place.

7. Specifications

Category	Data
Part Number	ES700EPA, ES700EPAJ
Communications	■ Proprietary bi-directional radio protocol ■ FSK modulation: ■ 869.225 (Europe) ■ 868.3 MHz (China) ■ 916.5 MHz (North America and Australia) ■ 916.3 MHz (Israel) ■ RF coverage: 400 m (1,312 ft.) – open air NOTE: Nominal RF coverage is tested over LOS free space in a low interference environment. ■ Encoding: 32-bit ID - over 4 billion combinations
Power	■ 1 x 3 V CR2450 lithium battery ■ Approved manufacturers: GP and Energizer ■ Up to two-year battery life NOTE: Nominal battery life is computed according to Essence's standard usage parameters.

Physical	■ EPA
	  ● Dimensions (W x Diameter): 12 x 40 mm (0.47 x 1.58 in.)
	  ● Weight: 15 g (0.53 oz.) including battery, excluding lanyard
	  ● Color: White
	■ EPAJ
	  ● Dimensions (W x Diameter): 16 x 42 mm (0.63 x 1.65 in.)
	  ● Weight: 23 g (0.81 oz.) including battery, excluding lanyard
	  ● Color: White, excluding decoration

Environmental	■ Operating ambient temperature range: -10ºC - 55ºC (14ºF - 131ºF) ■ Storage ambient temperature range: -20ºC - 70ºC (-4ºF - 158ºF) ■ Operating humidity: Up to 93% non-condensing ■ Water and dust resistant: IP67 ■ EN50130-5 Environmental Class 1

Category	Data
Compliance	■ CE ■ FCC ID: 2ARFP-ES700EPAJ ■ UL1637 ■ EN 50134

This device complies with FCC Rules Part 15 and with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference

(2) this device must accept any interference received including interference that may cause undesired operation.

For Industry Canada:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage;

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

For Industry Canada:

- This Class B digital apparatus complies with Canadian ICES-003.
- Cet appareil numerique de la classe B est conforme a la norme NMB-003 du Canada.

> ⚠️ **WARNING!** Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Smartcare Ltd.) could void the user's authority to operate the equipment.

Appendix A   Emergency Pendant Advanced-BC

The Essence Emergency Pendant Advanced–BC (EPA-BC) is a version of the EPA designed specifically to be backward compatible with earlier versions of Care@Home™.

The EPA–BC has similar functionality and specifications to the EPA. The only difference is in how the EPA-BC communicates with the control panel when it detects a fall or the panic button being pressed. However, just as with the EPA, caregivers, family members, and the monitoring station receive notice of a fall or the panic button being pressed.

You add an EPA-BC to Care@Home™ the same way you add an EPA to Care@Home™.

For additional information, refer to the ESUGSC036 Care@Home ES700EPA-BC Datasheet.

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