



Care@Home™

Stationary Panic Button User Guide

ESUGSC010

Version 1.1

January 2019

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1. Overview

The Essence Stationary Panic Button (SPB) is a secured, wireless emergency button that can be placed anywhere around the house. The SPB provides you with the option of additional emergency buttons on the premises.

The SPB has the following features:

- Wireless connectivity with the Control Panel (CP) that can reach 700 m (2296 ft.) in the open air
- LED indications
- Up to three years battery life
- Installation using (double-sided adhesive) mounting-tape

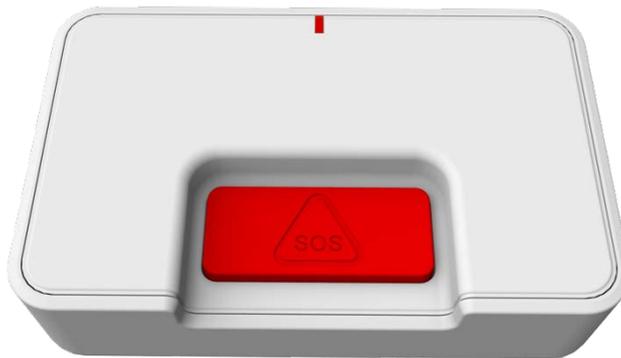


Figure 1 – Stationary Panic Button

The SPB peripheral device model identification number is ES700SPB.



NOTE: The images of batteries included in this User Guide are for illustration purposes only.

Only batteries thoroughly tested and approved by Essence should be used to meet the device's specifications. A list of the approved batteries and their specifications is provided in Table 2 on page 13.

2. Installation Preparation

The following are the steps and processes to prepare for the installation of the SPB.

2.1. Required Equipment

Before beginning, prepare the following equipment:

- Either a probe  or a paperclip  to open the SPB
- Double-sided adhesive mounting-tape - provided
- One 3V CR123A Lithium battery that has a nominal battery life of three years



NOTE: To comply with the UL certification standards, use GP International Ltd. batteries.

2.2. Location Recommendations

The SPB can be installed anywhere on the premises as required by the Resident. It is recommended to install the SPB in critical locations, such as the bathroom, the living room, or the bedroom.

Consider the following when selecting a mounting location for the SPB:

- A flat wall surface that is clean, dry, and smooth
- A convenient location that the Resident can access, yet not where the SPB would attract attention from unauthorized users
- Avoid locations that expose the device to water.

3. Installation

The floor plan of the Resident's premises determines the installation of the SPB.

This chapter defines the:

- Standard installation process
- Testing the installation

3.1. Installing the SPB

To install the SPB, perform the following procedure:

1. If the SPB includes the battery, skip to step 66 on page 8.



NOTE: To verify if the battery is included, press the **Red** Panic button. If the LED lights up, the battery is included.

2. Release the SPB back cover by dislodging the top cover, as illustrated in Figure 2 below:

- a. Insert a probe  or a paperclip  into one of the two holes on one side of the SPB and press until the inner tab has been released.
- b. Insert a probe  or a paperclip  into the hole on the other side of the SPB and press until the inner tab has been released.



Figure 2 –Pinholes at the Sides of the SPB

Removal of the top cover reveals the back of the circuit board, as shown in Figure 3 below.

3. Release the circuit board from the top cover by pushing the holding tabs outward, as illustrated in Figure 3 below.

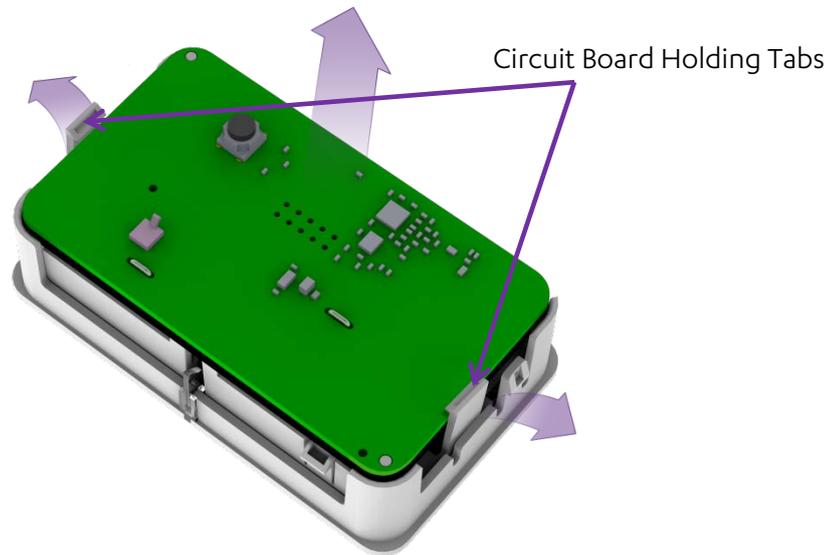


Figure 3 – Circuit Board Attached to Top Cover

4. Insert one 3V CR123A Lithium battery, according to the polarity etching on the board, as shown in Figure 4 below.

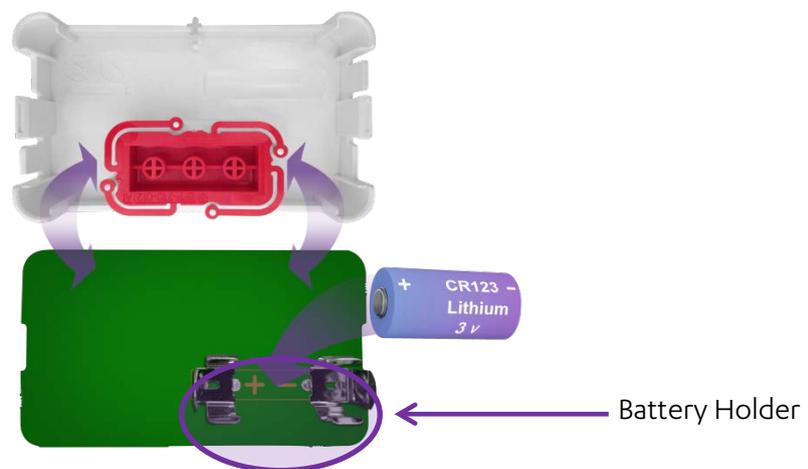


Figure 4 –Circuit Board with Battery Holder



WARNING! A new battery can explode 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.

When the battery is installed, the LED lights up **Red** as in Figure 5 below, indicating that the SPB has powered up successfully.

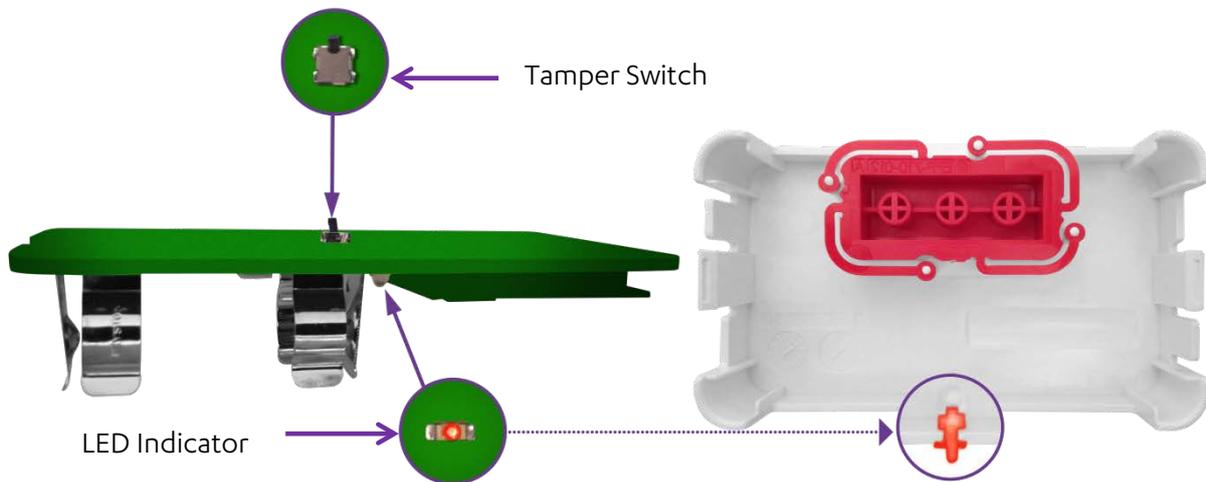


Figure 5 – SPB LED Indicator

5. Re-assemble the SPB as follows:
 - a. Return the circuit board to the top cover, inserting the board into the holding tabs, as shown in Figure 3 on page 6.
 - b. Align the **Panic** button on the top cover with the recessed side of the back cover, as illustrated in Figure 6 below, and insert the top cover into the back cover.

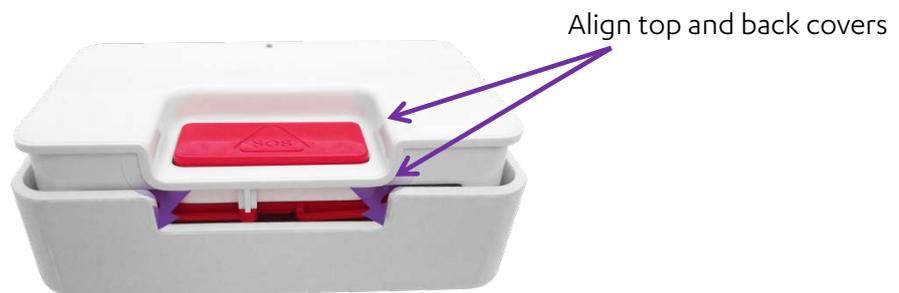


Figure 6 – Reassemble SPB

- c. Press the top cover into the back cover until you hear a click and the LED lights up **Red**.

6. Press the **PAIRING** button, located on the right edge of the front of the CP, for five (5) seconds. The CP beeps and the ring, around the **EMERGENCY** button, lights up in **Blue** with a circular movement effect.
7. Holding the SPB, move at least 2 m (~6 ft. 7 in.) from the CP.
8. Press the **Panic** button on the SPB.
9. Ensure that the pairing process is successful. The process can have the following results:
 - If the pairing process is successful, the CP beeps and the ring, around the CP **EMERGENCY** button, blinks **Blue** three times.
 - If the pairing process is not successful, the CP beeps and the ring lights up **Red** for two seconds.
 - If the peripheral device is already paired, the CP beeps and the ring lights up alternating between **Blue** and **Red**.
 - If no additional peripheral devices can be integrated, as when the CP memory is full, the CP beeps and the ring lights up **Red**.

The CP returns to its previous operation mode automatically following the pairing process.

10. Install the SPB as follows:
 - a. Identify the location for installing the SPB, according to the recommendations in section 2.2 on page 4.
 - b. Clean the surface of the mounting location thoroughly. Make sure the location is dry.
 - c. Peel off the protective strips from the mounting tape, as shown in Figure 10 on page 14.
 - d. Press the SPB into place.



NOTE: Refer to the section “**Using Screws**” of **Appendix A**, on page 15, for information about installing the SPB using screws.

3.2. Testing the SPB

To check that the SPB has been installed correctly, perform the following procedure:

1. Press the **Panic** button on the SPB.
2. Verify that the LED on the SPB lights up **Red**.
3. Verify that the CP **EMERGENCY** button on the CP flashes **Red** and a vocal announcement declares that the emergency alarm has been triggered.
4. Verify that the monitoring station receives an emergency message from the CP.

4. Operation

The SPB is an additional emergency device that is permanently installed at a specific location within the Resident's premises. For example, you can install the CP in the bedroom and an SPB in the living room and /or the bathroom. The Resident has the ability to call for assistance from multiple locations on the premises.

When the SPB **Panic** button is pressed, the following actions are triggered:

- The LED on the SPB lights up **Red**. A **Red** LED indicates that an alert event has been triggered.
- The SPB sends an emergency message to the CP. The **EMERGENCY** button on the CP flashes **Red** and a vocal announcement declares that the emergency alarm has been triggered.
- The CP forwards the emergency message to the monitoring station.

4.1. SPB Physical Attributes

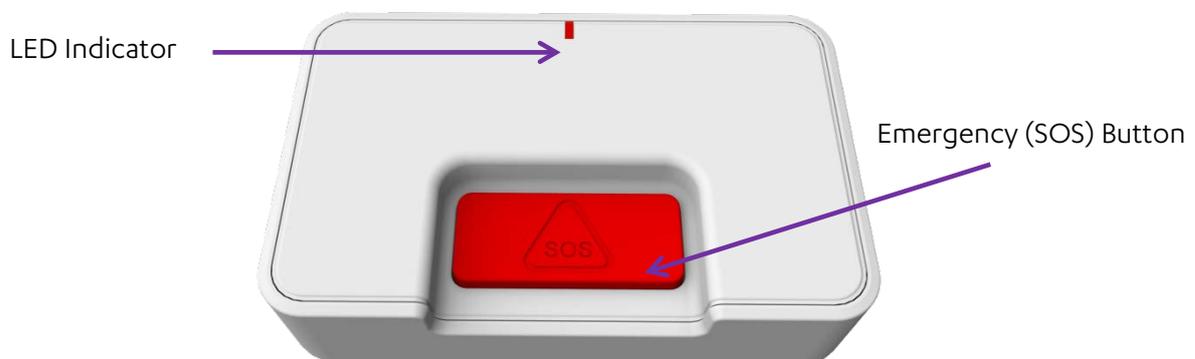


Figure 7 – SPB Attributes

4.2. Notifications

The SPB sends notifications to the CP for the following events:

- An “emergency” alert is triggered.
- The battery charge for the SPB is low, requiring replacement.
- The tamper switch in the SPB is disturbed, registering a tamper event.

Use the Care@Home™ CMS software application to configure the device parameters to define how the SPB issues notifications to the CP.

For information about configuring the SPB parameters, see the Care@Home™ CMS User Guide for the version of Care@Home™ system installed on your Resident's premises.

4.3. Supervision

The SPB is a supervised device. The SPB periodically transmits its status, via an "I'm alive" message, to the CP. The frequency of the reporting periods can be configured locally or remotely.

If after a pre-defined time period, the CP does not receive the "I'm alive" message, the CP sends a "no communication" report to the monitoring station.

5. Maintenance

Maintenance of the SPB involves replacing batteries.

5.1. Replacing the Battery

The battery status is reported automatically to the monitoring station via the CP. When the status indicates that the battery charge is low, the battery must be replaced.



WARNING! A new battery can explode 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.

To replace the battery, perform the following procedure:

1. Perform steps 2 and 3 to disassemble the SPB, as instructed on page 5.
2. Remove the old battery.
3. Press the tamper switch, shown in Figure 8 below, several times, to release the residual static electricity.

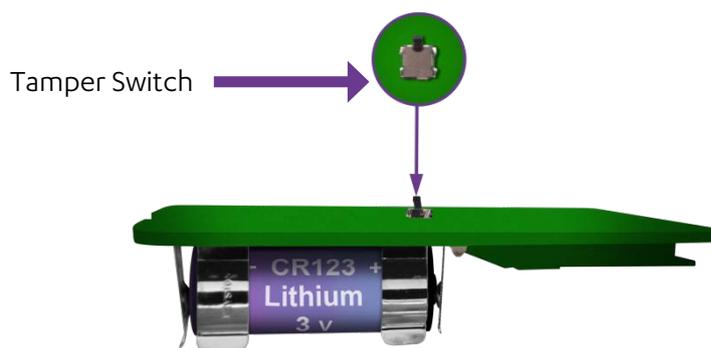


Figure 8 – The SPB Tamper Switch

4. Insert the new battery.



NOTE: To comply with the UL certification standards, use GP International Limited batteries.

When the battery is installed, the LED lights up **Red**, indicating that the SPB has powered up successfully.

5. Re-assemble the SPB as instructed in installation step 5 on page 7, returning the SPB to the back cover.

6. Specifications

Below are two tables to define the technical specifications for the SPB and for the approved batteries for Essence peripherals. Table 1 below defines all the technical aspects and data about the SPB device.

Table 1: Device Technical Specifications

Category	Specifications	Requirements
Electrical	Power Supply	3V Lithium CR123A battery, manufactured by GP with a battery capacity of 1300mAh
	Nominal Battery Life	Over 3 years NOTE: Nominal battery life is computed according to ESI's standard usage parameters.
Wireless	Bi-directional	End-to-End Bi-Directional ESI protocol Advanced radio supervision algorithm
	Frequency	FM modulation: ■ 869.225 MHz - Europe ■ 916.5MHz - America (factory configured)
	RF Coverage	700 m (2296 ft.) open air nominal
Environmental	Humidity	93% non-condensing
	Operating Ambient Temperature Range	-10° - 55°C (14° - 131°F)
	Storage Temperature Range	-20° - 70°C (-4° - 158°F)
Physical	Dimensions	25 mm (H), 90 mm (L), 55 mm (W) / 0.98 in. (H), 3.54 in. (L), 2.16 in.(W)
	Weight	64 g + 17 g (battery) / 0.14 + 0.04 lb.
	Color	Glossy White with a Red button

Table 2 below defines the technical data about the batteries tested and approved by Essence for the SPB.

Table 2: Battery Specifications

Device	Essence Part No.	Quantity	Voltage	Type	Chemistry	Approved Manufacturer	Battery Life
Stationary Panic Button	ES700SPB	1	3V	CR123A	Lithium	Energizer, Duracell, GP	Three years

Appendix A Installation Method Alternatives

The SPB can be mounted on a wall using the mounting-base provided. The back cover of the SPB serves as the mounting-base, as shown in Figure 9 below.

There are two ways to install the SPB mounting-base:

- Using mounting-tape
- Using screws

Before choosing the installation method, consider the following:

- Installation with the mounting-tape is more common.
- Installation with screws supports the SPB when installing on a difficult angle.



Figure 9 – SPB Back Cover

Using Mounting-Tape

The SPB can be installed using mounting-tape. Figure 10 below shows the mounting-tape on the bottom the back cover of the SPB.



Figure 10 – Back Cover with Mounting-Tape

The mounting-tape is approved for the following surfaces:

- ABS
- Polycarbonate (PC)
- Aluminum
- Galvanized Steel
- Enameled Steel
- Stainless Steel
- Nickel Coated ABS
- PVC
- Glass/Epoxy
- Ceramic
- PBT
- Glass (with and without silane coating)
- Acrylic/Polyurethane paint
- Polyester Paint

Using Screws

The mounting-base has two holes, as shown in Figure 11 below, to enable secure installation.

The plastic covering over the holes can be removed, if necessary. Even if the support holes are blocked by the mounting-tape, you can drill through the tape, if needed.



Figure 11 – Inside the SPB Mounting-Base

Required Equipment

Before beginning, prepare the following equipment:

- A drill with a standard appropriate bit
- Two 3 X 35 DIN 7982 C screws and dowels – not provided
- A standard Philips screwdriver

Installing the SPB with Screws

To install the SPB using screws, perform the following procedure:

1. Release the back cover of the SPB, as instructed on page 5.
2. Use a flat screwdriver to remove the punch-outs shown in Figure 12 below.



Figure 12 – Screw Holes in the SPB Mounting-Base

3. Clean the surface where the SPB is to be installed.
4. Place and hold the base on the desired mounting location and mark the drilling spots.
5. Drill the holes.
6. Insert two dowels, if needed.
7. Place the base over the dowels and screw in the two screws.

Appendix B Care@Home™ System Terms of Use

In this Terms of Use (hereinafter the "Terms of Use") the term "you or your" refers to the user of the System. The term "Company" refers to Essence SmartCare Ltd.

The term "Service Provider" refers to the entity (not being the Company) that sold or leased to you the System and provides you services and/or call center services and/or other services that enable you to use the System (as defined below).

Terms of Use applies to the System, consisting of the control panel which includes a cellular model (for data transmission and for voice calls), related social alarm system and remote monitoring applications which may be hosted by a third party, products and solutions for home or any control systems or any part thereof and any related products or equipment (including but not limited to a Stationary emergency button) all of which are manufactured by the Company (the "System"). This is the only express warranty for this System and is in lieu of any other warranty or condition. Should the System be defective your exclusive remedy should be rendered solely by the Service Provider at the Service Provider's discretion as per the terms of the limited warranty provided to you by the Service Provider from time to time. For avoidance of any doubts, no such limited warranty or any other document provided to you as aforementioned, by the Service Provider, may alter, revise, add, remove, modify, terminate, condition, or otherwise change in any way the terms and conditions in this Terms of Use, and the sole exclusive method of modifications of this Terms of Use shall be valid only if made by the Company, in writing and pursuant to as provided herein. In case of any contradiction between this Terms of Use and any limited warranty or any other document provided to you by the Service Provider, the Terms of Use shall prevail.

This Terms of Use does not cover:

batteries, or any problem that is caused by accident, vandalism, negligence or mistake, flood, water, lightning, fire, abuse, misuse, acts of god, and casualty or electrical surges.

To receive service or replacement or any other service for the System under this Terms of Use, please contact your Service Provider. Company will not provide You with any such service or otherwise activity, other than as through the Service Provider and always pursuant to the agreement terms and conditions, as such exists from time to time, and to the extent any such exists, between the Service Provider and the Company.

YOUR RESPONSIBILITIES FOR SYSTEM OPERATION:

By use of the System you agree to the terms of this Terms of Use. You agree that the System requires AC power supply and that it is your sole responsibility to provide electrical outlet and receptacle, cellular SIM card with an internet connection. The System uses RF communication technology, elements beyond the Company's control such as (but not limited to) bad weather that may cause interferences to the System's performance. You are solely responsible for providing communication pathways for the System to communicate upon activation. Notwithstanding the forgoing, Company shall not be responsible for loss of System connectivity or data due to cellular network disconnections. The System must be used as intended and for no other purpose. The System contains small particles and electricity wires and is not intended for use by children or anyone who is not capable of understanding the System's purpose and how to use the System and monitoring services. Pendants may have attachments which can cause strangulation if not used properly. You agree that the System communicates over cellular network which pass through communication networks wholly beyond the control of Company and are not maintained by Company and the Company is not be responsible for any failure which prevents transmission signals from communicating your emergency condition. You have selected the communication pathway to be used with the System and you are solely responsible for continuous communication. Do not attempt to open the System and/or fix it yourself and/or change the System in any way including but not limited to the System's antenna or any additional component thereof.

The System communicates by wireless cellular transmission.

Company does not provide wireless access or communication pathways or electric current connection.

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- (2) The system requires voice and data connection (via cellular network) and electric power supply which shall not be provided by the Company. As long as the Service Provider makes payments to Company for remote access for your use of the System as well as to the System, Company will authorize your access. Company is not responsible for your access to the Internet or any interruption of service or down time of remote access caused by loss of Internet service, or cellular used by you for the System and the access of the System. You acknowledge that the System can be non-functional or compromised if the Internet codes or devices used for access are lost or accessed by others and Company shall have no liability for such third party unauthorized access.*
- (3) The System will work only in areas where the cellular service has coverage and Company has no control over such coverage. Company is authorized to record and maintain data, and shall be the exclusive owner of such property. You are responsible for all permits and permit fees, if any, and agree to file for and maintain any permits required by applicable law and indemnify or reimburse Company for any fines relating to permits. Should the Company be required by existing or hereafter enacted law to perform any service or furnish any material not specifically covered by the terms of this agreement you agree to pay Company for such service or material.*
- (4) You acknowledge that signals which are transmitted over cellular network, internet communication pass through communication networks wholly beyond the control of Company and are not maintained by Company and Company shall not be responsible for any failure which prevents transmission signals from reaching you or from the system or damages arising therefrom, or for data corruption.*

You agree that Company is the manufacturer of the System and provides no installation, services or monitoring of the System and makes no recommendation regarding those who do provide such services, all of whom are not affiliated with Company. Who you decide to obtain the System from, install and or monitor the System, is entirely your decision.

EXCULPATORY AND LIMITATION OF LIABILITY

You agree that Company is not an insurer, that the System is designed to reduce certain risks, though Company does not guarantee that its System will enable communication to reach or cause response by an appropriate party including the Service Provider. You agree that Company is not assuming liability, and, THE SOLE EXCLUSIVE REMEDIES, SERVICE OR SOLUTIONS, IF ANY ARE AND WILL BE AS PROVIDED TO YOU BY THE SERVICE PROVIDER.

ACCEPTANCE OF Terms of Use: By use of the System you agree to the terms of this Terms of Use.

ADDENDUM A – PRIVACY POLICY

Company is providing this Privacy Policy to inform you of our policies and procedures regarding the collection, use and disclosure of information we receive when you do either of the following:

All terms shall have the same meaning as defined in the Terms and Conditions to which this Addendum A is part hereof.

By using the System you fully understand and unambiguously consent to the collection and processing of such information and to the terms of this Privacy Policy. If you do not agree to the terms of this Privacy Policy, you must not use the System.

This Privacy Policy may be amended or updated from time to time. If we make any material changes to this Privacy Policy, Service Provider shall update you of these changes. Our website will reflect changes in the Privacy Policy as well and you are advised to consult this Privacy Policy regularly for any changes.

Information Collection

Personally Identifiable Information

In the course of using the System, we might ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Information"). Personal Information may include, but is not limited to, your name, country of residence.

Non-Personally Identifiable Information

When you use the System your home and your activities are monitored by the Service Provider.

You hereby acknowledge and approve that, the System collects various types of information regarding your daily activities such as but not limited to: your whereabouts inside your home, the duration of time you spent in the different sections of your home, the System monitors whether someone is present in the home and may photograph you or any other third party who enters your home without notice, the System may actively record any sounds or verbal communications in your home, The system may enable remote voice communication between you and the Service Provider.

Third Party Sites

You are obligated to notify any third party who enters your home, and if said third party is a child or is under a legal guardian's responsibility, their legal guardian, that they may be monitored and/or photographed and/or recorded without their knowledge and prior authorization.

1. Security

We are concerned with safeguarding your information. We employ a variety of safety measures designed to protect your information from unauthorized access and disclosure. However, we cannot guarantee that your personal information or private communications will always remain private and secure.

2. International Processing or Transfer

Your information may be processed or transferred outside of your country, where the privacy laws may not be as protective as those in your jurisdiction.

3. Disclosure

We reserve the right to disclose any information obtained by us, including but not limited to Personal Information and Non Personally Identifiable Information, (i) if required by law or by any governmental authority; or (ii) in case of emergency; or (iii) to a successor entity in connection with a merger, acquisition, bankruptcy or sale of all or substantially all of our assets.

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