

Care@HomeTM

Alert Categorization

Technical Note

ESUGSC171

Version 1.0

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Overview

The CP (ES6502HC GSM) is an advanced, configurable control panel. The control panel can categorize the alerts sent to the monitoring center. Different dialing instructions can be assigned to the different alert types. This enables the monitoring center to customize their procedures for particular alert types, for example, prioritizing the response to safety related alarms.

The control panel distinguishes between the following alert types:

- **User** - Triggered by the user, for example emergency button press or fall detection
- **Technical** - Problem with a device, for example low battery
- **Supervisory** - Periodic status updates from devices
- **External** - Triggered by an environmental sensor, like a smoke detector

Refer to Alerts by Type on page 4.

Use CMS to configure communication options by alert type. Refer to Configuring Communication in CMS on page 3.



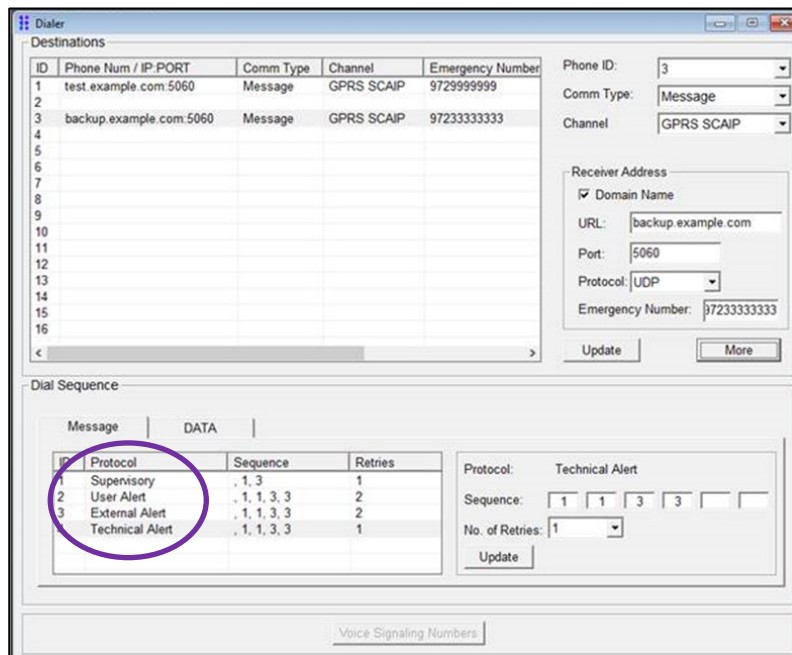
NOTE: This technical note refers to Care@Home release 2.5.14.

Configuring Communication in CMS

Use CMS to configure the dialer settings for each alert type.

To configure dialer settings:

1. From the CSM main menu, click **Dialer**. The **Dialer** screen appears.
2. From the **Message** tab's **Protocol** column, click the alert type you want to update. The current settings appear.



ID	Phone Num / IP-PORT	Comm Type	Channel	Emergency Number
1	test.example.com:5060	Message	GPRS SCAIP	9729999999
3	backup.example.com:5060	Message	GPRS SCAIP	9723333333

ID	Protocol	Sequence	Retries
1	Supervisory	1, 3	1
2	User Alert	1, 1, 3, 3	2
3	External Alert	1, 1, 3, 3	2
4	Technical Alert	1, 1, 3, 3	1

3. Update **Sequence** and **No. of Retries**.
4. Click **Update**.

Alerts by Type

The specific alerts included in each alert type are found in the following table:

Alert Type	Alert Description
External	Sensor registered an extremely hot temperature.
External	High temperature alarm cancelled by CP RESET button
External	No movement detected for longer than expected, or no button pressed during the expected time frame
External	Sensor registered an extremely cold temperature
External	Cold temperature alarm cancelled by CP RESET button
External	Fire or smoke detected, and alarm triggered
External	Fire or smoke alarm cancelled by CP RESET button
External	Fire or smoke sensors restored, and alarms reset
External	Temperature sensor restored, and extreme heat alarm reset
External	Temperature sensor restored, and extreme cold alarm reset
External	Activity detected after a previous no activity alarm
External	Missed reminder: the CP RESET button wasn't pressed after a vocal reminder
External	Flood detected, and alarm triggered
External	Flood sensors restored, and alarms reset
External	Gas leakage detected, and alarm triggered
External	Gas sensors restored, and alarms reset
External	The resident remains in a location for longer than expected, according to their daily pattern of activity
External	The resident is away from the premises for longer than expected
External	The resident returned after being away for longer than expected
External	The entrance door is opened at an unexpected time, suggesting, for example, that the resident is wandering outside
External	A door is left open for longer than expected
Supervisory	The CP sends periodic communication test
Technical	CP main power restored.
Technical	CP lost main power supply; switched to backup battery
Technical	Medical emergency alarm device communication with CP restored
Technical	Medical emergency alarm device lost communication with CP
Technical	CP powered up/CP battery power is restored after battery was empty or missing
Technical	Device was tampered with
Technical	Device restored, and tamper reset
Technical	Batteries replaced in peripheral device
Technical	Low or empty battery in peripheral device
Technical	Empty or missing battery in CP
Technical	CP battery power recharged
Technical	CP communication with receiver lost.
Technical	Low battery in CP
Technical	Communication restored with fire or smoke sensors

Alert Type	Alert Description
Technical	Communication lost with fire or smoke sensors
Technical	Communication lost with temperature sensor
Technical	Local programming started
Technical	Local programming ended
Technical	Remote programming started
Technical	Remote reset
Technical	Remote programming ended successfully
Technical	Remote programming failed
Technical	A problem was detected with the control panel's power supply
Technical	CP main power supply restored
Technical	CP time was manually changed
Technical	Communication lost with flood sensors
Technical	Communication restored with flood sensors
Technical	Communication lost with gas sensors
Technical	Communication restored with gas sensors
Technical	Radio interference
Technical	Radio interference restored
Technical	CP powered up
Technical	PSTN link down
Technical	PSTN link restored
Technical	Cellular link down
Technical	Cellular link restored
Technical	Ethernet link down
Technical	Ethernet link restored
Technical	Communication lost with pendant
Technical	Communication restored with pendant
Technical	Low or empty battery in pendant
User Alert	Emergency call ended
User Alert	Emergency call started
User Alert	Either emergency alarm or fall detection alert triggered
User Alert	Medical alarm situation cleared by ARC
User Alert	Medical alarm cancelled by CP RESET button
User Alert	Emergency alarm from pendant
User Alert	Fall detected
User Alert	Emergency alarm triggered by voice
User Alert	Cord pulled (emergency alarm)
User Alert	Emergency alarm from fixed trigger

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