

EVA with Chiptech Response App User Guide



Congratulations on choosing EVA, your Personal Emergency Response System (PERS) that connects you with family and friends via the Chiptech Response App, on their smartphones.

EVA is designed to be monitored by family and friends, however, we suggest the safest option is to have backup monitoring enabled. In the unlikely event that your Responders are unavailable for any reason, your alert can be redirected to the Alarm Receiving Centre (ARC). If you encounter any issue with the operation of EVA (or the Chiptech Response App), please contact your supplier.

Please make sure you read the Important Notes in Section 10 of this guide, and keep all documents and guides in a safe place for future reference.

By choosing to install and use EVA, you consent to the terms and conditions, and the privacy policy for the Chiptech Response App and related services. These can be found in the App or via the website links.

Terms and Conditions

<https://chiptech.uk/products/software/chiptech-response-app/terms-and-conditions/>

Privacy Policy

<https://chiptech.uk/chiptech-response-privacy-policy/>

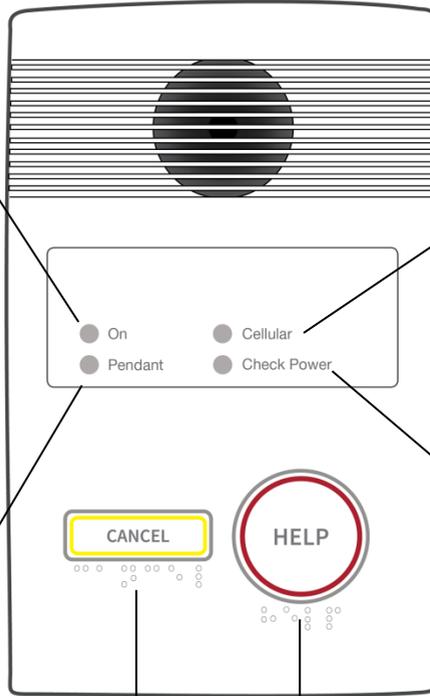
1. Getting to Know Your EVA

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 **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).

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 Responders.



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 play.

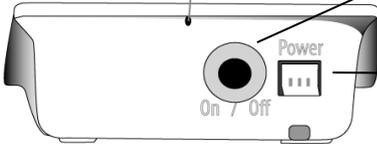
The **Check Power** light will flash red when there is a problem with the power connection. A voice message will also play.

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

2. EVA – 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.

3. 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 durable 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 Responder.

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.*

4. 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.

5. 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.

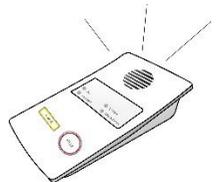


- The outer rim on your personal help button will flash red to let you know your call for help is being sent.
- A loud 10 second alarm will sound and the lights under the **HELP** button  illuminate clockwise to indicate that an emergency alert has been activated.

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.
- When you send an alert for help, all the **Responders** are notified at the same time on their smartphones. If after 1.5 minutes there is no response, a text message will be sent to your Responders. Notifications will repeat until a response is actioned.



- When a Responder gets your alert and they choose to respond in person, either an automated message tells you that they will arrive shortly, or they can phone you directly and talk to you through the EVA speakerphone.
- When a Responder ends the call, EVA will automatically hang up. A Responder can still call back into your EVA base unit if needed.
- If you send 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 your Responders. 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.
- EVA tries to connect with your Responders for approximately 10 minutes before it attempts to connect to emergency services . It continues to cycle this process for a number of hours. If EVA cannot connect to anyone over the four hour period EVA will ask you to, “Please seek alternative help.”



6. 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 till you are connected to one of your Responders.
- When they call back, tell them you are testing.



If you encounter problems when trying to test your system, please call a Responder.



7. 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 your Responders. 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.

8. Changing Address

If you are moving house, you need to notify a Responder about your change of address as soon as you have relocated EVA. They can change your details in their smartphone and this information will be passed on to other Responders.



9. Relocating EVA

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

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.

10. 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 used 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 personal help 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 App Responders 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 when fully charged. If the battery 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 App Responders.

Disclaimer

EVA relies on a 3G cellular network to transmit the alert for help and connect the base unit with any 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).