



# Care@Home™

**C8000**

Model: ES8502HC

User Guide



September 2022



## Table of Contents

1. Overview.....	3
2. Installing the C8000 .....	5
2.1. Determining the Best Location for the C8000.....	5
2.2. Necessary Items .....	5
2.3. Setting Up the C8000 .....	6
2.4. Wall Mounting the C8000.....	8
2.5. Configuring C8000 Parameters .....	9
3. Operating the C8000 .....	10
3.1. Emergency Alarms.....	10
3.2. Speakerphone.....	10
3.3. Emergency Conversation Flow with the C8000.....	10
3.4. C8000 LEDs .....	11
4. Restoring Factory Settings.....	<del>12</del> 13
5. Removing All Peripherals .....	<del>13</del> 14
6. Maintaining the C8000.....	<del>14</del> 15
6.1. Weekly Inspection.....	<del>14</del> 15
6.2. Communications Maintenance.....	<del>14</del> 15
6.3. Replacing the Backup Battery .....	<del>14</del> 15
6.4. Resetting the C8000.....	<del>15</del> 16
7. Specifications.....	<del>16</del> 17
Appendix A Testing Peripherals.....	<del>19</del> 20
Testing Emergency Devices.....	<del>19</del> 20
Troubleshooting .....	<del>20</del> 21

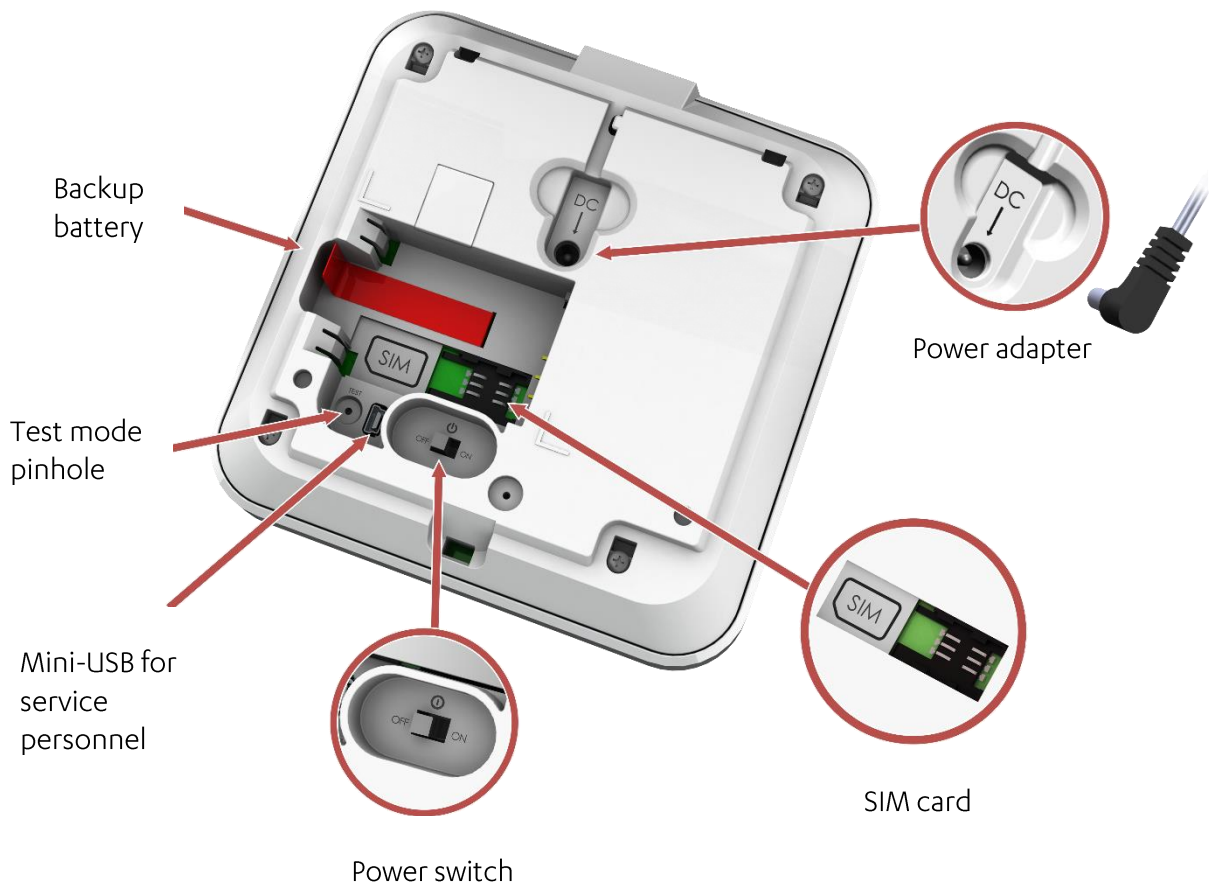
# 1. Overview

The Care@Home™ C8000 is a connected, emergency-response control device, used for personal emergency applications. The C8000 is designed to monitor people living at home or in an assisted-living facility. The C8000 works with the Care@Home™ sensor devices, collects information about the resident’s daily activities, and transmits the information to the monitoring station.

**NOTE:** C8000 is the trade name used for marketing the Care@Home™ ES8502HC family of control panels.



The C8000 includes a high-volume speaker and a sensitive microphone. The **EMERGENCY CALL** and **RESET** buttons on the C8000 include raised braille characters for ease of use by visually impaired residents.



The C8000 has a rechargeable battery as a backup power source. The C8000 communicates with the monitoring station using a cellular network. If there is a communications failure, the C8000 saves messages and sends them when communication is restored.

## 2. Installing the C8000

Installing the C8000 includes the following:

- Determining the best location for the C8000
- Setting up the C8000
- Desktop/table placement or wall mounting
- Configuring the C8000 parameters

### 2.1. Determining the Best Location for the C8000

Survey the premises to determine the best location for the C8000. It can be mounted on a wall or placed on a desktop/table. It is recommended that you install the C8000 in either the living room or the master bedroom, in a location:

- Central within the premises
- With strong cellular reception
- Convenient for the resident to access, yet not where the C8000 would attract attention from unauthorized users
- Where the C8000 speakerphone can be heard throughout the premises
- Away from concrete walls to eliminate radio frequency (RF) interference
- Away from metal obstructions
- At least 2 m (6 ft.) from the peripheral devices

### 2.2. Necessary Items

Ensure you have the following:

- Rechargeable backup battery (provided)
- Power adapter (provided)
- SIM card – from the cellular service provider
- One K22X6 PAN, PHILL, WN1412 screw (provided)
- Secure adaptor (for US models only)

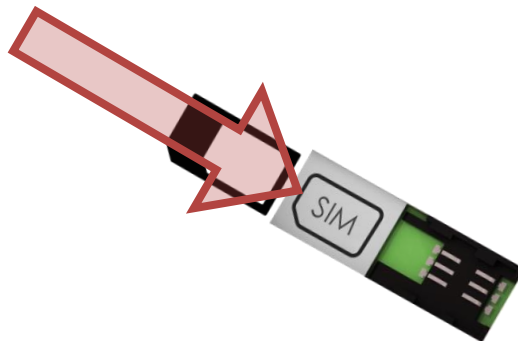
## 2.3. Setting Up the C8000

To set up the C8000:

1. Ensure the power switch is **OFF**.
2. Place your thumb in the oval hole above the power switch, and lift off the back cover.



3. For the cellular model, insert the SIM card, with its contacts facing downward.



4. Insert the backup battery over the pull strip, such that:
  - The printed side of the battery is facing up
  - The battery contacts are pointing towards the C8000 contacts
  - The end of the pull strip is showing.

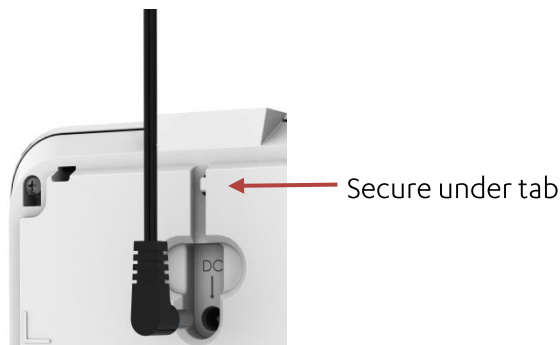




**Caution:** A new battery can cause damage if it is incorrectly installed.

Une nouvelle batterie peut causer des dommages si elle n'est pas installée correctement.

5. Plug the power cable into the C8000 power socket and secure the cable under the tab.

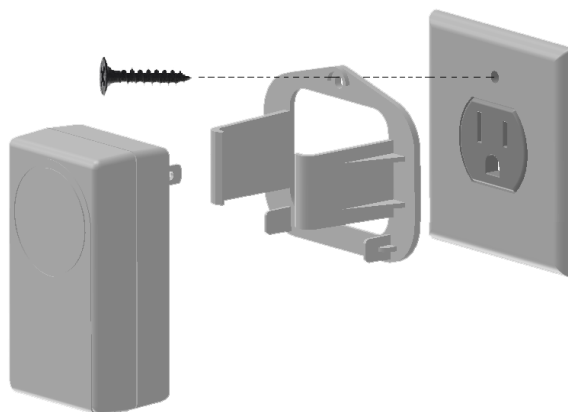


6. Connect the cable to power.



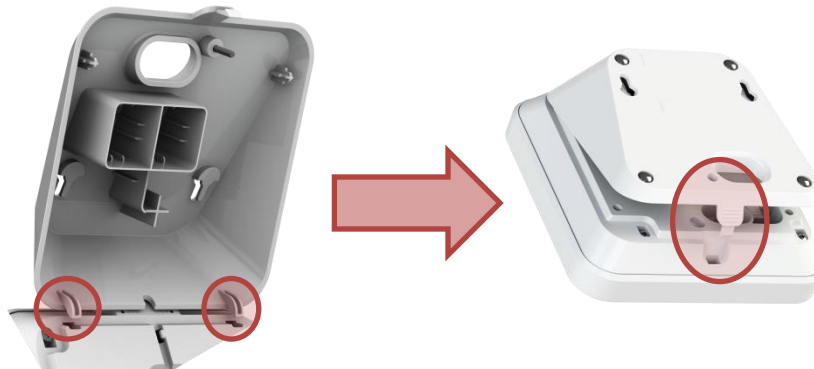
**Note:** Do not connect to a socket controlled by a switch.

7. For US models , secure the power adapter cube.



**NOTE:** Install in accordance with the requirements of: The National Electrical Code, NFPA 70

8. Replace the back cover.



9. Secure the back cover to the C8000 with the K22X6 screw.
10. Turn on the power switch.



The **Power** LED lights green.



The **Communication** LED lights red.

## 2.4. Wall Mounting the C8000

The C8000 can be placed on a tabletop or mounted on a wall with screws.

To mount the C8000 on a wall:

1. Prepare the following equipment:
  - A drill with a standard bit
  - Two 3 X 35 DIN 7982 C screws and wall anchors:
  - A standard Philips screwdriver
2. Choose a flat, smooth, non-concrete wall.
3. Determine the height at which you want to mount the C8000. This is usually the eye level of the resident when seated.
4. At the desired height, drill two holes 7.5 cm (2.95 inches) away from each other horizontally. Ensure that they are level.
5. Screw the screws into the holes, leaving a space of a few millimeters between the wall and the screw heads.
6. Align the screw mount holes on the back cover of the C8000 over the heads of the screws.
7. Slide the C8000 down gently until the screws lock in place.



## 2.5. Configuring C8000 Parameters

The C8000 is pre-configured to manage and control the C8000 and its associated peripherals.

### 3. Operating the C8000

The C8000 communicates with the peripherals to monitor a resident's activity; triggers emergency and safety alarms; and acts as a speakerphone, enabling emergency conversations and remote call-in.

#### 3.1. Emergency Alarms

To trigger an emergency alarm, the resident presses the **EMERGENCY** button on the C8000 or uses one of the following peripherals.

Device	Description	Emergency Trigger
Emergency Pendant Advanced (ES700EPA)	Pendant with <b>PANIC</b> button and fall detection	Resident presses <b>PANIC</b> button EPA detects fall
Emergency Pendant Advanced Jewelry (ES700EPAJ)		
Emergency Pendant (ES700EP)	<b>PANIC</b> button worn as pendant or on the wrist	Resident presses <b>PANIC</b> button
Emergency Pendant Plus (ES700EPP)		
Emergency Pendant Plus Jewelry (ES700EPPJ)		

In response to an emergency alarm, the C8000 communicates with the monitoring station.

#### 3.2. Speakerphone

The C8000 can be configured to function as a speakerphone for incoming calls.

When the C8000 rings, the resident can:

- Press the **EMERGENCY** button to initiate a full-duplex conversation
- End the call by pressing the **EMERGENCY** button again









The C8000 only works as a speakerphone when connected to AC power. The monitoring station can disable the speakerphone.

#### 3.3. Emergency Conversation Flow with the C8000

The C8000 supports Full-Duplex conversation flow: that is, both parties can hear and speak at the same time.

### 3.4. C8000 LEDs

The LEDs on the C8000 display operational information, as described in the following table.

LED	Display	Description
Power	 Green	<ul style="list-style-type: none"> <li>● Lit – AC power connected</li> <li>● Blinking – Battery operation</li> <li>● Off – No power</li> </ul>
Communication	 Green	<ul style="list-style-type: none"> <li>● Lit – Communication available</li> <li>● Blinking – Active transmission</li> </ul>
	 Red	<ul style="list-style-type: none"> <li>● Lit – Communications failure: no SIM card, loss of cellular network, or GSM connectivity test failed</li> <li>● Blinking – Blocked transmission</li> </ul>
	 Orange	<ul style="list-style-type: none"> <li>● Lit – Active conversation</li> </ul>
RESET	<b>RESET</b> Orange	<ul style="list-style-type: none"> <li>● Lit (for three seconds) – Button pressed</li> <li>● Flashing - Vocal reminder</li> </ul>
Trouble	 Red	<ul style="list-style-type: none"> <li>● Lit and C8000 beeps – C8000 or peripheral malfunction, or lost communications with the monitoring station</li> <li>● Blinking and C8000 beeps – Peripheral supervision lost or low battery power</li> </ul> <p><b>NOTE:</b> To stop the beeps, press <b>RESET</b></p>
Activity	 Blue ring	<ul style="list-style-type: none"> <li>● Lit – Activity timer is on</li> <li>● Off – Activity timer is off</li> <li>● Blinking – Activity timer expires in less than 15 minutes</li> </ul>
EMERGENCY CALL	 Red	<ul style="list-style-type: none"> <li>● Blinking – Alert in progress</li> <li>● Lit – Message acknowledged</li> </ul>
Combination of LEDs		<ul style="list-style-type: none"> <li>● Half-duplex call. C8000 microphone active, speaker inactive.                             <ul style="list-style-type: none"> <li>■ Communication - Lit orange</li> <li>■ RESET - Lit orange</li> <li>■ Trouble - Lit red</li> <li>■ Activity Timer - Lit blue</li> </ul> </li> </ul>

## 4. Restoring Factory Settings

Restoring the C8000 to factory settings:

- Removes all peripherals
- Resets all parameters to factory defaults



**Caution:** Consult with Essence Smart Care technical support before restoring factory settings.

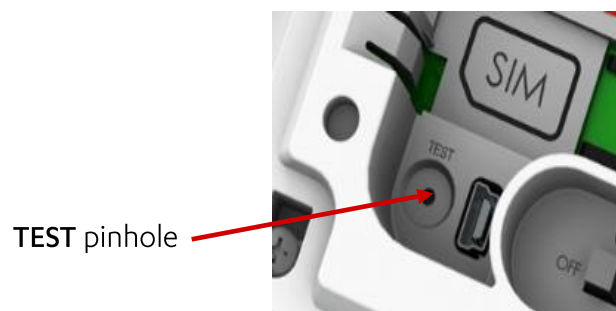
Une nouvelle batterie peut causer des dommages si elle n'est pas installée correctement. Veillez à ne remplacer la pile que par une pile identique ou équivalente recommandée par le fabricant. Jetez les piles usagées de manière responsable.

To restore factory settings:

1. Press and hold the **RESET** button.



2. While holding the **RESET** button:
  - a. Insert a probe or the open end of a paperclip into the C8000's TEST pinhole.
  - b. Press the button inside the TEST pinhole and hold for five seconds.



The C8000 LEDs flash and the C8000 beeps three times. The C8000 is restored to factory settings.

## 5. Removing All Peripherals

The monitoring station continues to receive updates about lost peripherals until they are removed from the C8000.



**NOTE:** This action removes all peripherals from the C8000. You need to pair all the peripherals with the C8000 again.

To remove all the peripherals from the C8000:

1. Press the **PAIRING** button and hold for five seconds.
2. Press the **RESET** button and hold for five seconds. A voice message from the C8000 instructs you to press the **PAIRING** button to remove all peripherals.
3. Press the **PAIRING** button. A voice message from the C8000 confirms that all devices were removed from the C8000.

## 6. Maintaining the C8000

C8000 maintenance includes:

- Weekly inspection
- Software updates
- Communications maintenance
- Backup battery replacement
- Resetting the C8000

### 6.1. Weekly Inspection

The system shall be checked once per week.

### 6.2. Communications Maintenance

If the C8000 uses cellular communications and the quality of the connection becomes unreliable, consult the cellular service provider to replace your SIM card or repair the connection.

After replacing the SIM card, reset the C8000. Refer to [6.46.4 Resetting the C8000](#) on page [1516](#).

### 6.3. Replacing the Backup Battery

The backup battery is charged automatically while installed in the C8000 and the C8000 is connected to AC power. The battery lasts for up to three years.

When the C8000 reports low battery for the C8000, replace the backup battery.

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**Caution:** A new battery can cause damage if it is incorrectly installed. Be careful to replace the battery only with the same or equivalent type recommended by the manufacturer. Discard used batteries responsibly.



Une nouvelle batterie peut causer des dommages si elle n'est pas installée correctement. Veillez à ne remplacer la pile que par une pile identique ou équivalente recommandée par le fabricant. Jetez les piles usagées de manière responsable.

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## 6.4. Resetting the C8000

Resetting prepares the C8000 for use after maintenance.



**NOTE:** During a reset, the C8000 does not communicate with the server or peripherals.

To reset the C8000:

1. Turn the power switch **OFF**.
2. Remove the back cover.
3. Disconnect the power cable.
4. Remove the backup battery.
5. Wait 20 seconds.
6. Replace the backup battery.
7. Connect the power cable.
8. Replace the back cover.
9. Turn the power switch **ON**. The power LED lights green.

## 7. Specifications

The following table lists the C8000 technical specifications.

Item	Data
Part Number	ES8502HC
Weight	1.23 lb. (0.56 kg), including adapter and battery
Dimensions (H x W x D)	152 x 152 x 71 mm (6 x 6 x 2.8 in.)
Main Power	100-240 VAC, 50/60 Hz, 500 mA Output 5V 2A
Backup Battery	Standard Battery: <ul style="list-style-type: none"> <li>● One Li-Po, 3.7 V, 1400 mAh</li> <li>● Rechargeable with three-year battery life</li> <li>● Provides a minimum of 24 hours of continuous operation</li> </ul> Optional Double Capacity Battery: <ul style="list-style-type: none"> <li>● One Li-Po, 3.7 V, 2800 mAh</li> <li>● Rechargeable with three-year battery life</li> <li>● Provides a minimum of 48 hours of continuous operation</li> </ul>
Reporting Modes	Cellular models: <ul style="list-style-type: none"> <li>● SIA IP</li> <li>● DC – 09</li> <li>● SCAIP</li> </ul>
Frequency	<ul style="list-style-type: none"> <li>● FSK modulation:               <ul style="list-style-type: none"> <li>■ 869.225 MHz (Europe)</li> <li>■ 868.3 MHz (China)</li> <li>■ 916.5 MHz (North America and Australia)</li> <li>■ 916.3 MHz (Israel)</li> </ul> </li> </ul>
Communication Channel	LTE Cat 1
Color	White and gray
Peripheral Devices	Up to 30 peripheral devices
Operating temperature	0°C - 49°C (32°F - 120°F)



Compliance	CE, FCC, IC ETL : <ul style="list-style-type: none"> <li>● UL 1637</li> <li>● CSA 22.2 #205</li> </ul> EN 60950-1 EN 301 489-1 & EN 301 489-3 EN 300 220-1 & EN 300 220-2; Receiver sensitivity: -108 dBm EN 50130-4 EN 50130-5 Environmental Class I EN 50134-2, EN 50134-3, and 50134-5 EN 50136-2:2013 Category C (D3,M3,T1,A1,S0,I0) Operation Mode-Pass-Through Cellular model: AT&T and PTCRB compliance EN910-EUR – Compliant with Global Connection (GCF) requirements, as well as the Global System for mobile communications standard EN 301 511.
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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 numérique de la classe B est conforme à la norme NMB-003 du Canada.

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**WARNING!** To comply with FCC RF exposure compliance requirements, the device should be located at a distance of at least 20 cm from all persons during normal operation. The antennas used for this product must not be co-located or operated in conjunction with any other antenna or transmitter.



**AVERTISSEMENT!** Le dispositif doit être placé à une distance d'au moins 20 cm à partir de toutes les personnes au cours de son fonctionnement normal. Les antennes utilisées pour ce produit ne doivent pas être situées ou exploitées conjointement avec une autre antenne ou transmetteur.

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Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Security International Ltd.) could void the user's authority to operate the equipment.

## Appendix A Testing Peripherals

The C8000 enables testing paired peripherals to ensure that all components work properly.

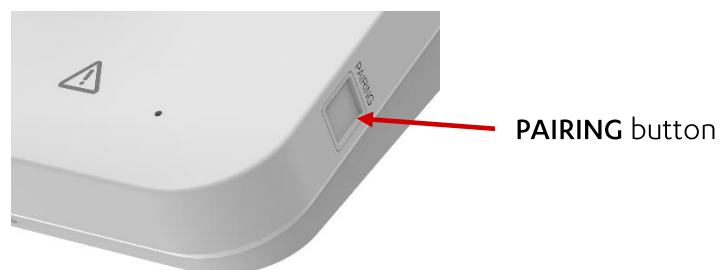
### Testing Emergency Devices

Emergency devices are button-based devices, including the following pendants:

- EPA
- EPP
- EP

To test the emergency devices:

1. Press the C8000's **PAIRING** button twice. The C8000 responds, "Control panel entered test mode". The power, communication, and trouble LEDs flash.



2. Press the pendant's **PANIC** button. The C8000 confirms with a voice message.
3. Press the SPB's **SOS** button. The C8000 confirms with a voice message.
4. Test the SPD - Do one of the following:
  - Press the **EMERGENCY CALL** button.
  - Pull the emergency cord.

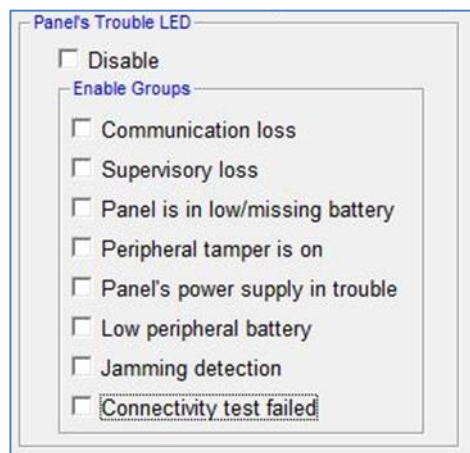
The C8000 confirms with a voice message.

5. Press the C8000's **RESET** button. The C8000 responds, "Control panel exited test mode".

## Troubleshooting

If the C8000 does not respond to a device being triggered:

1. Try moving the device and testing again.
2. Check CMS to ensure that the Trouble LED is not disabled:
  - a. Log on to CMS.
  - a. From the **Main** menu, click **Voice & LED**. The **Voice & LED** screen appears.



- b. Ensure that **Disable** is not selected.
- c. To disable the Trouble LED, while allowing emergency device testing, clear all choices.

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