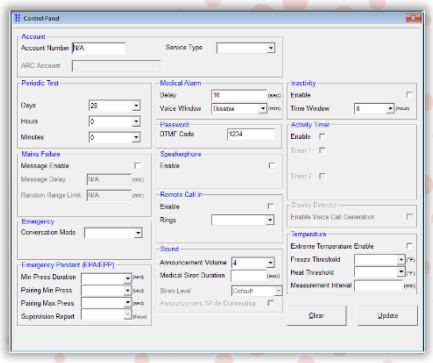
essence smartcare

# Care@Home™

## CMS

## Reference Manual

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essence

# Table of Contents

# 1. Overview

The Care@Home™ CMS application provides a tool to configure the control panel (CP) parameters that define the operating environment for the Care@Home™ functionality. The Care@Home™ CMS tool allows you to customize Care@Home™ as required for a resident's needs, before and after its installation on the premises.

The Care@Home™ CMS application supports the following panels:

- ES6502HC
- C7000

All references to the CP in this guide refer to both the ES6502HC and the C7000 unless otherwise noted.

When availability criteria are noted for a feature, if a panel type is not mentioned, the feature is fully supported by both panel types.

For more information about the C7000, refer to the ESUGSC077 Care@Home™ C7000 User Guide.

You can modify the panel parameter values as well as update the CP software and the firmware for its peripheral devices. These modifications can be performed locally on the resident's premises or remotely by the monitoring station.

NOTE: This user guide refers to Care@Home™ CMS version 6.3.20.

## 1.1. The CP Configuration File

Each CP contains a set of parameters defining the CP configuration and other information for the firmware of the CP and its peripheral devices. This data defines and controls the operation of Care@Home™.

CMS provides you with the tools to save this set of configured parameters in an external CP configuration file, with the extension ***.cpf***.

The purpose of the ***.cpf*** file is two-fold:

- The ***.cpf*** file may be used as an offline backup to store a given set of configuration parameters and peripheral firmware information. The ***.cpf*** file can be kept indefinitely.
- The ***.cpf*** file allows you to distribute a given set of configuration parameters and peripheral firmware by updating and managing multiple CPs, using the CMS warehouse locally and the RMDM remotely. Refer to 17 Using the Remote Multiple Device Manager Tool on page 189.

For information on creating predefined CP configuration files to update multiple CPs, refer to 15 Building a Kit-It Configuration on page 177.

The tools to manage a CP configuration are:

-  **:** Transfer data from the CP to CMS. Refer to 4.1 Main Action Icons on page 37.
-  : Transfer data from CMS to the CP. Refer to 4.1 Main Action Icons on page 37.
- **Save** (in **File** menu): Saves the configuration parameter settings from CMS to a CP configuration file (***.cpf***). Refer to 4.2 File Menu Functions on page 39.
- **Open** (in **File** menu): Opens a CP configuration file (***.cpf***) and uploads the configuration parameter settings to CMS, and at the end of the session, can download changes to the CP. Refer to 4.2 File Menu Functions on page 39.

The data downloaded from the CMS includes:

- The CP parameter values
- The peripheral device parameter values
- The operation-related configuration values

## 1.2. System Requirements

The following are the PC minimum requirements for the CMS application:

- 1 GHz processor
- 1 GB of RAM
- 1 GB free disk space
- Windows 8, 8.1, and 10

# 2. CMS Deployment Process

Implementation of the Care@Home™ CMS application includes:

- Installing CMS
- Setting administrator privileges
- Identifying COM port
- Configuring application settings

## 2.1. Installing CMS

Contact Essence professional services for the latest version of the CMS installation file.

To install Care@Home™ CMS:

1. Copy the CMS installation execution file, ***Care@Home CMS <release number> setup.exe***, to the PC.
2. Run the CMS installation execution file and follow the on-screen instructions.

The Care@Home™ CMS applications are installed, and their icons appear on your desktop:

- 

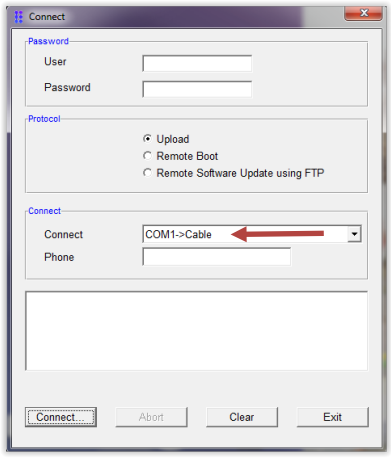
- Care@Home™ CMS
- 

- Care@Home™ CMS Warehouse
- 

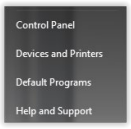
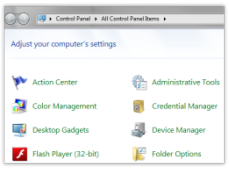
- Care@Home™ Remote Multiple Device Manager (RMDM)

## 2.2. Identifying the Communications Port

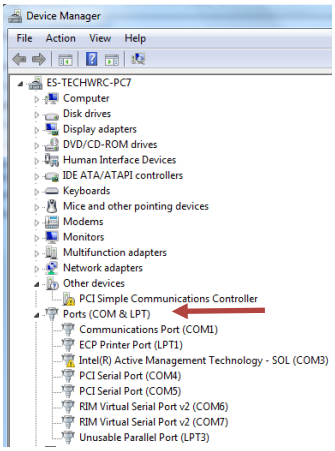
Associate the communications (COM) port used to connect to the CP with the COM port selected in the **Connect** window of the Care@Home™ CMS application.




To identify the COM port number used to connect to the CP:

1. Click  .
2. Click **Control Panel** on the Windows  menu.
3. Click **Device Manager** on the **Control Panel**  menu. The **Device Manager** window appears.

4. Under **Ports (Com & LPT),** locate the communications port to which the CP cable is to be connected.




## 2.3. Configuring Application Settings

To configure application settings, update your configuration ***.ini*** files, located at the following default path:

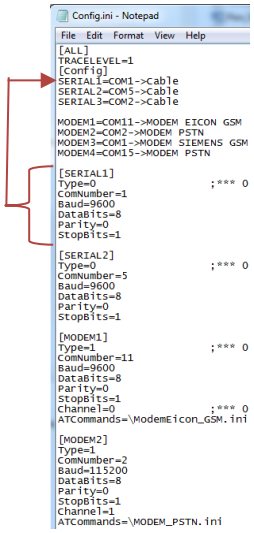
c:\Program Files (x86)\Essence\Care@Home CMS\

Use a text editor in administrator mode for editing any of the following files:

- config.ini
- setup.ini
- amigo.ini
- DTMFConfig.ini

## 2.3.1 Understanding the *config.ini* File

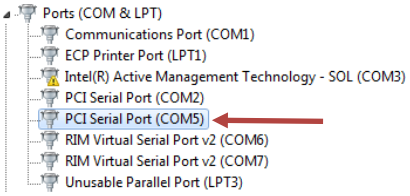
The ***config.ini*** file defines the CP communication connections from modems and ports to the CP.



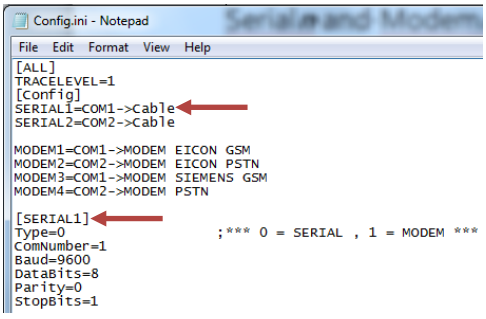

The parameter values for the local COM port connection between the PC on which the Care@Home™ CMS is installed, and the CP are defined in the ***config.ini*** file.

If the COM port is defined incorrectly, the configuration file must be edited, using a text editor, to correct the assignment statements accordingly.

For example, the user chooses to use serial port COM5 to connect the CP to the local PC.



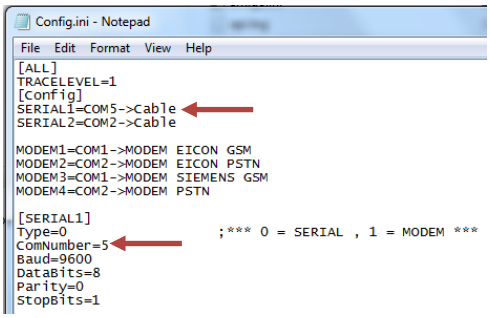

In the configuration file, ***config.ini***, the SERIAL1 port is defined as COM1.



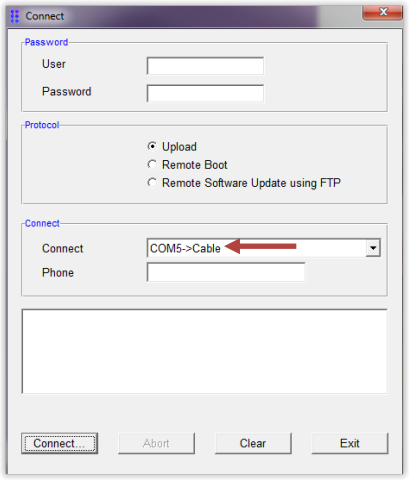

The user must edit the configuration file to redefine the SERIAL1 port as COM5.

To edit the ***config.ini*** file:

1. Open the ***config.ini*** file in a text editor.
2. For [Config], modify: SERIAL1=COM5->Cable
3. For [SERIAL1], modify: ComNumber=5
4. Save the changes.




When the user opens the **Connect** window, the first COM port listed in the ***config.ini*** file appears as the default COM port.




The table below defines the parameters included in the ***config.ini*** file.

| Sections | Parameter | Description or Value |
|---|---|---|
| **[ALL]** | **TRACELEVEL** | Not in use |
| **[Config]** | **SERIAL<n>=Com<m>** | Section name=port name |
| | **MODEM<n>=Com<m>** | Modem port |
| **[SERIAL<n>]** | **Type**=0 | Serial connection section |
| | **ComNumber**=<n> | COM port number |
| | **Baud**=<nnnn> | Baud rate overridden by CMS |
| | **DataBits**=8 | Standard |

| Sections | Parameter | Description or Value |
|---|---|---|
| | **Parity**=0 | Standard |
| | **StopBits**=1 | Standard |
| | Note: **Amigo only**<br>**Channel**=<n> | 4 - Amigo |
| **[MODEM<n>]** | **Type**=1 | Modem connection |
| | **ComNumber**=<n> | COM port number |
| | **Baud=<nnnnnn>** | Baud rate overridden by CMS |
| | **DataBits**=8 | Standard |
| | **Parity**=0 | Standard |
| | **StopBits**=1 | Standard |
| | **Channel**=<n> | 0 – GSM; 1 – PSTN |
| | **ATCommands=\Modem_PSTN. ini** | Modem ***.ini*** file |

## 2.3.2 Understanding the *setup.ini* File

The ***setup.ini*** file assigns the parameter values which determine how the CMS and the CMS warehouse work with the CP.

The following table defines the parameters included in the ***setup.ini*** file:

| Category | Parameter | Values | Description | Data UM |
|---|---|---|---|---|
| **[Setup]** | **EntriesStartAdd** | &H11C000 | Not in use | |
| | **EntriesEndAdd** | &H11FFFF | Not in use | |
| | **TimeOutACKFrm** | 15 | Not in use | seconds |
| | **TimeOutCMDFrm** | 20 | Not in use | seconds |
| | **UserUpdate** | 5 | Not in use | minutes |
| | **LogColor** | • 0 - Black | Background color of the Log file:<br>• 0 = Black<br>• FF = Red<br>• FF00 = Green<br>• FFFF = Yellow<br>• FF0000 = Blue<br>• FF00FF = Magenta<br>• FFFF00 = Cyan<br>• FFFFFF = White | hexadecimal RGB format |
| | **IgnorePanelDifferences** | 0 - Default<br>1-9999 | **Default**: Download of another CP type ***.cpf*** file is **not** allowed<br>**Any non-zero numeric value**: Download of another CP type ***.cpf*** file is allowed | |
| | **ApiSleep** | 100 | Not in use | msecs |
| | **SyncSleepTime** | 3000 | Standard | msecs |
| | **HideDeleteConfirmation** | 1 | • 1 – True (Hidden)<br>• 0 – False (Visible) | 0/1 |

| Category | Parameter | Values | Description | Data UM |
|---|---|---|---|---|
| [MODEM] | **KeepAliveInterval** | 5 | For remote connections, CMS sends "**Keep Alive**" messages to the CP to keep the connection open. | seconds |
| | **UserActionTimeout**<br>Note:<br>● **Warning issued**: "No user actions were made in the last x-1 minute (sec). Link will disconnect within 1 minute.<br>● **Before connection is closed**:"Link will close automatically." | 4 | When no data has been sent between CMS and the CP for **n** minutes, other than keep-alive messages, CMS closes the remote connection. | minutes |
| [RemoteBoot] | **SizeOfBootBlock** | 512 | Standard – maximum packets<br>Number of packets CMS sends during firmware file update before requesting the packets' status | packets |
| | **BootDelayGSM** | 10 | Packet transmission delay time – Not in use | msecs |
| | **BootDelayPSTN** | 10 | Packet transmission delay when updating a file using PSTN modem | msecs |
| | **BootDelaySERIAL** | 35 | Packet transmission delay when updating a file using local serial modem | msecs |
| | **BootDelayIP** | 50 | Packet transmission delay time – Not in use | msecs |
| | **BootDelayGPRS** | 50 | Packet transmission delay time – Not in use | msecs |
| | **BootDelayAmigo** | 50 | Packet transmission delay when updating a file over a CMS Amigo connection | msecs |
| | **GSMDelayType** | 1 | Not in use | 1/2 |
| [PSTN_Double_Ring] | **DelayBeforeRing**<br>Note: Used to connect CMS to panels sharing a landline with non-CP devices – Prevents CP from answering first to calls for non-CP devices | 13000 | Required delay for the CP to receive two rings from CMS before disconnecting, and to respond automatically on next CMS call. | msecs |
| | **WaitWindow** | 25 | Delay for CMS second call | seconds |
| | **DisconnectPolicy** | 1 | ● 0 = Close COM port<br>● 1 = Hang up (ATH) command | 0/1 |
| [GSMData] | **DelayBeforeFirstBuffer** | 7000 | Not in use | msecs |
| | **DelayBetweenBuffers** | 20 | Not in use | msecs |
| [IP] | **DelayBeforeFirstBuffer** | 7000 | Not in use | msecs |
| | **DelayBetweenBuffers** | 150 | Not in use | msecs |
| [Warehouse] | **DefaultChangeAccount** | 1 | Not in use | |
| | **DefaultPort** | COM1 | Default COM port to use in CMS warehouse | |
| | **MruMax** | 5 | Not in use | |

| Category | Parameter | Values | Description | Data UM |
|---|---|---|---|---|
| | **ShowPanel** | 1 - Update | Whether CMS warehouse displays the kit management screen after successfully updating system configurations and files for current CP:<br>● 0 – CP update ends, button label **Next Panel**<br>● 1 – Manage CP devices before ending CP update, button label **Update** | 1/0 |
| | **showCMSFormAndIDOrigin** | 0 | Not in use | |
| | **rsu** | 1 | Not in use | |
| | **LogPath** | Default= null | Path to CMS warehouse log files and output CPF files<br>Default path: (%appdata%\Essence\ Care@Home\Warehouse\Logs) | |
| | **SelectVoice** | 0 | Not in use | |
| | **SelectFirmware** | 0 | Not in use | |
| | **ShowSimNumber** | 0 | Whether the phone (SIM or landline) number is available for configuration | 1/0? |
| | **AutoIncrementAccount** | 0 | Whether CMS warehouse increments (plus 1) the CP account number for subsequent successful CP updates | 1/0? |
| | **AllowEmptyAccount** | 1 | Whether CMS warehouse assigns an account number to a CP without an instruction to do so:<br>● 0 – assign account number<br>● 1 – only with instruction | 1/0? |
| | **ShowCombineDnisAccountWarning** | 1 | Whether to check if CP is configured to combine DNIS with the CP account number<br>● 0 – No<br>● 1 – Yes | 1/0 |
| | **EnableChangeSIM** | 0 | Whether the default should be to change the SIM (marked)<br>● 0 – Clear<br>● 1 - Marked | 1/0 |
| | **EnableChangeAccount** | 0 | Whether the default should be to change the CP account number (marked)<br>● 0 – Clear<br>● 1 - Marked | 1/0 |
| | **EnableConfiguration** | 1 | Not in use | |
| | **EnableVerify**<br>Note: Verifying the burned FW doubles the FW update time | 0 | Whether the default should be to verify that the burned FW matches the FW file content (marked)<br>● 0 – Clear<br>● 1 - Marked | 1/0 |
| | **EnableVoice** | 0 | Not in use | |
| | **EnableFirmware** | 1 | Not in use | |
| **[PSTN]** | **DelayBeforeFirstBuffer** | 7000 | CMS Wait period between establishing a PSTN modem connection and sending the first command to the CP. | msecs |
| | **DelayBetweenBuffers** | 1 | CMS wait period before each command is sent to a CP on a PSTN connection. | msecs |

| Category | Parameter | Values | Description | Data UM |
|---|---|---|---|---|
| [barcode] | defaultUseInPERS | 1 | Whether the barcode reader should be used by default when adding a device on a PERS panel<br>● 0 – No<br>● 1 – Yes | 1/0 |
| | defaultUseInAdlFamily | 0 | Whether the barcode reader should be used by default when adding a device on a Family/PERS-E panel<br>● 0 – No<br>● 1 - Yes | 1/0 |
| | defaultUseInAdlPro | 0 | Whether the barcode reader should be used by default when adding a device on a Pro panel<br>● 0 – No<br>● 1 - Yes | 1/0 |

For example, to configure the CMS and CMS warehouse to use a barcode reader as the default for adding devices, edit your ***setup.ini*** file, using a text editor in administrator mode.

To edit the configuration file:

1. Open the ***setup.ini*** file in a text editor in administrator mode.
2. Change the barcode parameter: **defaultUseInPERS/AdlFamily/AdlPro** = 1, depending on the service package.
3. Save the changes.

### 2.3.3 Understanding the *amigo.ini* File

The ***amigo.ini*** file assigns the parameter values which configure:

- Amigo communication connections
- Remote connections that work either with SMS or with API.

The following table defines the parameters included in the ***amigo.ini*** file:

| Parameter | Communications | Description or Value | Data UM |
|---|---|---|---|
| **waitForPgToFinish** | FTP by SMS | **Note:** When sending commands directly by SMS:<br>Wait for the CP to download a file by FTP and place an acknowledgment file on the FTP server (PG command). | Time (msecs) |
| **waitForPfToFinish** | FTP by API | **Note:** When sending commands via API<br>Wait for CP to download a file by FTP and send an event to the Care@Home™ server with the result (PF command). | Time (msecs) |
| **panelTimeout** | N/A | After CP successfully connects to CMS Amigo and no conversation has occurred within a pre-defined period, timeout takes effect. Default time period: 6 minutes | minutes |
| **waitForPanelToCall** | Amigo | Wait time:30 seconds - how long the CMS waits for the CP to establish connection | seconds |

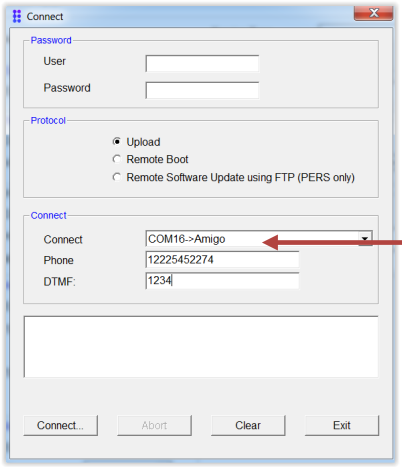
| Parameter | Communications | Description or Value | Data UM |
|---|---|---|---|
| **amigoPort** | Amigo | Port # 3000<br>Note: **This TCP port must be open on your firewall** | |
| **amigoAddress** | Amigo | The external IP address or domain name of the computer where the CMS is located | |
| **amigoPath** | Amigo | 64 bit: ***c:\Program Files (x86)\Essence Security\CMS Amigo***<br>32 bit: ***c:\Program Files\Essence Security\CMS Amigo*** | |
| **waitBeforeStartingAmigo** | Amigo | 1000 milliseconds - default | |
| **source** | SMS | One of the source codes assigned to the Essence **aerialink** account:<br>"Please enter source number for SMS provider" | |
| **smsPassword** | SMS | The password provided for the **aerialink** service | |
| **smsUsername** | SMS | The username provided for the **aerialink** service | |
| **smsSPLink** | SMS | URL address to the **aerialink** service | |
| **noCapi=1** | Connect API | 0 for using cApi, 1 for using SMS direct | 0/1 |
| **backofficePassword** | API | "Please enter backoffice password" | |
| **BackofficeEmail** | API | "Please enter backoffice username" | |
| **capiTimeout** | API | 50 | seconds |
| **cApiUrl** | API | http://localhost/Connect.API/Commands/PanelSessionStart.json | |

For example, to establish a remote cellular connection with SMS, your ***amigo.ini*** file must include the SMS-related parameters.

To establish a remote cellular connection with SMS:

1. Click 

. The Care@Home™ **Connect** window appears on the CMS home page.
2. Select **COM16** for the amigo remote cellular connection protocol.




Amigo cellular connection

3. Enter the CP international SIM phone number, without leading zeroes or a "+".

4. Enter the four digit CP DTMF code. The default code is "1234".
5. Click Connect... . The **Panel Info** window appears.
6. Click Upload << to upload the CP data to CMS.

**amigo.ini**

```
[all]
cApiUrl                    = http://localhost/Connect.API/Commands/PanelSessionStart.json
capiTimeOut                = 50                                    ; seconds
backofficeEmail            = CmsOperatorUser
backofficePassword         = 11111111111111111
smsSpLink                  = https://apix.aerialink.net/v4/messages/
smsUsername                = <aerialink user>
smsPassword                = <aerialink password>
source                     = 1111111111
amigoPath                  = C:\Program Files (x86)\Essence Security\CMS Amigo
amigoAddress               = 222.99.222.111          ; Domain|IP
amigoPort                  = 3000                                  ; port
waitBeforeStartingAmigo = 1000                                ; millisecs
waitForPanelToCall     = 30                                   ; seconds
panelTimeout               = 6                                     ; optional minutes
noCapi                     = 1                                     ; 0 for using cApi, 1 for using SMS direct
waitForPfToFinish          = 5000                        ; Time in milliseconds for PF command to be sent and finished
waitForPgToFinish          = 5000                        ; Time in milliseconds for PG command to be sent and finished
.
.
.
```

The configuration file ***config.ini*** includes definitions for the amigo connection:

```
.
.
.
[Config]
SERIAL1=COM6->Cable
SERIAL2=COM2->Cable
SERIAL3=COM1->Cable
SERIAL4=COM5->Cable
SERIAL5=COM99->TACTICAL
SERIAL6=COM16->Amigo
.
.
.
[SERIAL6]
Type=0                    ;*** 0 = SERIAL , 1 = MODEM ***
ComNumber=16
Baud=115200
DataBits=8
Parity=0
StopBits=1
Channel=4                 ;*** 4 - Amigo ***
```

NOTE: All functionality is available using the remote connection. However, the response time for this type of connection is slower than direct connection types.

## 2.3.4 Understanding the *DTMFConfig.ini* File

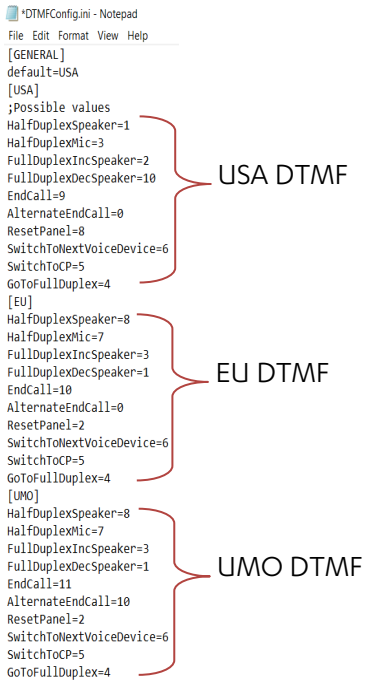
The DTMF configuration file (***DTMFConfig.ini***) defines the default DTMF codes for each of the DTMF templates in the USA and Europe.

Parameter Values

| Digits | DTMF Key code representation |
|---|---|
| 1-9 | DTMF key codes 1-9 |
| 10 | DTMF key code 0 |
| 11 | DTMF key code * |
| 12 | DTMF key code # |
| 0 | Default DTMF Key |

The following table defines the parameters in the ***DTMFConfig.ini*** file.

| Section | Parameter | Description/Action |
|---|---|---|
| **[GENERAL]** | **default = USA** | Default is DTMF codes for the USA |
| **[USA/EU/UMO]** | **Half Duplex Speaker:**<br>● Operator speaks ON<br>● Microphone OFF | Talk |
| | **Half Duplex Mic:**<br>● Operator listens ON<br>● Speaker OFF | Listen |
| | **Full Duplex Inc Speaker** | Increase speaker volume: 1 - 5 levels |
| | **Full Duplex Dec Speaker** | Decrease speaker volume: 1 - 5 levels |
| | **End Call** | Disconnect the call |
| | **Alternate End Call** | Alternate disconnect (UMO only) |
| | **Reset Panel** | **Note:** PSTN CP only<br>Perform reset to the panel after 5 presses |
| | **Switch to Next Voice Device** | Next voice extender device |
| | **Switch to CP** | Voice extender switch to CP |
| | **Go to Full Duplex** | Switch to full duplex: talk and listen |



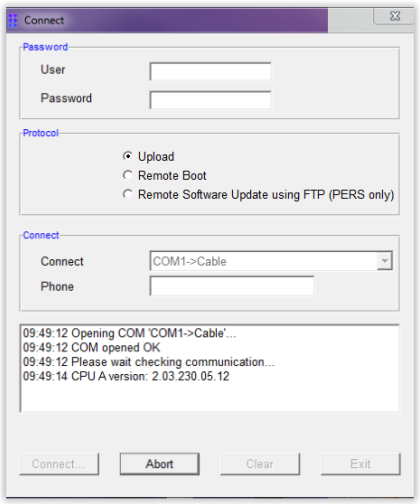

Refer to 5.4.7 DTMF Config on page 60.

# 3. Understanding the CMS Connection

The **Connect** window enables the CMS connection as follows:

- To allow the technical support personnel to perform maintenance and error recovery
- To enable support-level access to configure the CP parameters
- To upload configuration parameter values and monitoring information from the CP to Care@Home™ CMS
- To activate the Remote Boot feature: Refer to 16 Remote Boot Software Updates on page 182.

The **Connect** window appears automatically when you open Care@Home™ CMS.




The following table describes the **Connect** window parameters with instructions how to apply them.

| Name | Definition and Instructions |
|---|---|
| **User** | Enter your support-level username to enable configuration of support-allowed CP parameters.<br>**Note:** This is for Essence technical support use. |
| **Password** | Enter your support-level password to enable configuration of support-allowed CP parameters.<br>**Note:** This is for Essence technical support use. |
| **Protocol** | **Upload**<br>Select this protocol to establish a connection to the CP to maintain the CP settings. |
| | **Remote Boot**<br>Select this protocol to activate the **Remote Boot** feature to update the software and firmware of the CP and the peripheral devices.<br>**NOTE:** The **Remote Boot** window appears when this option is selected. |
| | **Remote Software Update using FTP**<br>**NOTE:** This option is only valid for Care@Home™ PERS. |
| **Connect** | Select the connection method.<br>If you are using a cable connection, select a COM port. |

| Name | Definition and Instructions |
|---|---|
| Phone | Enter the phone number only for a remote connection. |

NOTE: Consult Essence professional services to receive your support-level user credentials.

The following table describes the functionality of the action buttons at the bottom of the **Connect** window.

| Action | Instructions |
|---|---|
| **Connect** | Click to establish a connection with the CP according to the protocol selected. |
| **Abort** | Click to abort the connection process. The button is disabled until the connection process begins. |
| **Clear** | Click to clear the message field of all displayed information, such as system messages and error messages. |
| **Exit** | Click to exit the **Connect** window. Care@Home™ CMS enters "offline" mode.<br>Offline mode allows you use the features in the File Menu, such as open and view the .cpf file.<br>Refer to 4.2 File Menu Functions on page 39. |

## 3.1. Establishing a Local Connection

The Care@Home™ CMS can connect to the CP using a local COM port.

### 3.1.1 Local Connection to the CP

To connect the CP to the PC, use an Essence ES7000BACMS cable with a serial COM port (RS232). Contact Essence professional services personnel for information about this cable.

When there is no RS232 COM port available on the PC, use an USB-RS232 adapter, such as:

- ESCL05019 mini-USB adapter

- USB Gear Serial adapter

Refer to Appendix A USB to RS232 Adapters on page 199.

NOTE: The CP must be turned on **before** connecting the cable to the RS232 COM port on the local computer.

For the RS232 Com port connection, there is a set of beeps that are sounded for different connect or disconnect actions as follows:

- A beep emitting a long rising pitch indicates a successful plug-in connection.
- A beep emitting a double low octave pitch indicates an unsuccessful plug in.
- A beep emitting a long falling pitch indicates a successful disconnect.

When the CP beeps indicate a "disconnect" or an unsuccessful plug in, you must re-connect to the CP.

Refer to 3.3.2 Reconnecting to the CP on page 35.

## 3.2. Establishing a Remote Connection

For a remote a connection, the CP can use the following communication channels:

- Cellular and Ethernet channels use Amigo communications application
- PSTN with modem connection

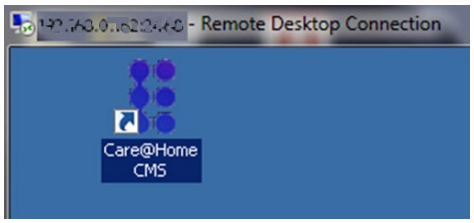
NOTE: All functionality is available using the remote connection. However, the response time for this type of connection is slower than direct connection types.

The user should use the Windows **Remote Desktop** utility to connect remotely to the CMS.

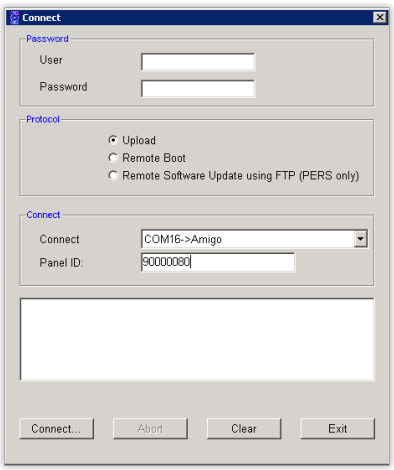
The Windows **Remote Desktop** connection requires the user to connect to a server and to enter user credentials for accessing the server via Amigo communications.

NOTE: Contact Essence professional services to receive the server IP address and user credentials.

After establishing the remote connection with the server, the **Remote Desktop** screen displays the Care@Home™ CMS shortcut. Double-click to open CMS.




The **Connect** window appears.



The following table provides instructions for configuring the parameters on the **Connect** window for a remote connection.

| Name | | Definition and Instructions | Data Values | Required/Optional | Default Value |
|---|---|---|---|---|---|
| **User** | | For service provider support user or Essence technical support use only | | Optional | Blank |
| **Password** | | For service provider support user or Essence technical support use only | | Optional | Blank |
| **Protocol: Upload** | | Select this option to establish a connection with the CP to maintain the panel settings. | Radio group | Optional | Selected |
| **Protocol: Remote Boot** | | Select this option to activate the **Remote Boot** feature to update the CP and peripheral firmware.<br>NOTE: The **Remote Boot** window appears when this option is selected. | Radio group | Optional | Not Selected |
| **Connect** | | Select the remote connection method via either:<br>● Amigo communications application<br>● PSTN with a modem | Dropdown List | Required | Amigo: COM16<br>PSTN: COM9 |
| **Remote connection via** | **Panel ID** | Enter the account number assigned to the CP | Up to 8 digits | Required | None |
| | **Phone number** | For SMS | 19 chars | | |

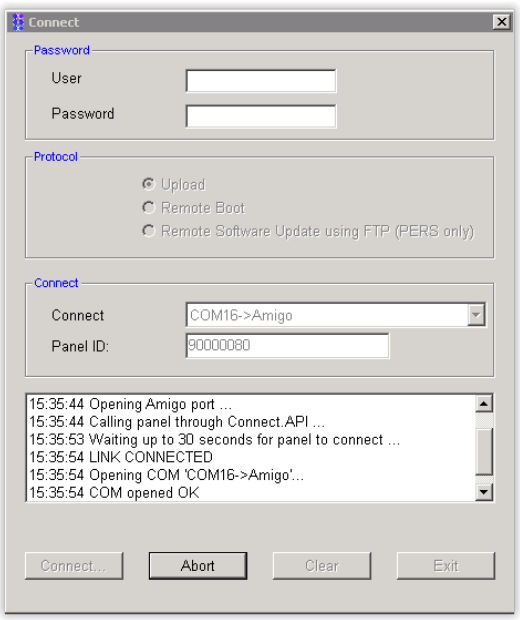
## 3.2.1 Establishing Remote Connection with API

Perform the following procedure to establish a remote connection from the CP to the CMS, after connecting and logging onto the remote server via Remote Desktop:

1. Select the COM16 port (default) for the Amigo remote connection.
2. Enter the CP account number.
3. Click Connect....

System messages are displayed in the message window, describing the status of the connection process.

The figure below illustrates the messages displayed that explain that the system opens the Amigo virtual port and calls the CP using the Connect API Web Service. When the CP responds, the system displays messages that the “COM is OK” and that the system is verifying the communications connection.




When the connection is established, the **Panel Info** window appears displaying the resident's current status in the window title of the **Panel Info** window.

In the **Panel Info** window, click Upload <<, to upload the CP data to CMS.

Refer to 3.3.1 Uploading CP Settings Procedure on page 32.

NOTE: All functionality is available using the remote connection. However, the response time for this type of connection is slower than direct connection types.

## 3.2.2 Establishing Remote Connection with SMS

A remote connection with SMS is used when the CP is not yet registered on the Care@Home™ server. This remote connection is also used with registered CPs.

Remote connection with SMS is used depending on the service package assigned to the CP. CPs with the PERS service package connect to the CMS via remote connection with SMS. CPs with either PERS-E, Family, or Pro service package connect to the CMS via remote connection with either SMS or API.

Before establishing a remote cellular connection with SMS, ensure that the following files are located on your computer, depending on your computer operating system:

- The amigo configuration file (***amigo.ini***) is located at the following path:
  - 64-bit OS: ***C:\Program Files (x86)\Essence\Care@Home CMS***

- 32-bit OS: ***C:\Program Files\Essence\Care@Home CMS***

- The ***ESI.CmsAmigo.controller.exe*** program is located at the following path:
  - 64-bit OS: ***C:\Program Files(x86)\Essence Security\CMS Amigo***
  - 32-bit OS: ***C:\Program Files\Essence Security\CMS Amigo***

Your configuration file (***config.ini***) must include a serial port for amigo. Refer to 2.3.3 Understanding the *amigo.ini* File on page 17.

```
.
.
.
[Config]
SERIAL1=COM6->Cable
SERIAL2=COM2->Cable
SERIAL3=COM1->Cable
SERIAL4=COM5->Cable
SERIAL5=COM99->TACTICAL
SERIAL6=COM16->Amigo
.
.
.
[SERIAL6]
Type=0                  ;*** 0 = SERIAL , 1 = MODEM ***
ComNumber=16
Baud=115200
DataBits=8
Parity=0
StopBits=1
Channel=4               ;*** 4 - Amigo ***
```

## 3.2.3 Establishing Remote Connection with PSTN Modem

To connect to a PSTN CP remotely, use a PSTN landline modem.

Essence recommends that you use the USRobotics Dial-up External Landline Modem (product code: USR5637).


For information about this modem, see the following link:

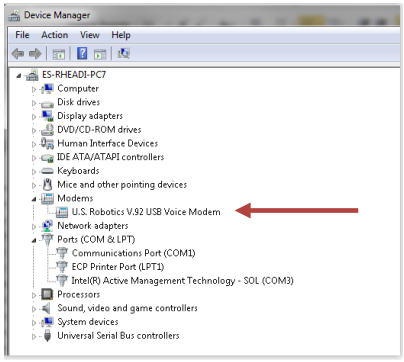
http://www.usr.com/en/products/56k-dialup-modem/usr5637/

The following example, using the USRobotics landline modem, describes the process of implementing a remote PSTN connection to the CP.

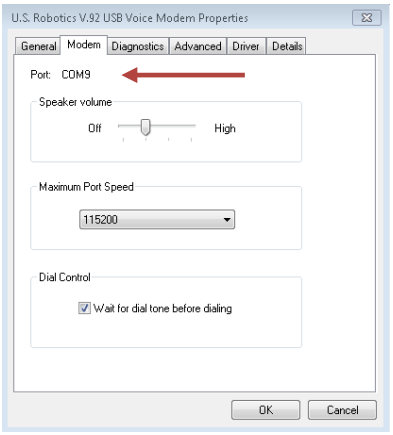
### 3.2.3.1 Installing the Landline Modem

To install a PSTN Landline modem, such as the USRobotics landline modem:

1. Plug the modem into an available USB port on the local PC. The Windows **Device Manager** identifies the device as a modem.

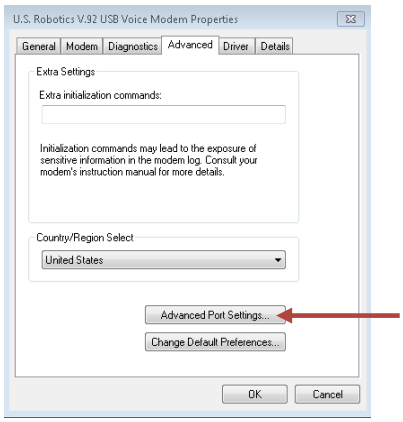



2. Double-click on the U.S. Robotics line. The U.S. Robotics **Modem Properties** window appears.
3. Click the **Modem** tab. The COM port to which the modem is assigned is displayed. In the example, the **Device Manager** assigned the modem to **Port** "COM9".

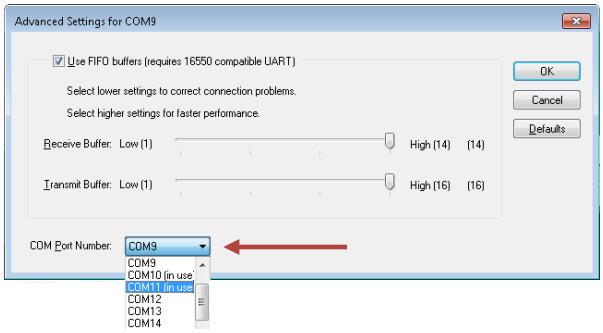



4. To change the COM port:
   a. Click the Advanced tab in the U.S. Robotics Modem Properties window. The Advanced window appears.

b. Click Advanced Port Settings. A window appears displaying the Advanced Settings for COM9.




c. Select the COM port you want to assign to the modem from the **COM Port Number** dropdown list.




d. Click **OK**.

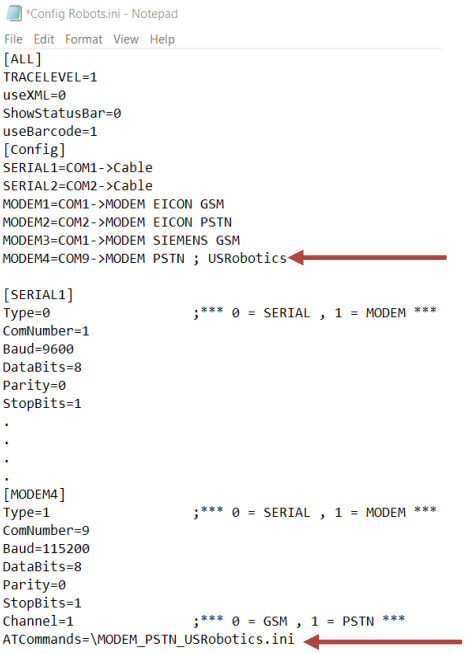
## 3.2.3.2Configuring Landline Modem COM Port

Continuing with the example of establishing the remote PSTN connection to the CP, COM9 is the COM port used by the PSTN landline modem.

To edit the configuration file, ***config.ini***, to assign COM9 to the modem:

1. Open the configuration file, config.ini, in a text editor.
2. For [Config], modify: MODEM4=COM9->MODEM PSTN
3. For [MODEM4], modify: ComNumber=9
4. Save the file changes.

The figure below shows the configuration file, ***config.ini***, revised to assign the COM port, **COM9**, to the landline PSTN Modem.




### 3.2.3.3Connecting the Remote Landline Modem

Continuing with the example of establishing the remote PSTN connection to the CP, connect the CP to the remote PSTN Landline modem.

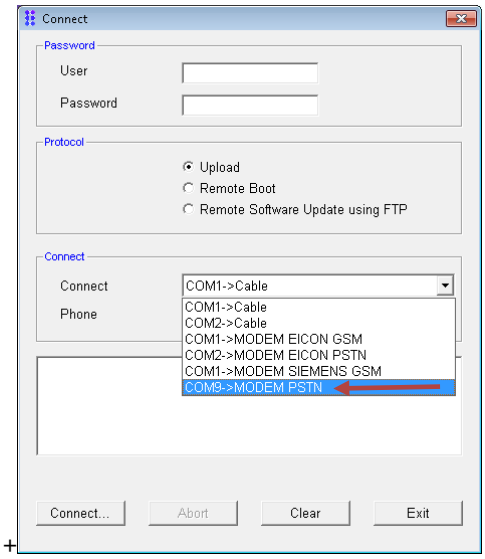
To remotely connect the Care@Home™ CMS to the CP:

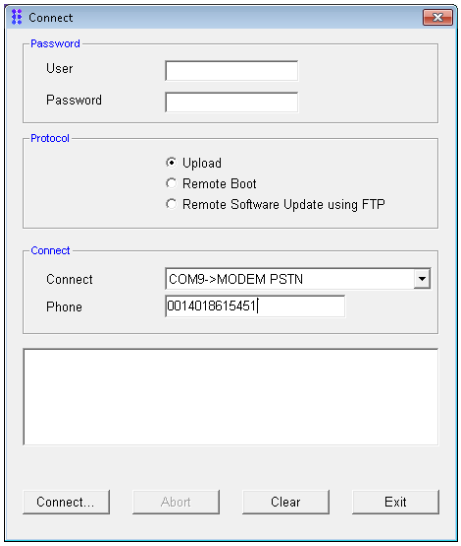
1. Double click 

. Care@Home™ CMS opens and the **Connect** window appears.
2. Click the dropdown list of the **Connect** field.
3. Select the COM port that connects to the PSTN modem. In the example, the COM port for the PSTN Modem is COM9.
4. Enter the telephone (landline) number of the remote PSTN landline CP. Enter the phone number in international telephone number format:

   **Country code||Area code||Phone number**

5. Click Connect...




## 3.3. Setting up CP Connectivity

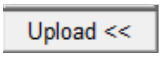
Connect the Care@Home™ CMS to the CP, to use CMS to manage your Care@Home™ CP and peripheral devices functionality.

### 3.3.1 Uploading CP Settings Procedure

To establish a connection to the CP:

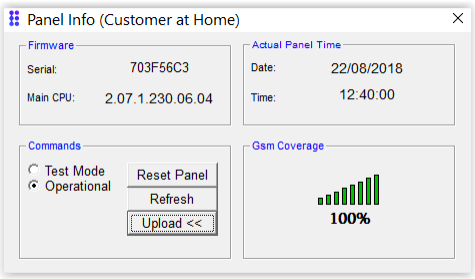
1. Double click 

. The CMS home page opens and the **Connect** window appears.
2. Select **Upload**.
3. Select the COM port according to the connection method required:
   - **Local connection**: refer to 3.1 Establishing a Local Connection on page 23.
   - **Remote Cellular connection**: refer to 3.2 Establishing a Remote Connection on page 24.
4. Enter a phone number, if required by the connection method chosen.
5. Click 

. When the connection is established, the **Panel Info** window appears.
6. Click 

to upload the CP data to CMS.

Following the successful completion of the connection procedure, the **Panel Info** window appears.

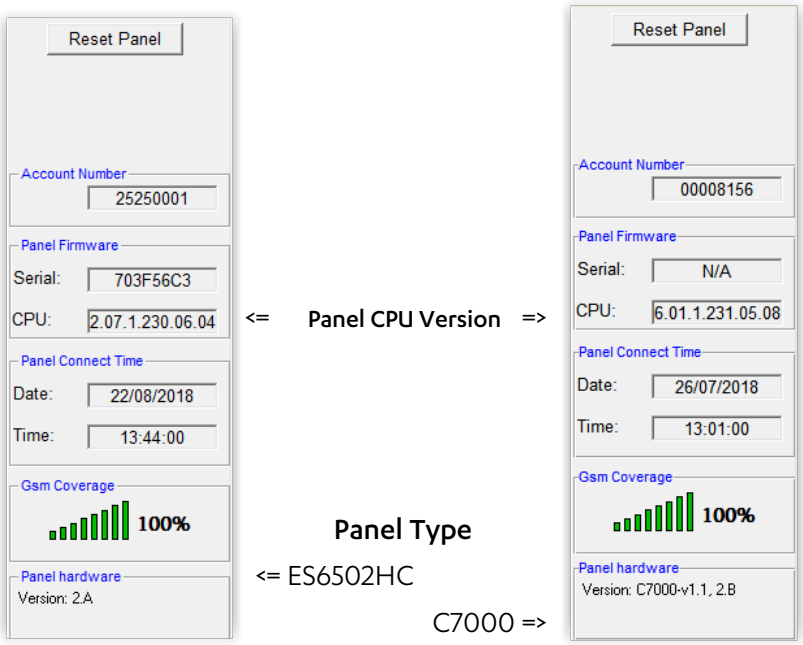



The following table describes the information and functionality of the **Panel Info** window.

| Name | Data/Buttons | Definition or Instructions | |
|---|---|---|---|
| **Firmware** | **Serial** | Serial number of the CP | |
| | **Main CPU** | Firmware version of the CP | |
| **Actual Panel Time** | **Date** | The date the CP connected to CMS, in DD/MM/YYYY format | |
| | **Time** | The time the CP connected to CMS, in HH24:MI:SS format | |
| **Commands** | **Radio button commands** | **Test Mode** | For service provider system administrator or Essence technical support use only |
| | | **Operational** (default) | Panel is in normal operation mode. |
| | **Push button commands** | **Reset Panel** | Click to restart the CP. The restart occurs at the end of the current session. |
| | | **Refresh** | Click to load new status information of the CP to the Panel Info window. |
| | | Upload << | Click to upload the CP configuration parameter values to the CMS from the CP.<br>The Remote Panel window appears displaying a progress bar of the data transfer process. |

| Name | Data/Buttons | Definition or Instructions |
|---|---|---|
| **GSM Coverage** |   | Current strength of the GSM reception signal, relevant to 3G, 2G, and LTE models |
| | | |

When the connection is established, the connection information is displayed on the left-most part of the CMS home page.




The **Panel Connection** data allows you to identify which type of panel you have, whether ES6502HC or C7000 and which panel CPU version is installed.

NOTE: **Remember:** When availability criteria are noted for a feature:

- If a panel type is **not** mentioned, the feature is fully supported by the panel type.
- If a panel type is mentioned, compare the panel version listed to the **Panel CPU Version** displayed with the **Panel Connection** data.

Along with the service package, these criteria can help you understand if a specific feature or functionality is available on your Care@Home™.

| Name | Definition and Instructions |
|---|---|
| **Reset Panel** | Click to restart the CP. The restart occurs at the end of the current session. |
| **Account Number** | Identification number currently assigned to the CP |
| **Panel Firmware** | **Serial**<br>ES6502HC/ C7000 panel serial number |
| | **CPU**<br>ES6502HC / C7000 panel firmware version (**Panel CPU Ver**)<br>NOTE: Where the panel version criteria is listed, to determine if a feature or function is included in your Care@Home™, compare the criteria to this parameter (**Panel CPU Version** or **Panel CPU Ver**) |
| **Panel Connect Time** | **Date**<br>The date the CP connected to CMS, in DD/MM/YYYY format |
| | **Time**<br>The time the CP connected to CMS, in HH24:MI:SS format |
| **GSM Coverage** |  <br>Current strength of the GSM reception signal, relevant to 3G, 2G, and LTE models |
| **Panel Hardware** | **Hardware revision**:<br>If the panel is a C7000, the " C7000" should appear as the prefix to the hardware version |

You can update the configuration parameter values of the CP by:

- Clicking **Reset Panel** on the **Panel Info** window
- Clicking **Reset Panel** on the left side of the CMS home page
- Selecting the **Open** function in the **File** menu on the CMS home page

The **Reset Panel** function requests restarting the CP when the CMS session ends.

At the end of the CMS session, the CP integrates the updated configuration parameter values into the CP functionality.

### 3.3.2 Reconnecting to the CP

When the local connection to the CP fails, you must re-establish the connection to the CP.

There are several instances when it is necessary to re-connect to the CP:

- The CP is not connected to a working USB cable.

  The messages in the **System Messages** window show the communication checking process. This process terminates with an **Authentication Time-Out** message.

  CMS issues the **Authentication Time-Out** message.
- The user does not wait the acceptable time-period before attempting to reconnect to the CP.

As in the previous instance, the connection process terminates with an **Authentication Time-Out**. CMS issues an error message.

- The COM port specified is being used by another device.

  The COM port chosen in the **Connect** window, from the **Connect** dropdown list, is unavailable.

  The messages in the **System Messages** window show that the attempt to access the COM port failed.

- The COM port chosen in the **Connect** window is invalid.

  The COM port chosen in the **Connect** window, from the **Connect** dropdown list, is incorrectly defined in the configuration file.

  As in the previous instance, the messages in the **System Messages** window show that the attempt to access the COM port failed.

To reconnect the CP to the local PC:

1. Click  .
2. Remove the USB cable from the USB connection on the CP and **wait at least 40 seconds**. This allows the CP to reset itself.

NOTE: It is crucial to wait at least 40 seconds.

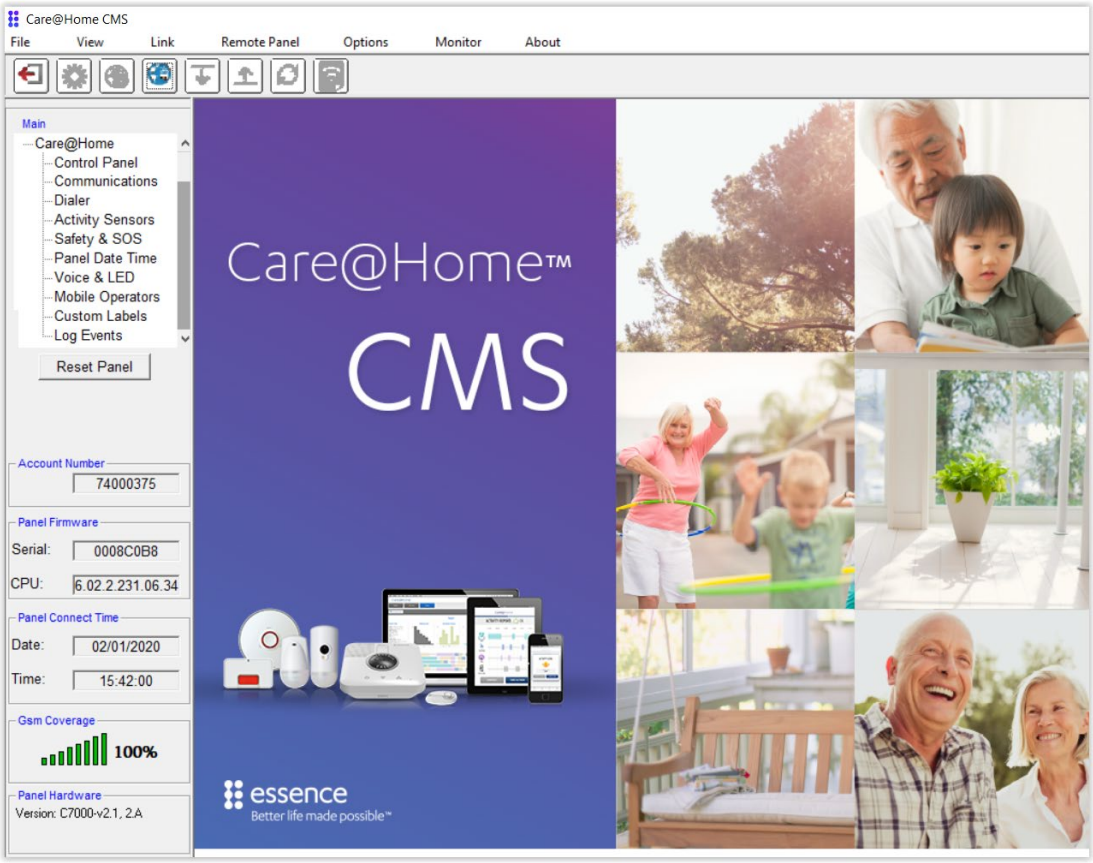
3. Reattach the USB cable to the USB connection on the CP. A successful plug-in beep is sounded. If the beep is not sounded, try again.
4. For information about the CP beeps, refer to 3.1.1 Local Connection to the CP on page 23.
5. Click 

# 4. Getting Started

Double click 

. The Care@Home™ CMS home page appears.

The Care@Home™ CMS home page provides a **File** menu, action icons, and the **Main** navigator menu to operate within the application.




## 4.1. Main Action Icons

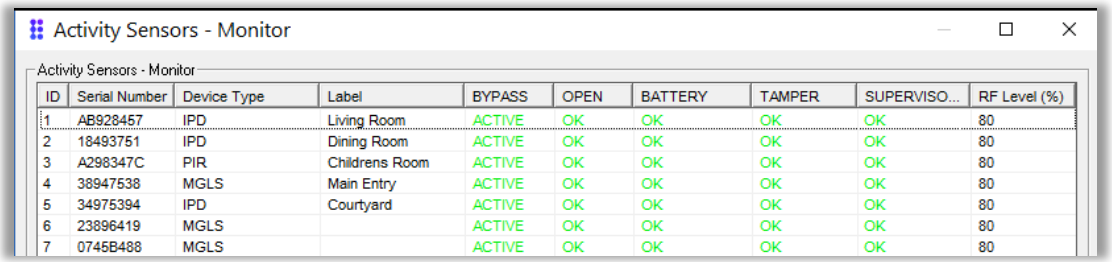
The following is a list of the action icons on the CMS toolbar, along with the functionality description of each icon.

| Action Icon | Action Definition and Instructions |
|---|---|
|  | Exit the Care@Home™ CMS application. |

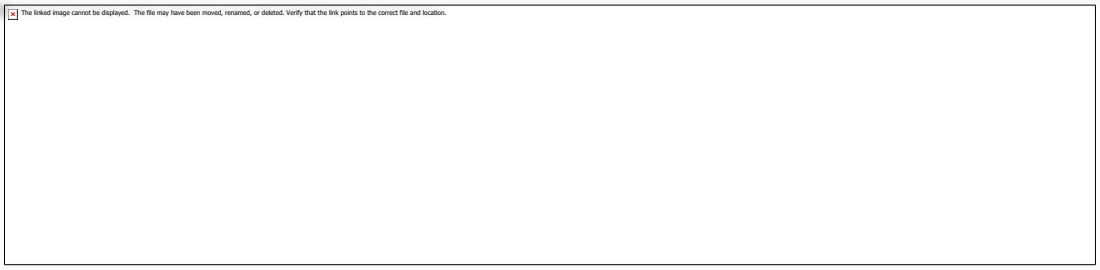
| Action Icon | Action Definition and Instructions |
|---|---|
|  | CMS properties: Revising COM port properties is reserved for Essence technical support personnel use only. |
|  | Disconnect from the CP. |
|  | Connect to the CP: Opens the **Connect** window. Refer to 3 Understanding the CMS Connection on page 22. |
|  | Download the configuration parameter settings from CMS to the CP. |
|  | Upload the configuration parameter settings from the local configuration file (***.cpf*** file) to CMS. |
|  | Refresh: Load new status information to CMS. |
|  | Monitor activity sensors, safety devices, and emergency devices connected to the CP. |

Click  or the **Monitor** sub-menu on the menu bar to access the monitoring windows. The monitoring windows display the status information for the devices connected to the CP:

- The **Activity Sensors - Monitor** window is a consolidated view of the information about the sensor devices as displayed in the **Activity Sensors** module.



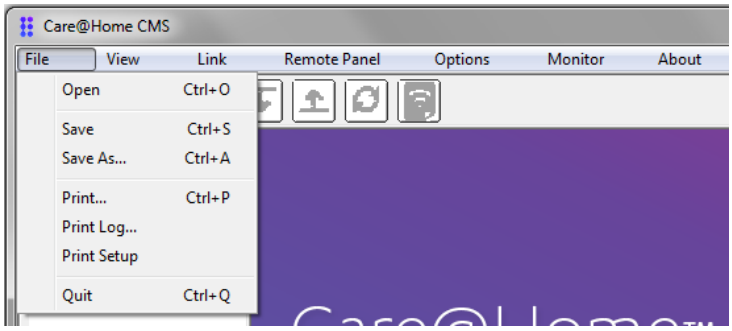

- The **Safety & SOS - Monitor** window is a consolidated view of the information about the safety and emergency devices as displayed in the **Safety and SOS** module.



NOTE: The statuses are either OK, KO, ACTIVE, or BYPASSED except the battery status. Values for the battery status are:

- OK
- LOW
- EMPTY

## 4.2. File Menu Functions




The following table explains the functions in the **File** menu which allow management of the CMS parameters file (***.cpf*** file) for the Care@Home™ CMS.

| Name | Definition and Instructions |
|---|---|
| **Open** | Locate and "open" the local ***.cpf*** file on the PC to be uploaded to CMS, using the **Windows CMS File Dialog** box. |
| **Save** | Save the current configuration parameter settings to a local ***.cpf*** file using the same file name. If the ***.cpf*** file is a new file, use the **Save As...** function. |
| **Save as...** | Save the current configuration parameter settings to a new local ***.cpf*** file with a new file name. |
| **Print...** | Produce an external file or hardcopy of the configuration parameter settings. Refer to 4.2.3 Print... Function on page 40. |

| Name | Definition and Instructions |
|---|---|
| **Print Log...** | Refer to 13.7 Print Log on page 162. |
| **Print Setup** | Set the printer settings to produce a hardcopy of the configuration parameter settings. |
| **Quit** | Select this function to exit Care@Home™ CMS. A window appears to confirm the exit request. Refer to 4.2.2. Quit Function on page 40. |

### 4.2.1 Open Function

The **Open** function not only locates and opens the ***.cpf*** file but also automatically uploads the configuration parameter settings to the CP, at the end of the session.

### 4.2.2 Quit Function

The **Quit** function verifies that the changes made during the CMS session were updated and/or saved, befor allowing you to exit CMS.

To exit CMS:

1. In the **File** menu, click **Quit**.
2. If your CMS is connected to a CP, a message appears prompting you to confirm the exit request.
3. Click **Yes** to exit CMS.
4. If open issues remain, the application displays several caution messages to prompt you to confirm that you are aware of these issues.
5. Click **OK** to close these messages to exit CMS.

### 4.2.3 Print... Function

The **Print...** function opens the Print Panel Configuration window. This function provides the tools to choose the media format to print the CP data. You can choose whether to produce an Excel file, a ***.csv*** (comma separated values) file, or a hardcopy of the configuration parameter settings.

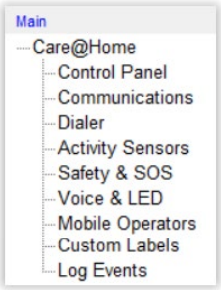
### 4.2.4 Print Log... Function

The **Print Log...** function has same functionality as in the **Log Events** module. Refer to 13.7 Print Log on page 162.

## 4.3. The Main Navigator Menu

The **Main** navigator menu provides a guide to access the modules in the CMS application.

The following is a list of the CMS application modules, including a description of each module's purpose:




- **Control Panel** – This module provides the tools to configure the Care@Home™ CP parameters.

  Refer to 5 The Control Panel Module on page 43.

- **Communications** – This module allows for configuration management of multiple communication channels, allowing for remote activation or redundancy in case of channel failure or other connectivity issue.

  Refer to 6 The Communications Module on page 79.

- **Dialer** – This module provides the tools to define the communication methods, such as phone numbers, IP addresses, and ports, and to manage the flow required to communicate with a monitoring station.

  Refer to 7 The Dialer Module on page 92.

- **Activity Sensors** – This module provides the tools to manage and control the activity sensors installed on the resident's premises.

  Refer to 8 The Activity Sensors Module on page 122.

- **Safety and SOS** – This module provides the tools to manage and control the safety and emergency devices installed on the resident's premises.

  Refer to 9 The Safety & SOS Module on page 129.

- **Voice & LED** – This module provides the operator with a tool to define which type(s) of announcements and reminders are to be used, to manage the vocal announcements and reminders for the resident, and to control the CP LED indicators.

  The reminders announce:

  - When the residents should take their medication
  - The schedule time of an appointment
  - The time transportation should arrive to take a resident to an appointment or meeting

- Wake-up calls like an alarm clock
- Random requests from the operator for the residents to test their emergency buttons

Refer to 10 Voice & LED Module on page 139.

- **Mobile Operators** – This module provides the tools to provide APN information for the SIM card in the Care@Home™ CP.

  Refer to 11 Mobile Operators on page 152.

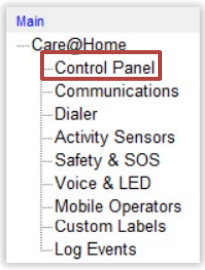
- **Custom Labels** - This module provides the tools to define and manage the personalized labels, defined by the user, to label areas on the resident's premises not included in the list of possible areas provided by the application.

  Refer to 12 The Custom Labels Module on page 157.

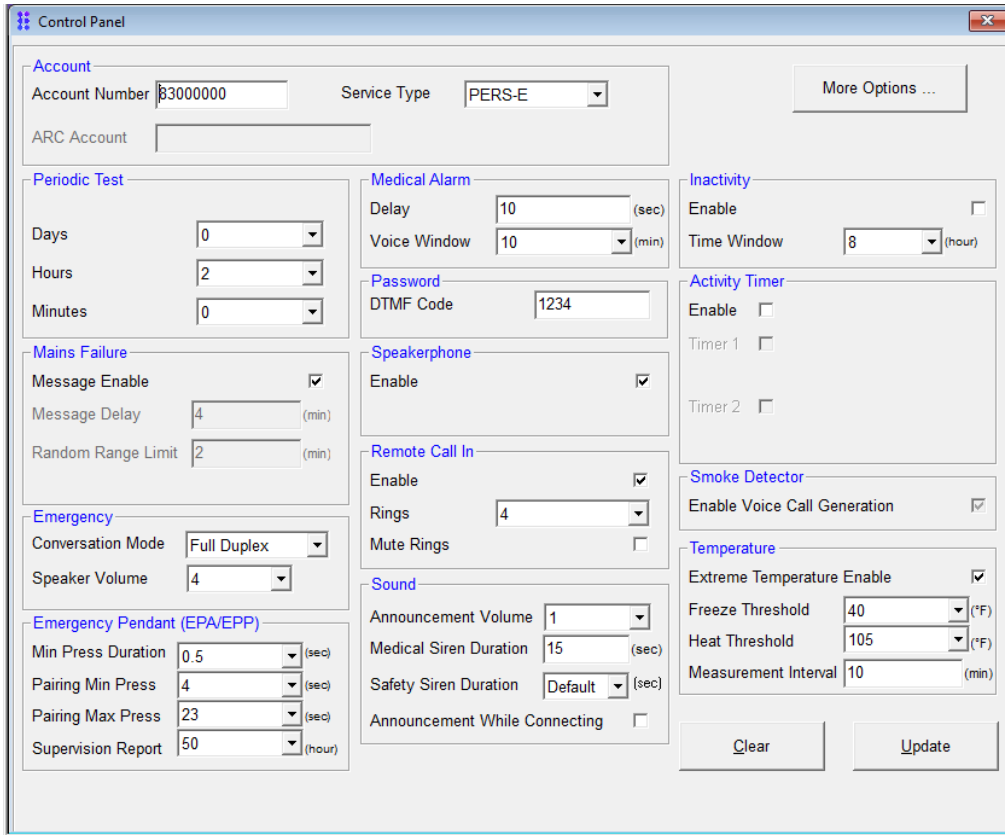
- **Log Events** – This module provides the tools to view the log of events and activities recorded by the CP for a given time-period.

  Refer to 13 The Log Events Module on page 159.

# 5. The Control Panel Module




Click **Control Panel** on the **Main** navigator menu. The **Control Panel** module is the tool that allows the configuration of the settings for the Care@Home™ CP installed on the resident's premises.




## 5.1. Account Number

The **Account Number** is a unique 8-digit integer, used as the required CP identification number, assigned to a CP by the monitoring station.

NOTE: When the GSM configuration parameter, **Combine DNIS with Account No**, is marked, the account number is a concatenation of the DNIS with up to the last five digits of the assigned number.

## 5.2. ARC Account Number

The ARC account number is a unique 16-digit integer. It is an optional customer-defined identifier. The ARC account number is sent to the monitoring station using the following protocols:

- SCAIP – ADL version 2.5.14 and later
- CPC – PERS version 2.6 and later

## 5.3. Service Type

A Care@Home™ service type is the product offering of Care@Home™ that provides a level of security and monitoring for the resident.

The supported Care@Home™ service types by panel and software version are:

| Service Type | ES6502HC | | C7000 | |
|---|---|---|---|---|
| | Earlier than Panel CPU 2.05 | Panel CPU 2.05 or later | Prior to Care@Home 6.02 | Care@Home 6.02 and later |
| **PERS** | √ | √ | √ | √ |
| **PERS-E** | | | | √ |
| **Pro** | √ | √ | | √ |
| **Family** | | √ | | √ |

Select the service type assigned to the CP. CMS activates the functionality specific for the service type selected.

NOTE: For ES6502HC, select **Family** for the **PERS-E** service type and disable Report Interval.

When uploading CP parameter values from a local ***.cpf*** file or from a CP connected to the CMS and the parameter values are defined for a specific service type, the **Service Type** parameter is automatically displayed and the relevant Care@Home™ functionality activated. The CMS interface changes accordingly.

Click More Options ... to display additional CP configuration parameters.

## 5.4. More Options

The CP extended configuration includes standard and support-level parameter categories. **More Options** displays the additional developer-level categories if you connected to the CP with developer credentials.

NOTE: For ES6502HC, access to **More Options** is available for CP software version 2.03 or later.

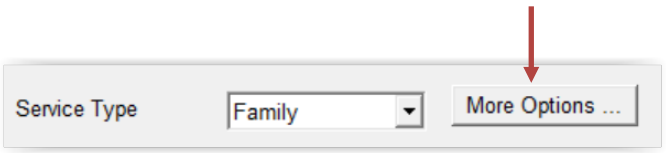

The following table lists the standard and developer-level parameter categories.

| Tab name | Access | Description | Refer to | Tab Visible | | | |
|---|---|---|---|---|---|---|---|
| | | | | ES6502HC | | C7000 | |
| | | | | PERS | Pro& Family | Not PERS or PERS-E | All |
| **Photo Config** | Standard | Definitions for the camera sensors configuration | 5.4.1 Photo Config on page 47 | | √ | √ | |
| **Out of Home** | Support | Definitions of **Out of Home** monitoring and alert notification | 5.4.2 Out of Home on page 49 | | √ | √ | |
| **Analytics** | Standard | Other additional configuration parameters | 5.4.3 Analytics on page 51 | | √ | √ | |
| **Periods** | Support | Definitions of periods for rules' definitions | 5.4.4 Periods on page 52 | | √ | Not PERS or PERS-E | |

| Tab name | Access | Description | Refer to | Tab Visible | | | |
|---|---|---|---|---|---|---|---|
| | | | | ES6502HC | | C7000 | |
| | | | | PERS | Pro& Family | Not PERS or PERS-E | All |
| **Rules** | Support | Rules' criteria settings | 5.4.5 Rules on page 54 | | √ | Not PERS or PERS-E | |
| **PERS** | Standard | Additional communications protocol, CP battery management, and debug option for technical support | 5.4.6 PERS on page 58 | **Panel CPU Ver** 2.03 and later | **Panel CPU Ver** 2.04 and later | | √ |
| **DTMF Config** | Standard | Definitions for DTMF keys configuration | 5.4.7 DTMF Config on page 60 | **Panel CPU Ver** 2.03 and later | **Panel CPU Ver** 2.04 and later | | √ |
| **Log** | Standard | Log transmission and transfer parameters | 5.4.8 Log on page 63 | | **Panel CPU Ver** 2.05 and later & GSM-enabled | | √ |
| **VPD Config** | Standard | VPD configuration parameters at CP level, and a migration tool for full VPD functionality. | 5.4.9 VPD Configuration Parameters on page 64 | **Panel CPU Ver** 2.03 and later | **Panel CPU Ver** 2.04 and later | | √ |
| **EPA Config** | Standard | Configuration for EPA at CP level, for all EPAs in your Care@Home™ | 5.4.10 EPA Configuration Parameters on page 68 | **Panel CPU Ver** 2.03.4 and later | **Panel CPU Ver** 2.05.6 and later | | √ |
| **RF** | Standard | For Essence technical support only | 5.4.11 RF Settings on page 70 | | **Panel CPU Ver** 2.05.6 and later | | √ |

To revise the CP configuration:

1. Click More Options ... . The Control Panel Configuration Extension appears.



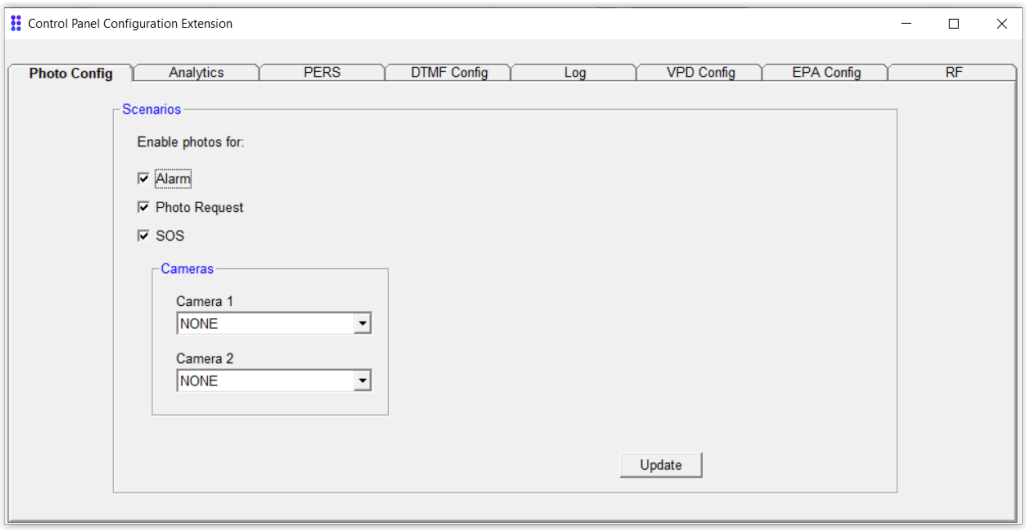

2. If you connected to the CP without support credentials, the **Control Panel Configuration Extension** appears with the standard tabs.

3. If you connected to the CP with support credentials, the **Control Panel Configuration Extension** appears with both the standard tabs and the developer-level tabs.
4. Refer to3 Understanding the CMS Connection on page 22.
5. Click the tab you want to edit and enter the values for the parameters on the tab.
6. On each tab, click **Update** to add the revised configuration parameter values to the CP configuration.
7. Click **Close** or click X on window to exit the **Control Panel Configuration Extension**.

## 5.4.1 Photo Config

NOTE: The **Photo Config** parameters are available for Family and Pro only

The **Photo Config** tab allows you to configure the camera detectors (IPDs) which include infrared sensors.




When triggered, each of the IPDs photographs five consecutive photos of the triggering event. If both cameras are enabled, the photos are taken in the order defined by the configuration parameters. The purpose of the **Photo Config** tab is to configure this camera-related functionality.

NOTE: IPDs are optional.

If IPDs are installed, mark the relevant checkboxes to enable the following capabilities:

- **Alarm** – If enabled, the CP instructs the IPDs to take photos when an alarm is triggered. The default is disabled (clear).
- **Photo Request** - If enabled, the CP instructs the IPDs to take photos when an event is detected by any of the configured sensors. The default is disabled (clear).
- **SOS** - If enabled, the CP instructs the IPDs to take photos when an emergency event is triggered. The default is disabled (clear).

If IPDs are installed, define the **default order** in which the IPDs photograph events when the camera option is triggered by the CP or pendant.

- Camera 1 – first priority
- Camera 2 - second priority

The numeric value selected for the camera parameter is the device identification number assigned to an IPD in your Care@Home™ configuration.

If the camera parameter is set to **None**, the camera option is disabled. The default configuration is **None**.

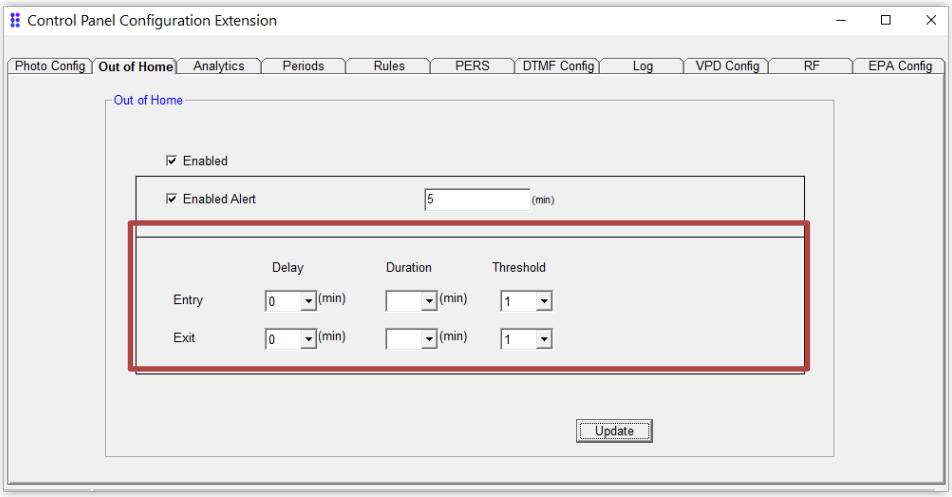
You can override the default order per device in the Activity Sensors and the Safety and SOS modules.

Refer to 8 The Activity Sensors Module on page 122.

Refer to 9 The Safety & SOS Module on page 129.

## 5.4.2 Out of Home

NOTE: The **Out of Home** parameters are available only for service types Family and Pro.




The **Out of Home** tab allows you to configure the monitoring and alert notifications for the **Out of Home** event. The parameters that define an **Out of Home** event are used when applying the **Out of Home** non-standard rule type. This tab requires support-level access.

Caution: Set these parameters carefully to avoid false alerts.

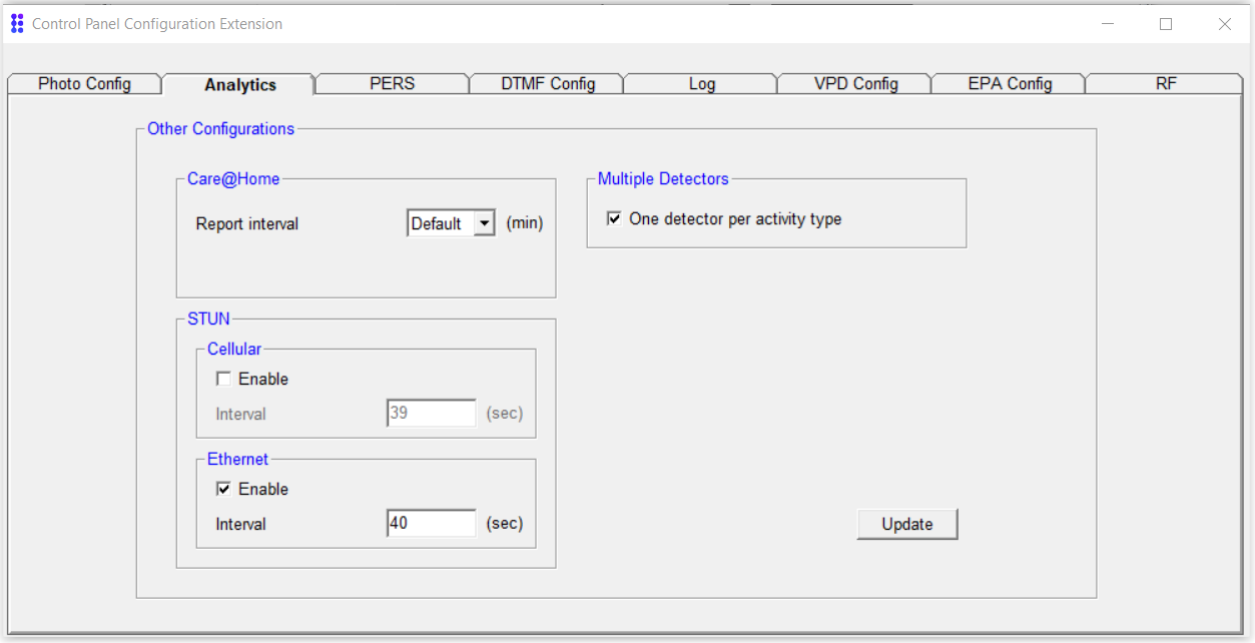
The following table describes the **Out of Home** configuration parameters.

| Parameter | | Description | Values |
|---|---|---|---|
| <**Out of Home** feature activation> | **Enabled** | Mark to activate **Out of Home**. | Marked=Enabled<br>Clear= Disabled |
| | **Enabled Alert** | Mark to activate the **Out of Home** alert. | Marked=Enabled<br>Clear= Disabled |
| <Out of Home> **Entry** | **Delay** | Select the amount of time to wait, from the time the **Entry** event occurs, before activating detection. | Dropdown list: 0 - 50 minutes |
| | **Duration** | Select the amount of time to detect movement before deciding whether the resident is at home.<br>Note: If the duration has expired and no detections occur, the resident is still **Out of Home**. | Dropdown list: 5 – 720 minutes |

| Parameter | | Description | Values |
|---|---|---|---|
| | **Threshold** | Select the number of detections that must occur to trigger a **Back at Home** alert.<br>Note: A **Back at Home** alert is triggered if the number of detections occurs, even if the duration time has not expired. | Dropdown list: 1 - 16 detections |
| <Out of Home> **Exit** | **Delay** | Select the amount of time to wait, from the time the **Exit** event occurs, before activating detection. | Dropdown list:<br>● ES6502HC ADL firmware, CP version 2.09.6 and later (except2.14): 0-254 minutes in increments of 1 minute.<br>● In all other releases (including C7000): 0-50 in increments of 5 minutes |
| | **Duration** | Select the amount of time to detect movement before deciding whether the resident is not at home.<br>Note: If there are no detections, the resident is **Out of Home**. | Dropdown list: 5 - 720 minutes |
| | **Threshold** | Select the number of detections that must occur to not trigger an **Out of Home Exit** alert. | Dropdown list:<br>1 - 16 detections |

## 5.4.3 Analytics

The **Analytics** tab allows you to configure service level functionality, as needed.



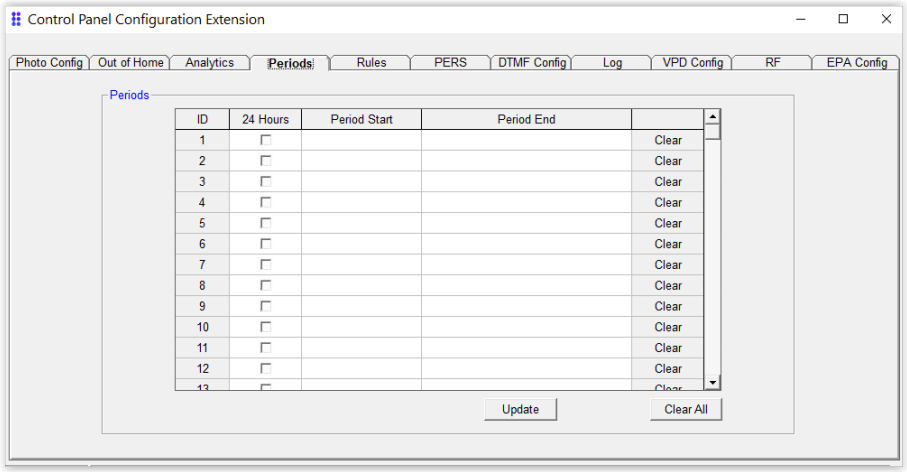

The following table describes the **Analytics** configuration parameters.

| Name | Definition and Instructions | | Data Values | ES6502HC | | C7000 | |
|---|---|---|---|---|---|---|---|
| | | | | PERS | Pro & Family | Not PERS | All |
| **Care@Home:** | **Report Interval** | To configure the interval for reporting activities, select the reporting frequency in minutes<br>**Note:** For PERS-E, this parameter can be disabled.<br>On the C7000 the parameter is disabled by default. | Dropdown List<br>"Default", 10 - 180 with increments of 10.<br>For C7000, and ES6502HC with CPU version between 2.09.1 and 2.14, list includes "Disable" | N/A | √ | √ | |
| | **Sleeping interval** | Select the amount of time of the PIR "blocking window". This is the time the PIR "sleeps" between detections.<br>**Note:** 10 seconds is recommended<br>**Note:** Parameter appears for support-level user only | Dropdown List<br>"Default", 10 - 300 with increments of 10. Default: 160-seconds | N/A | √ | √ | |

| Name | Definition and Instructions | | Data Values | ES6502HC | | C7000 | |
|---|---|---|---|---|---|---|---|
| | | | | PERS | Pro & Family | Not PERS | All |
| **STUN Cellular** | **Enable** | Mark to enable the STUN cellular communications type | Marked=Enabled<br>Clear= Disabled | N/A | √ | √ | |
| | **Interval** | Select the interval in seconds | Integer (5):<br>25 - 43200 sec | N/A | √ | √ | |
| **STUN Ethernet** | **Enable** | Mark to enable the STUN Ethernet communications type | Marked=Enabled<br>Clear= Disabled | N/A | N/A | √ | |
| | **Interval** | Select the interval in seconds | Integer (5):<br>25 - 43200 sec | N/A | N/A | √ | |
| **Multiple Detectors:** | **Note:** ES6502HC with panel software version 2.09.6 through 2.14 – Pro service package<br>Mark to limit one detector per activity type | | Marked=Enabled<br>Clear= Disabled | N/A | √ | | |

## 5.4.4 Periods

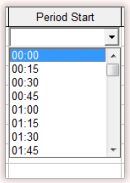
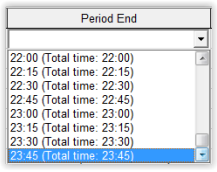
NOTE: The **Periods** parameters are available only for service types Family and Pro.




The **Periods** tab allows you to define the periods to use when defining rules. This tab requires support-level access.

You can mark a period of 24 hours or define the beginning and end of a period, up to 24 hours.

The following table describes all the parameters and functionality of the **Periods** tab.

| Parameter | Description | Values | Notes |
|---|---|---|---|
| **ID** | The identification code for the period: The code assigned is the number of the row where the period is defined. | Display Only<br>You can define up to 16 periods. | The **Rule** definitions refer to this identification code. |
| **24 Hours** | Mark to define a 24-hour period. | Marked = 24 hours | Default:<br>Clear- no period |
| **Period Start** | Select the Period begin time. | Dropdown list:<br>00:00 – 23:45<br>in 15-minute intervals |  |
| **Period End** | Select the Period finish time. | Dropdown list:<br>24-hours of 15-minute intervals beginning with the first 15-minute interval following the begin time |  |

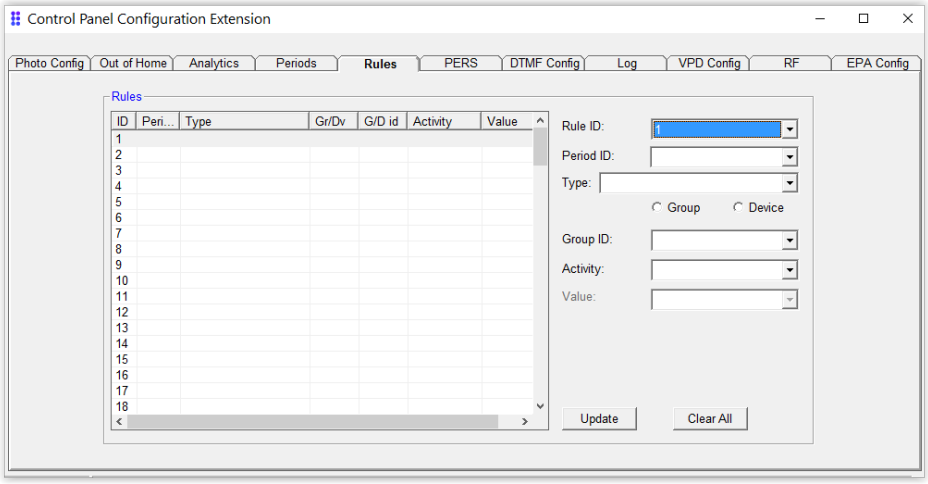
Click **Clear** to delete the selected period definition. A prompt appears to confirm your request.

Click **Clear All** to delete all the period definitions. A prompt appears to confirm your request.

Click **Update** to save all the period definitions.

## 5.4.5 Rules

NOTE: The **Rules** parameters are available only for service types Family and Pro.




The **Rules** tab allows you to define the rules to trigger activity alerts. This tab requires support-level access.

When you define a rule, you assign the rule to a rule type. Each rule type has attributes that determine the rule's behavior. The rule can trigger alerts. For a list of rules types see page 55.

For example, if a rule is assigned the "Wandering" type, the rule behavior definition includes:

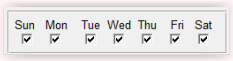
- The **period** in which the activity of "opening of the entrance door" is tracked
- The monitoring of the activity during the **period** on each of the marked **days of the week**
- The **duration** after which an alert is broadcast if no activity is detected

There are rule types that are triggered by the number of PoSAs identified within a given period.

The **Pro** and **Family** service types interpret movement detections differently. **Pro** tracks resident "activities" whereas **Family** tracks resident "presence". The algorithm determines "presence" by recognizing "sustained activity" detections.

A **Period of Sustained Activity** (PoSA) is a period during which an activity sensor detects multiple consecutive movements. For example, if the resident is in the dining room, a PoSA is recognized when the activity sensor in the dining room detects two or more movements of the resident at or in the vicinity of the dining room table.

The following table describes the parameters of the **Rules** tab.

| Parameter | Description | Values | Notes |
|---|---|---|---|
| **Rule ID** | The identification code for the rule: The code assigned is the number of the row where the rule is defined. | Display Only | Maximum: 128 rules. |
| **Period ID** | Select the identification code of the time frame in which the rule should monitor for specific activity or no activity. | Dropdown list of Periods defined in the **Periods**. | Refer to 5.4.4 Periods on page 52 |
| **Type** | Note: Option **Possible fall** is not available for Family service type<br>Select the rule type associated with the rule being defined. | Dropdown list of the rule types. | For a list of rules types see page 55. |
| **Group / Device** | Choose either an activity group of devices or a specific device whose detections are used by the rule to trigger alert notifications | Options:<br>● Group<br>● Device<br>Options are enabled based on the **Type** selected. | **Group** functionality allows you to manually define a group of devices for rule usage only. |
| **Group ID / Device ID** | Select activity group identification code<br>Select device identification code | Dropdown list is determined by value of previous parameter. | |
| **Activity** | When **Group** is chosen, select the activity type assigned to the activity group. | Dropdown list of activities according to the default device configuration | Enabled only for **Group** |
| **Value** | The field changes based on the **Type** selected. | Dropdown list:<br>● Detections<br>● Durations (min)<br>● Durations (min) with days of the week (DoWs)<br>● Durations (sec)<br>● PoSAs<br>● Expiration (min) | Depends on the selected rule |
| **<Days of the week>** | Mark the days of the week to activate the rule. | Sunday through Saturday<br>  | Shown only for rules Wandering and Unexpected Entry/Exit |

Click **Clear All** to delete all the rule definitions. A prompt appears to confirm your request.

Click **Update** to save all the rule definitions.

The following describes the rule types and the parameters required for each rule type.

| Name | Description | Group (Gr)/ Device (Dv) | Value |
|---|---|---|---|
| **Excessive Activity** | Note: For Family or for Pro with **Panel CPU Version** 2.4.5 and later, only with rule Wake & Well<br>An alert is triggered when more than the expected number of activity detections is made, during the chosen period. | Gr or Dv<br>If Gr, select Activity type | Detections (1-255) |

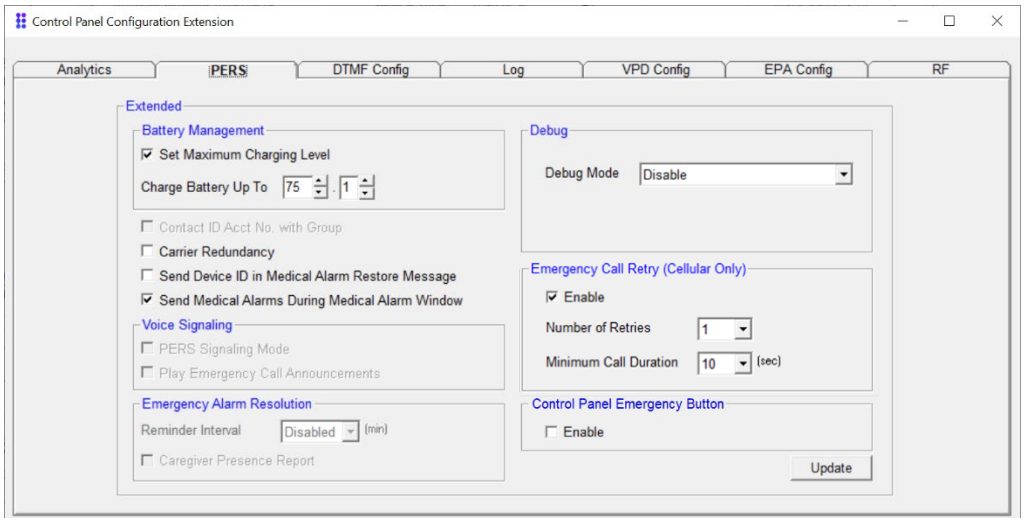
| Name | Description | Group (Gr)/ Device (Dv) | Value |
|---|---|---|---|
| **Extreme Low Activities** | **Note:** Family only<br>An alert is triggered when the resident is on the premises and no activity detections are made for longer than the expected duration, during the chosen period. | N/A | Duration (min) |
| **High Number of PoSA** | **Note:** Family only<br>An alert is triggered when more than the expected number of PoSAs is identified, during the chosen period. | Gr or Dv<br>If Gr, select Activity type | PoSAs (1-255) |
| **High Sum of PoSA Durations** | **Note:** Family only<br>An alert is triggered when the total duration of the PoSAs identified during the chosen period exceeds the expected duration. | Gr or Dv<br>If Gr, select Activity type | Duration (min) |
| **Low Activity** | An alert is triggered when the resident is on the premises and the number of activity detections made, during the chosen period, is lower than the expected number of detections. | Gr or Dv<br>If Gr, select Activity type | Detections (1-255) |
| **Low Number of PoSA** | **Note:** Family only<br>An alert is triggered when less than the expected number of PoSAs is identified, during the chosen period. | Gr or Dv<br>If Gr, select Activity type | PoSAs (1-255) |
| **Low Sum of PoSA Durations** | **Note:** Family only<br>An alert is triggered when the total duration of the PoSAs identified during the chosen period is below the expected duration. | Gr or Dv<br>If Gr, select Activity type | Duration (min) |
| **Magnet Open Too Long** | An alert is triggered when a door on the premises is open for longer than the expected duration, during the chosen period. | Dv | Duration (min) |
| **Possible Fall** | **Note:** Pro only<br>An alert is triggered when the resident is on the premises and no activity detections have been made in the expected duration following the last activity detection, during the chosen period. | Dv | Duration (min) |
| **Short Duration Between Extremes** | **Note:** Family only<br>An alert is triggered when the resident is on the premises and during the chosen period, either:<br>● No activity detections have been made by a specific device<br>-or-<br>● The time between detections, following the last activity is shorter than the expected duration. | Dv | Duration (min) |
| **Sustained Activity** | **Note:** Family only<br>During the chosen period, PoSAs are identified when two or more activities are detected by the same activity sensor, prior to the configured expiration of a PoSA timer. | Gr or Dv<br>If Gr, select Activity type | Expiration (min) |
| **Unexpected Entry/Exit Timer** | **Note:** For Family or for Pro with **Panel CPU Version** 2.4.5 and later<br>An alert is triggered when a door on the premises is used, during the chosen period, on given weekdays. Detections made during the expected duration are ignored. | Gr or Dv<br>If Gr, select Activity type | Duration (sec)<br>and DoWs |

| Name | Description | Group (Gr)/ Device (Dv) | Value |
|---|---|---|---|
| **Wandering** | **Note:** Family only<br>An alert is triggered when a door on the premises is used, during the chosen period, on given weekdays and no detections are made for longer than the expected duration. | N/A | Duration (min) and DoWs |

## 5.4.6 PERS

NOTE: For ES6502HC, **PERS** parameters are available:

- Family or Pro with **Panel CPU Version** 2.04 or later
- PERS with **Panel CPU Version** 2.03 or later




The following table describes the PERS parameters that define PERS-related functionality at CP level.

| Name | Definition and Instructions | | Data Values | ES6502HC | | C7000 |
|---|---|---|---|---|---|---|
| | | | | PERS Firmware | ADL Firmware | |
| **Battery Management** | **Set Maximum Charging Level** | Mark to allow setting the maximum battery charging level.<br>Clear to allow the default maximum battery charging level. | Set level = Marked<br>Use default level = Cleared | **Panel CPU Ver** 2.03.3 or later | N/A | √ |
| | **Charge Battery Up To** | Select the maximum battery charging level. | Dropdown list | | | |
| **Contact ID Acct No. with Group** | Note: For **PSTN** models only<br>Mark to enable the usage of the Contact ID group or partition as an extension of the account field in the CP configuration. | | Enable = Marked<br>Disable = Cleared | PSTN enabled &<br>**Panel CPU Ver** 2.14.1 or later | N/A | X |

| Name | Definition and Instructions | Data Values | ES6502HC | | C7000 |
|---|---|---|---|---|---|
| | | | **PERS Firmware** | **ADL Firmware** | |
| **Carrier Redundancy** | Note: For CP models with GPRS SIA IP and ethernet communications channels only<br>Mark to enable the CP to send messages to the same third-party receiver, using two different IP addresses. | Enable = Marked<br>Disable = Cleared | GSM enabled & Panel CPU Ver 2.03.3 or later | N/A | √ |
| **PERS Signaling Mode** | Note: For **PSTN** only<br>Mark to force the CP to use only the **Voice Signaling** dialer. This option is used when only the **Voice Signaling** dialer can reach the monitoring station.<br>Note: The CP sends only medical alarm (**MA**) messages. | Enable = Marked<br>Disable = Cleared | PSTN enabled & **Panel CPU Ver** later than 2.05 or **Panel CPU Ver** from 2.03.1.44 until 2.04 | N/A | X |
| **Send Device ID in Medical Alarm Restore Message** | Mark to add the ID of the device, that triggered the medical alarm, to the message, when one of the following occurs:<br>● DTMF code 9 entered.<br>● Call disconnected without DTMF code.<br>● Panel RESET button pressed. | Enable = Marked<br>Disable = Clear<br>Default: Clear | Disabled and unmarked | | Enabled for CP versions:<br>6.01.9 through 6.02 and 6.03 |
| **Send Medical Alarms During Medical Alarm Window** | Within a single medical alarm window:<br>Mark to send an alarm for each medical alarm triggered.<br>Clear to send only one alarm, ignoring additional medical alarms. | Enable = Marked<br>Disable = Clear<br>Default: Marked | | | |
| **Debug**<br>For Essence Professional Services personnel only | **Disable**<br>Select this option to exit debug mode and resume regular operations. | Dropdown list | **Panel CPU Ver** 2.03 or later | **Panel CPU Ver** 2.04 or later | √ |
| | **Continuous Debug Logging**:<br>Select this option to enable the CP to log events continuously, sending the log files to the debug server whenever the buffer is full. | | | | |
| | **One-time Debug Logging**:<br>Select this option to enable the CP to log events only until the buffer is full. The CP sends the log file to the debug server and stops logging events. | | | | |
| | Click to trigger the CP to:<br>● Send the current log file to the debug server<br>● Stop logging events. | Send debug to server | | | |

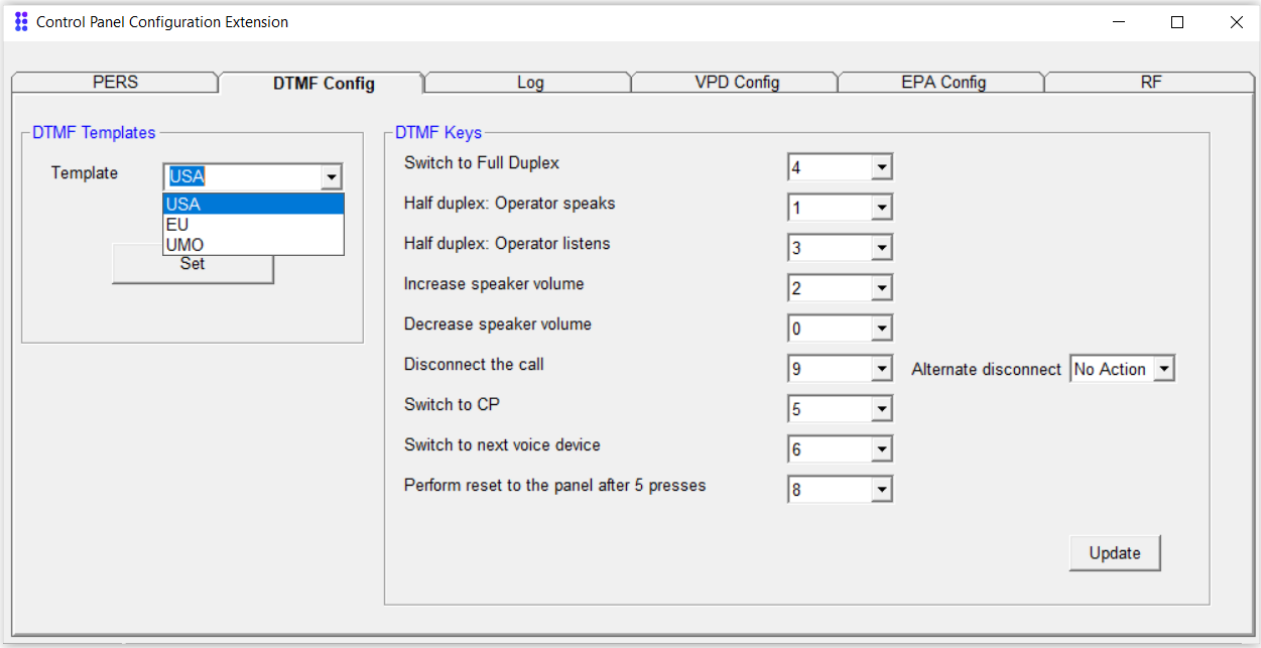
| Name | Definition and Instructions | | Data Values | ES6502HC | | C7000 |
|---|---|---|---|---|---|---|
| | | | | PERS Firmware | ADL Firmware | |
| **Emergency Call Retry** | Enable | Mark to enable automatic redial when an emergency call is terminated prematurely. | Enable = Marked<br>Disable = Cleared<br><br>Default: Marked<br>Default for panels not supporting the feature: Unmarked and disabled | N/A | N/A | CP version 6.04 and later. |
| | Number of Retries | Number of times to retry the emergency call<br><br>Active when Enable is marked. | 1-3 | | | |
| | Minimum Call Duration | Minimum length of call, in seconds, for call to be considered completed.<br><br>Active when Enable is marked. | 5-30 seconds (5 second intervals) | | | |
| **Control Panel Emergency Button** | Enable | Mark to enable the CP to generate an emergency alarm when the Emergency Button is pressed. | Enable = Marked<br>Disable = Cleared<br><br>Default: Marked<br>Default for panels not supporting the feature: Marked and disabled | N/A | N/A | CP version 6.05.2 and later. |

## 5.4.7 DTMF Config

When you:

- Upload information from a CP or open a ***.cpf*** file, you see the DTMF keys as configured in the CP.

- Use a legacy ***.cpf*** file and there are no DTMF codes in the file, the downloaded DTMF codes will be the default codes from the **DTMFConfig.ini** file.




The purpose of the **DTMF Configurations** tab is to define the telephone keys to use for conversation flow, through the CP, between the service provider operators and the resident.

Refer to 2.3.4 Understanding the *DTMFConfig.ini* File on page 20.

The following table describes the configuration parameters on the **DTMF Configurations** tab.

| **Name** | Names, Descriptions, and/or Instructions<br>**Note:** Names are subject to panel software versions | **ES6502HC** | | **C7000** |
|---|---|---|---|---|
| | | **PERS** | **Family or Pro / Family, Pro, & PERS** from **Panel CPU Ver** 2.09.6 | |
| **DTMF Templates** | Choose the template you need:<br>● USA<br>● EU<br>● UMO (Verklizan) | √ | √ | √ |
| **DTMF Keys** | Switch to Full Duplex | **√** | √ | √ |
| | Half duplex: Operator speaks | **√** | √ | √ |
| | Half duplex: Operator listens | **√** | √ | √ |
| | **Increase speaker volume** /<br>Full duplex: Increase speaker volume/<br>Full duplex: Increase speaker volume (GSM only) | √ | √ | √ |
| | **Decrease speaker volume** /<br>Full duplex: Decrease speaker volume/<br>Full duplex: Decrease speaker volume (GSM only) | √ | √ | √ |
| | Disconnect the call | **√** | **√** | √ |

| Name | Names, Descriptions, and/or Instructions<br>**Note:** Names are subject to panel software versions | ES6502HC | | C7000 |
|---|---|---|---|---|
| | | **PERS** | **Family or Pro / Family, Pro, & PERS** from **Panel CPU Ver** 2.09.6 | |
| | Note: For Verklizan UMO only<br>Alternate disconnect is "0" | N/A | N/A | **C7000 CPU Ver** 6.02.2 or later |
| | Note: For VPD voice extender feature<br>Switch to CP | **N/A** | **Panel CPU Ver** 2.08 or later | √ |
| | Note: For VPD voice extender feature<br>Switch to next voice device | N/A | **Panel CPU Ver** 2.08 or later | √ |
| | Perform reset to the panel after 5 presses | PSTN only | N/A | PSTN only |

The following table lists the default values for each of the DTMF templates:

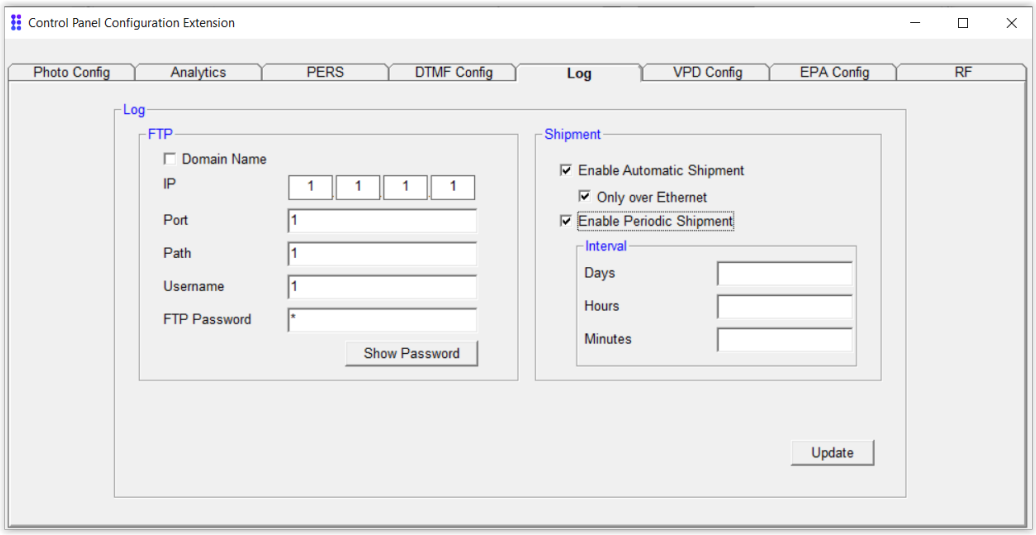
| Action | USA | Europe | UMO | Comments |
|---|---|---|---|---|
| Talk | 1 | 8 | 8 | |
| Listen | 3 | 7 | 7 | |
| Increase speaker volume: 1 - 5 levels | 2 | 3 | 3 | |
| Decrease speaker volume: 1 - 5 levels | 0 | 1 | 1 | |
| Disconnect the call | 9 | 0 | * | |
| Alternate disconnect (UMO only) | No action | No action | 0 | Verklizan UMO only |
| Perform reset to the panel after 5 presses | 8 | 2 | 2 | PSTN CPs only |
| Next voice extender device | 6 | 6 | 6 | |
| Voice extender switch to CP | 5 | 5 | 5 | |
| Full duplex: Talk and listen | 4 | 4 | 4 | |

NOTE: Click **Update** to add the revised DTMF parameter values to the CP configuration.

## 5.4.8 Log

NOTE: For ES6502HC, when GSM is enabled, **LOG** parameters are available only:

- For service types Family or Pro
- With **Panel CPU Version** 2.05 or later




The **Log** tab allows you to send event log files automatically to a specified FTP Server for archiving purposes. The archived remote log files are assigned the extension ***.rlg***.

The remote log files (***.rlg***) are retrieved from the FTP server upon request. Once retrieved onto the local PC, the **Log Events** module can locate and display the remote log files.

Refer to 13 The Log Events Module on page 159.

The following table describes the **Log** configuration parameters as they appear on the **Log** tab.

| Parameter | | Description | Values |
|---|---|---|---|
| **FTP** | **Domain Name** | Mark if a URL is required rather than an IP address. | Marked = URL<br>Clear= IP (Default) |
| | **<FTP address>** | **IP**: Enter a valid IP address. | Four 3-digit strings with values from<br>0 - 255 |
| | | **URL**: Enter a URL that references an Internet resource. | Character |
| | **Port** | Enter the port number used with the IP address entered in the previous field. | Integer (5)<br>Values: 1-65536 |

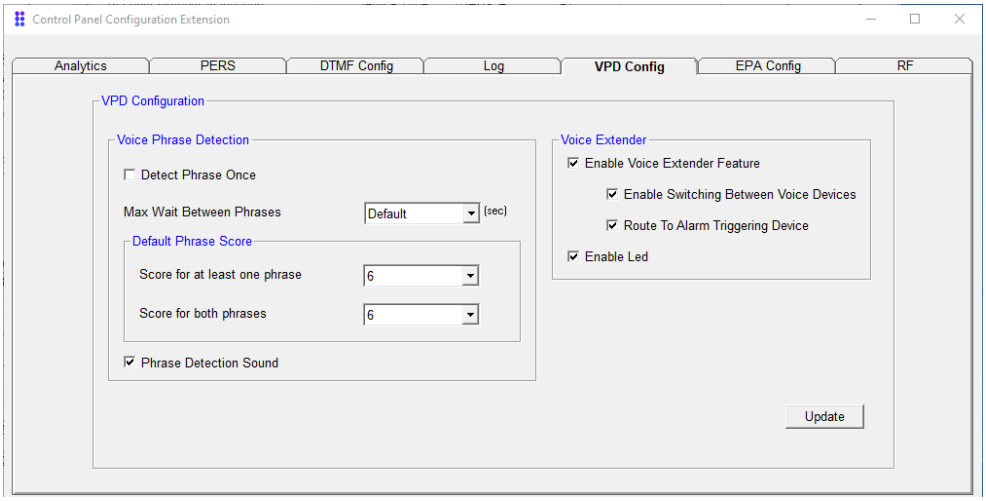
| Parameter | | Description | | Values |
|---|---|---|---|---|
| | **Path** | Enter the path to the FTP Server. | | Character |
| | **Username** | Enter your username for your FTP login credentials. | | Character |
| | **FTP Password** | Enter your FTP password for your FTP login credentials. | | Character |
| | Show Password | Click to view your encoded FTP password. | | N/A |
| **Shipment** | **Enable Automatic Shipment** | Mark to activate the automatic shipment of your event log file to the FTP server. The log file is automatically transmitted when the event log file reaches 90-100% capacity. | | Marked = Enabled<br>Clear= Disabled (Default) |
| | **Only over Ethernet** | Mark to enable automatic shipment using only Ethernet communications.<br>**Note:** If Ethernet communications is enabled but cellular communications is not enabled, this option default is enabled and display only. | | Marked = Enabled<br>Clear= Disabled (Default) |
| | **Enable Periodic Shipment** | Mark to activate the **Periodic** transmission of your event log file to the FTP Server. The log file is automatically transmitted according to the periodic interval defined.<br>**Note:** This field is activated **only** if the previous field is marked. | | Marked = Enabled<br>Clear= Disabled (Default) |
| | **Periodic Interval**<br>**Note:** These fields are displayed **only** if the previous field is marked. | **Days** | Enter a time frame of days up to 90 days. | Integer: 0-90 |
| | | **Hours** | Enter a time frame in hours up to 24 hours. | Integer:0-23 |
| | | **Minutes** | Enter a time frame in minutes up to 60 minutes. | Integer:0-59 |

## 5.4.9 VPD Configuration Parameters

NOTE: For ES6502HC, **VPD** configuration parameters are available for:

- Family or Pro with **Panel CPU Version** 2.04 or later
- PERS with **Panel CPU Version** 2.03 or later

The purpose of the **VPD Configuration** tab is to configure VPD-related functionality at CP level. For example, the functionality defined by the following parameters applies to all the VPDs installed on the premises.




The following table defines the VPD configuration parameters at panel level:

| Name | Definition and Instructions | Data Values | ES6502HC | | C7000 |
|---|---|---|---|---|---|
| | | | PERS | Family or Pro | |
| **Detect Phrase Once** | Do not recognize the trigger phrase again after the trigger phrase has already been recognized. | Enable = Marked<br>Disable = Clear | √ | √ | √ |
| **Max Wait Between Phrases** | Enter the maximum time (in seconds) required to wait from the first time the trigger phrase is recognized until the next time the trigger phrase is recognized. | Number in seconds<br>Values: 10 – 600<br>Default: 10 | √ | √ | √ |
| **Default Phrase Score** | **Score for at least one phrase**<br>For the VPD to trigger an emergency alarm, the emergency phrase must be:<br>● Detected twice, and<br>● One occurrence of the phrase must at least match this setting<br>Refer to 5.4.9.1 VPD Quality Configuration on page 66 | 1 to 9 | N/A | **Panel CPU Ver** 2.08 or later | √ |
| | **Score for both phrases**<br>For the VPD to trigger an emergency alarm, the emergency phrase must be:<br>● Detected twice, and<br>● Both occurrences of the phrase must at least match this setting<br>Refer to 5.4.9.1 VPD Quality Configuration on page 66 | | | | |
| **Phrase Detection Sound** | Mark if you want the VPD to beep when an emergency alarm is triggered by voice detection. | Enable = Marked<br>Disable = Clear | N/A | **Panel CPU Ver** 2.08 or later | √ |

| Name | Definition and Instructions | Data Values | ES6502HC | | C7000 |
|---|---|---|---|---|---|
| | | | PERS | Family or Pro | |
| **Voice Extender** | **Enable Voice Extender Feature**<br>Mark to enable the voice extender feature capability. | Enable = Marked<br>Disable = Clear | N/A | **Panel CPU Ver** 2.08 or later | √ |
| | **Enable Switching Between Voice Devices**<br>Mark to enable switching between devices. Only available if the voice extender feature capability is enabled. | Enable = Marked<br>Disable = Clear | | | |
| | **Route to Alarm Triggering Device**<br>Mark to have communication from the monitoring station automatically routed to the VPD which triggers an emergency call. Only available if the voice extender feature capability is enabled. | Enable = Marked<br>Disable = Clear | | | |
| | **Enable LED**<br>Mark if you want the LED to light on the VPD when the operator is either listening or speaking | Enable = Marked<br>Disable = Clear | | | |

### 5.4.9.1 VPD Quality Configuration

The VPD can be configured to require the emergency phrases said by the resident to match a specified quality. The VPD triggers an emergency call when it detects two occurrences of the emergency phrase, and:

- Both occurrences of the phrase must at least match the **Score for both phrases** quality setting
- One occurrence of the phrase must at least match the **Score for at least one phrase** quality setting
- Detect Phrase Once is disabled

For example, assume the following:

- **Score for both phrases** is set to 3
- **Score for at least one phrase** is set to 7

The following table summarizes possible outcomes given different qualities of phrases said by the resident:

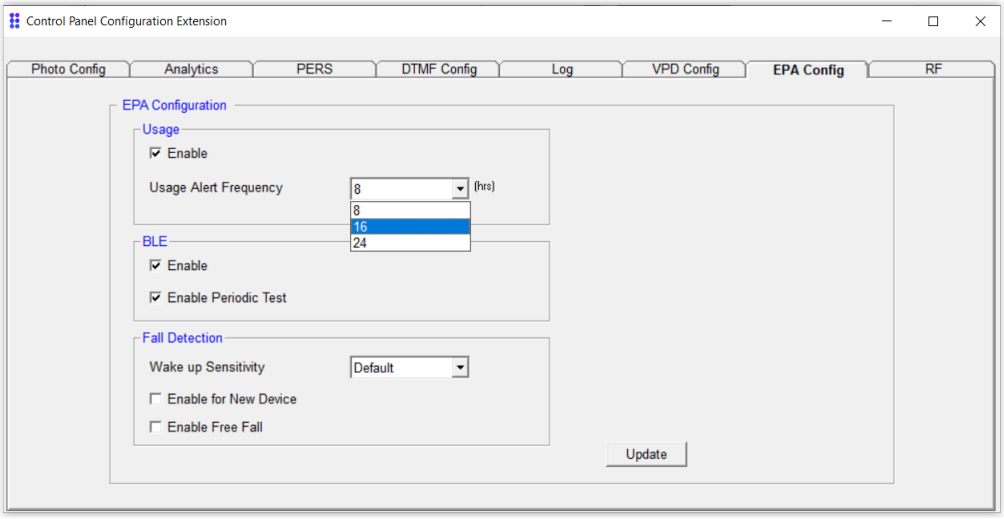
| Resident Phrases | Both Phrases: 3 | One Phrase: 7 | Outcome |
|---|---|---|---|
| • Quality 2<br>• Quality 2 | ✗ | ✗ | No emergency call |
| • Quality 3<br>• Quality 4 | ✓ | ✗ | No emergency call |
| • Quality 3<br>• Quality 7 | ✓ | ✓ | Emergency call |
| • Quality 7<br>• Quality 7 | ✓ | ✓ | Emergency call |

NOTE: If the current VPD firmware version does not support phrase scores (the **Score for both phrases** and **Score for at least one phrase** settings), the phrase scores configuration goes into effect automatically when the VPD firmware version is upgraded.

## 5.4.10 EPA Configuration Parameters

NOTE: For ES6502HC, **EPA** configuration parameters are available:

- Family or Pro with **Panel CPU Version** 2.05.6 or later
- PERS with **Panel CPU Version** 2.03.4 or later




The purpose of the **EPA Configuration** tab is to configure EPA-related functionality at CP level. For example, the functionality defined by the following parameters applies to all the EPAs installed on the premises.

The following table defines the EPA configuration parameters at panel level:

| Name | Definition and Instructions | Data Values | ES6502HC | | C7000 |
|---|---|---|---|---|---|
| | | | PERS | Family or Pro | |
| **Usage**<br>**Note:** Usage data includes:<br>• The step count: reported for each 8-hour interval within the last 24 hours.<br>• Confirmation that the EPA is being worn: reported hourly. | **Enable**<br>Mark to allow the EPA to send usage data to the CP at the frequency specified.<br>Default: Clear | Enable = Marked<br>Disable = Clear | √ | √ | √ |
| | **Usage Alert Frequency**<br>Select the frequency at which the usage data is sent to the CP.<br>Default: 8 hours | Dropdown list values(hours):<br>8, 16, 24 | √ | √ | √ |
| **BLE** | **Enable**<br>Mark to enable Bluetooth Low Energy (BLE) communications with mobile devices.<br>Default: Clear | Enable = Marked<br>Disable = Clear | N/A | **Panel CPU Ver** 2.07 or later | Not PERS |
| | **Enable Periodic Test**<br>Mark to enable periodic connectivity test for an EPA connected to a mobile device via BLE.<br>Default: Clear<br>**Note:** Parameter disabled when **BLE-Enable** is not marked. | Enable = Marked<br>Disable = Clear | N/A | **Panel CPU Ver** 2.07 or later | Not PERS |
| **Fall Detection** | **Wake Up Sensitivity**<br>Select the sensitivity level for triggering a detection<br>The higher the level – the more sensitive<br>**Note:** It is highly recommended to use the default level of 5 | Dropdown list:<br>Default, 1-7 | √ | √ | √ |
| | **Enable for New Device**<br>Mark to enable accelerometer features for EPA devices recently added to Care@Home™.<br>Default: Marked | Enable = Marked<br>Disable = Clear | N/A | **Panel CPU Ver** from 2.06.6 until 2.07 or **Panel CPU Ver** 2.09 or later | √ |
| | **Enable Free Fall**<br>Mark to enable the fall test of an EPA's fall detection. Fall tests generate a medical alarm (MA).<br>Default: Clear | Enable = Marked<br>Disable = Clear | N/A | Panel CPU Ver 2.09.5 and later | C7000 CPU Ver 6.01.5 and later |

### 5.4.11 RF Settings

NOTE: ES6502HC supports **RF** settings only for service types Family or Pro with **Panel CPU Version** 2.05.4 or later

This **RF Settings** parameter is for Essence internal use only.

## 5.5. Periodic Test

The following parameters combined define the reporting frequency for forwarding a periodic system test report to the monitoring station.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Enable Night Period** | NOTE: Only for an ES6502HC CP with PSTN interface and PERS service type with SW version >= 2.03.2, or C7000 with PSTN.<br>Mark to allow scheduling a period test at night. | Enable = Marked<br>Disable = Clear | Disable = Clear |
| **Days** | The part of the reporting frequency that defines number of days | Number (2)<br>Values: 1-31<br>Unit of measure: days | 7 days |
| **Hours** | The part of the reporting frequency that defines number of hours | Number (2)<br>Values: 0-23<br>Unit of measure: hours | 0 hours |
| **Minutes** | The part of the reporting frequency that defines number of minutes | Number (2)<br>Values: 0-59<br>Unit of measure: minutes | 0 minutes |

## 5.6. Mains Failure

The following table describes the CP configuration parameters for broadcasting power-outage events.

| Name | Definition and Instructions | Data Values | Required/ Optional | Factory Settings |
|---|---|---|---|---|
| **Message Enable** | Mark to allow the broadcast of power-outage events to the monitoring station. | Enable = Marked<br>Disable = Clear | Optional | Enable = Marked |
| **Message Delay** | A fixed time-delay before broadcasting a power-outage event. | N/A | Display Only | 4 minutes |

| Name | Definition and Instructions | Data Values | Required/ Optional | Factory Settings |
|---|---|---|---|---|
| **Random Range Limit** | A 2-minute time-interval during which the power-outage event is broadcast randomly. This is used to avoid overloading the monitoring station. | N/A | Display Only | 2 minutes |

## 5.7. Temperature

NOTE: For ES6502HC, the **Measurement Interval** parameter is available with **Panel CPU Version** 2.05 or later.

The following table describes the CP configuration parameters for extreme temperature.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Extreme Temperature Enable** | Mark to activate the capability to trigger the safety alarm when a device reports a temperature that passes the given thresholds. | Enable = Marked<br>Disable = Clear | Disable = Clear |
| **Freeze Threshold** | Set the required low threshold for cold temperatures. | Dropdown list<br>Values: 30-75 at 5° increments.<br>Unit of measure: Fahrenheit | 40°F |
| **Heat Threshold** | Set the required high threshold for hot temperatures. | Dropdown list<br>Values: 75-120 at 5° increments<br>Unit of measure: Fahrenheit | 100°F |
| **Measurement Interval** | **Note:** For:<br>● C7000 CP<br>● ES6502HC CP with Family or Pro service types with CP SW version >= 2.05<br>● Only for MDS, SPB, and VPD only<br>Set the room temperature measurement interval for the device. | Values: 0-255 minutes<br>Unit of measure: minutes | |

## 5.8. Emergency Pendant

The following table describes the CP configuration parameters for using any of the following emergency pendant devices: EP, EPP and EPA.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Min Press Duration** | Set the minimum press time to trigger an emergency event using an emergency pendant | Dropdown List Values: 0.1-12 with increments of 0.5<br>Unit of measure: seconds | 0.3 seconds |
| **Pairing Min Press** | Set the minimum time to press the button to pair the emergency pendant with the CP.<br>**Note:** To reset a pendant that was pre-registered with the panel, press for a duration between the Pairing Min Press and the Pairing Max Press. | Dropdown List Values: 4-15<br>Unit of measure: seconds | 4 seconds |
| **Pairing Max Press** | Set the maximum time to press the button to pair the emergency pendant with the CP.<br>**Note:** To reset a pendant that was pre-registered with the panel, press for a duration between the Pairing Min Press and the Pairing Max Press. | Dropdown List Values: 4-23 with increments of 0.5<br>Unit of measure: seconds | 23 seconds |
| **Supervision Report**<br>See note below | The maximum number of hours within which the CP must receive at least one supervisory report from the pendant.<br>**Note:** If no report is received, the CP sends an event message to the monitoring station that the emergency pendant is lost. | A dropdown list appears for some configurations, otherwise the value is set to 335 hours.<br>Dropdown values: 5, 40, 50, 60, 70, 80, 90, 100, 200, 335, 400 | 335 hours |

NOTE: For ES6502HC, the **Supervision Report** parameter is hardcoded as 335 hours with **Panel CPU Version** 2.03 or later.

## 5.9. Medical Alarm

The following table describes the CP configuration **Medical Alarm** parameters for detection of:

- Extreme temperature
- Medical alarm
- Fire, smoke or gas
- Entrance door left open

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Delay** | Set the duration before the medical alarm is triggered, to allow you to cancel the medical alarm, if triggered by mistake.<br>Cancel the medical alarm by pressing the CP RESET button. | Number (3)<br>Values: 0-180<br>Unit of measure: seconds | 10 seconds |
| **Voice Window** | Set the time frame for the CP to automatically answer an incoming call.<br>The window allows the operator to call the resident after a call was terminated accidentally, (not by DTMF) after the medical alarm was triggered. | Number (2)<br>Values: 0-60;, 120, 180, 240. "Disable" appears when value is 0. "Unlimited" option available for some configurations.<br>Unit of measure: minutes | 10 minutes |

## 5.10. Password

Enter the required 4-digit DTMF code used to allow the CP to receive remote calls. Default: 1234. Notify Essence technical support if you use a code other than the default.

## 5.11.Speakerphone

Mark to activate the option to answer incoming calls using the  which triggers a medical alarm. This parameter activates the speaker in the CP. The default value is **Enabled**.

## 5.12. Remote Call-In

The following table describes the CP configuration parameters for incoming calls on the CP.

| Name | Definition and Instructions | Data Values | ES6502HC | | | C7000 |
|---|---|---|---|---|---|---|
| | | | PERS | Pro | Family | |
| **Enable** | Mark to allow the CP to automatically answer incoming calls. | Enable = Marked<br>Disable = Cleared<br>Default: Cleared | √ | √ | √ | √ |
| **Rings** | Set the number of rings for the CP to wait before automatically answering a remote call. The user must enter the DTMF code to start a half-duplex conversation. | Number (2)<br>Values: 4-12 | √ | √ | √ | √ |
| **Mute Rings** | Mark to silence the CP ringer for remote calls. | Enable = Marked<br>Disable = Cleared<br>Default: Cleared | **Panel CPU Ver** is<br>• Later than or equal to 1.03.45 but earlier than 2<br>• Later than 2.03 | **Panel CPU Ver** is 2.04 or later | **Panel CPU Ver** is 2.04 or later | √ |

## 5.13. Sound

The following table describes the CP configuration parameters for the buttons, sirens, and voice announcements.

| Name | Definition and Instructions | Data Values | ES6502HC | | C7000 | |
|---|---|---|---|---|---|---|
| | | | PERS | Not PERS | PERS | Not PERS |
| **Announcement Volume** | Set the volume of the button tones and the vocal announcements. **Default**: 7 | Dropdown List Values: 1-7 where 1 is Low. | √ | √ | √ | √ |
| **Medical Siren Duration** | Set the duration for sounding the medical alarm. **Default**: 5 seconds | Values: 0-180 or 0-30 seconds | 0-30 seconds for **Panel CPU Ver**<br>● Later than or equal to 1.03.45 but earlier than 2<br>● Equal to 2.03 or later<br>Else 180 seconds | 0-180 Seconds | 0-30 seconds | 0-180 seconds |
| **Safety Siren Duration** | Set the duration for sounding the safety siren. | Values: Default =180 seconds, 1-250 seconds, or Disable | N/A | Supported from **Panel CPU Ver** 2.07 or later | √ | √ |
| **Announcement While Connecting** | Mark to enable repeating a "Call in progress" announcement, to assure residents that medical alarms are being handled. | Enable = Marked Disable = Cleared Default: Cleared | Disabled and clear | | Enabled for CP versions: 6.01.9 through 6.02 and 6.03 | |

## 5.14. Emergency

The following table describes the CP configuration parameters for receiving an emergency call.

| Name | Definition and Instructions | Data Values | ES6502HC | | | C7000 |
|---|---|---|---|---|---|---|
| | | | PERS | Pro | Family | |
| **Conversation Mode** | Select the starting mode of the conversation flow between the resident and the monitoring station during an emergency call. | Full Duplex | √ | √ | √ | √ |
| | | Half Duplex | **Panel CPU Ver** earlier than 2.03.5 | √ | √ | |
| | | Half Duplex – Talk | **Panel CPU Ver** 2.03.5 or later | | | √ |
| | | Half Duplex - listen | **Panel CPU Ver** 2.03.5 or later | | | √ |
| **Speaker Volume** | Set the CP speaker volume level for the beginning of the conversation, for a half-duplex emergency call. | Dropdown list Values: 1-7 | **Panel CPU Ver** is:<br>● Later or equal to 1.03.45 but earlier than 2<br>● Later than 2.03 | **Panel CPU Ver** 2.04 or later | **Panel CPU Ver** 2.04 or later | √ |

## 5.15. Inactivity

NOTE: For ES6502HC, the **Inactivity** feature is available and enabled only if your service type is PERS.

The **Inactivity** feature uses a global parameter that allows you to redefine the functionality of the devices in the **Activity Sensors** module, such as the motion detector (PIR) and the camera detector (IPD), to detect inactivity.

When the feature is enabled, the devices act as inactivity sensors. If no activity is detected during the defined **Time Window**, the CP sends an inactivity event to the monitoring station.

The following table describes the CP configuration **Inactivity** parameters.

| Name | Definition and Instructions | Data Values | Required /Optional | Default |
|---|---|---|---|---|
| **Enable** | Mark to activate inactivity monitoring. | Enable = Marked<br>Disable = Cleared | Optional | Disable = Cleared |
| **Time Window** | Define the duration to monitor inactivity. | Dropdown list<br>Values 8-48<br>Unit of measure: Hours | Required | 8 hours |

## 5.16. Activity Timer

NOTE: For ES6502HC, the **Activity** feature is available and enabled only if your service type is PERS.

The purpose of the activity timer parameters is to monitor whether the resident is active.

The resident is expected to press the CP **RESET** button during defined time intervals. The CP reminds the resident to press **RESET,** 15 minutes prior to the end of the time interval. The CP issues an alarm if the resident does not press **RESET** during the defined time interval.

NOTE: If activity is not verified, an inactivity event is sent to the monitoring station.

The following table describes the CP configuration **Activity Timer** parameters.

| Name | Definition and Instructions | Data Values | Required /Optional |
|---|---|---|---|
| **Enable** | Mark to activate the ability to monitor whether the resident is active within the premises.<br>NOTE: If marked, the CP emergency call button LED is lit Blue:<br>● For ES6502HC, for the day if both Timer 1 or Timer 2 are clear.<br>● For C7000, only during the periods defined by enabled Timer 1 or Timer 2 parameters | Enable = Marked Disable = Cleared Default: Cleared | Optional |
| **Timer 1** | Mark to activate the first time-interval when resident activity is monitored. | Enable = Marked Disable = Cleared Default: Cleared | Optional |
| | **< Start / End Interval>**<br>Define the first time-interval, defined by a start time and an end time, when resident activity is monitored. NOTE: Overlapping time periods are not acceptable. | Time-Picker field<br>Format: HH:MM AM/PM | Required if Enabled |
| **Timer 2** | Mark to activate the **second** time-interval when user activity is monitored. | Enable = Marked Disable = Cleared Default: Cleared | Optional |
| | **< Start / End Interval>**<br>Define the second time-interval, defined by a start time and an end time, when resident activity is monitored.<br>NOTE: Do not enter overlapping time periods. | Time-Picker field<br>Format: HH:MM AM/PM | Required if Enabled |

## 5.17. Smoke Detector

NOTE: For ES6502HC, the **Smoke Detector** parameter is supported.

For service type Family and Pro with **Panel CPU Version** 2.09.9 or later, the parameter is enabled. By default, it is cleared.

Mark to activate the option to initiate a call to the monitoring station when smoke is detected. This parameter activates the speaker in the CP. The default value is **Enabled**.

## 5.18. The Control Panel Module Buttons

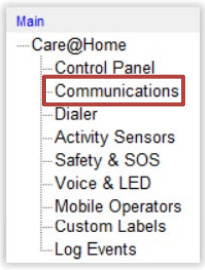
The **Control Panel** module buttons are located at the bottom of the screen. The functionality of the module buttons is:

- **Clear** – Restores the parameter values to the values of the last update or the original values from the CP upload.

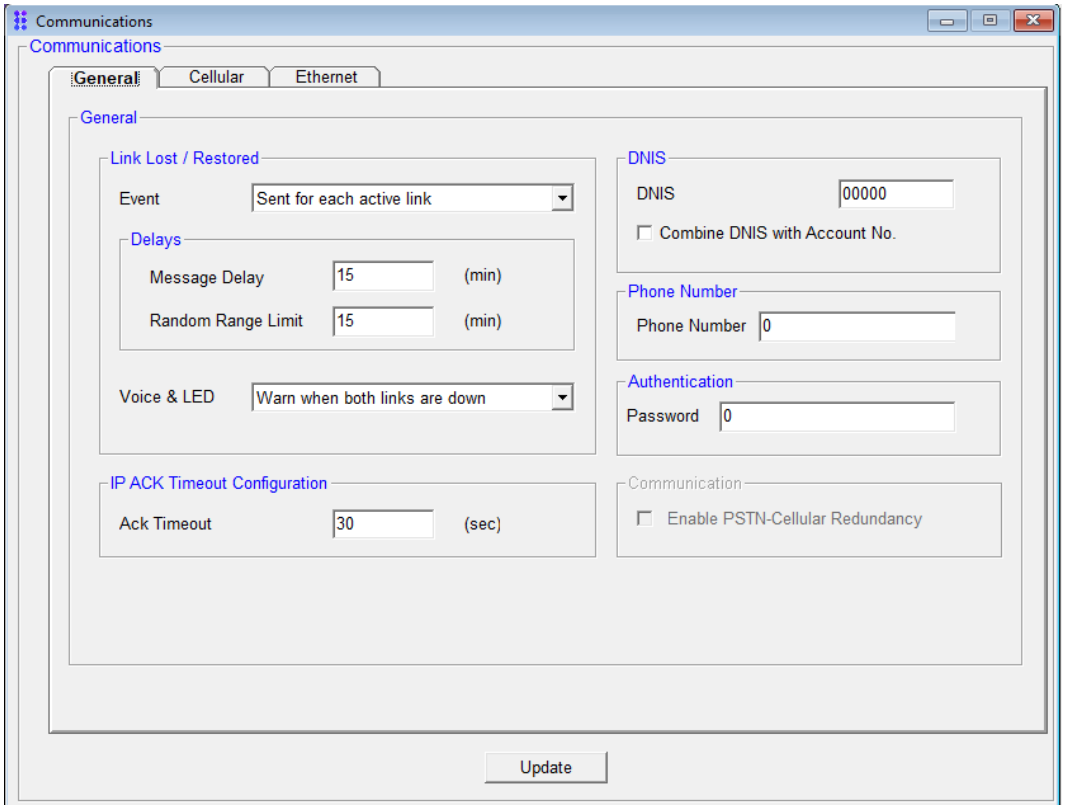
- **Update** - Updates all the new and revised configuration parameter values to the **Control Panel** module.

You must click **Update** to ensure that the modifications are integrated into the CP configuration, before downloading or saving.

# 6. The Communications Module




Click **Communications** on the **Main** navigator menu. The **Communications** module allows for configuration management of multiple communication channels, enabling remote activation or redundancy, in case of channel failure or other connectivity issue. The multiple channels support two-way data communications between the Care@Home™ CP, installed on the resident's premises, and the monitoring station.




The following are the available CP communication channels:

- Public Switched Telephone Network (PSTN)
- Cellular
- Ethernet

The ***.cpf*** file received from Essence for each CP is pre-configured with the matching communications channel parameters.

## 6.1. General Communications

NOTE: To save changes, remember to click **Update** before exiting the module or the application.

**General Communications** defines the communications-related parameters for the C7000 configured for multiple communications interfaces and ES6502HC panels with cellular capability.

### 6.1.1 Link Lost or Restored

When the CP is configured with multiple communication interfaces, if there is no link for a specific communication interface, this configuration defines whether warning events should be sent over other available link(s).

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **Event** | Whether a link event is meant to be sent, if there is no link on the communication interface: If sent, whether for an active or enabled link. | • Sent for each active link<br>• Sent for each enabled link<br>• Never sent |
| **Event Message Delay** | Length of message delay, if the delay frame is enabled.<br>**Note:** If the warning event is never sent, the delay frame is disabled. | 0-60 minutes |
| **Event Random Range Limit** | Length of random delay before sending link events, if there are regional communications issues. | 0-60 minutes |
| **Voice & LED** | Whether CP should warn user with vocal announcement and/or LEDs, if there is no link on the communication interface. | • Warn when both links are down<br>• Warn when enabled link is down<br>• Warn when active link is down |

## 6.1.2 IP ACK Timeout Configuration

The following table describes the acknowledgement timeout parameter.

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **ACK Timeout** | Set the wait time to receive an acknowledgement message. | Number (3)<br>Values: 15-300 seconds |

## 6.1.3 Communication

The following table describes the communication parameter.

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Enable PSTN-Cellular Redundancy** | **Note:** Not configurable | Disabled= Clear | N/A |

## 6.1.4 DNIS

The following describes the general communication parameters for the DNIS.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **DNIS** (Dialed Number Identification Service) | **Note:** Only when cellular or Ethernet communications is enabled<br>Enter the DNIS number, included in the SIA IP and SIA DC-09 messages sent from the CP to the monitoring station.<br>The number is used by the monitoring station to differentiate between multiple service providers. | Hexadecimal | 00000 |
| **Combine DNIS with Account No.** | **Note:** Relevant for:<br>● C7000 (cellular / Ethernet onboard)<br>● ES6502HC (cellular enabled):<br>■ Panel CPU version 2.03.7 through 2.04<br>■ C Panel CPU version 2.07 and later<br>Mark to combine the last five digits of the account number with the DNIS, SIA IP communication channel only. Can also be used with DC-09, using the entire account number<br>Format: <DNIS>\|\|<Last 5 digits (Account #)><br>**Note:** Combining the DNIS with the account number increases the number of available account numbers. | Combine = Marked<br>DNIS only = Cleared | Clear |

## 6.1.5 Phone Number

The following describes the phone number of the SIM or landline.

| Name | Definition and Instructions | Data Values | ES6502HC | | | C7000 |
|---|---|---|---|---|---|---|
| | | | PERS | Pro | Family | |
| **Phone Number** | Enter the cellular number of the SIM card installed in the CP. For the C7000 PSTN/Ethernet model, enter the landline number.<br>**Note:** If the CP configuration, uploaded to the CMS warehouse, includes a SCAIP dialer with callback enabled, the callback SIM number entered during CMS warehouse processing overrides this SIM number. | International cellular phone number or landline for C7000 PSTN/Ethernet model | **Panel CPU Ver** 2.03.2 or later | **Panel CPU Ver** 2.05.4 or later | **Panel CPU Ver** 2.05.4 or later | √ |

### 6.1.6 Authentication Password

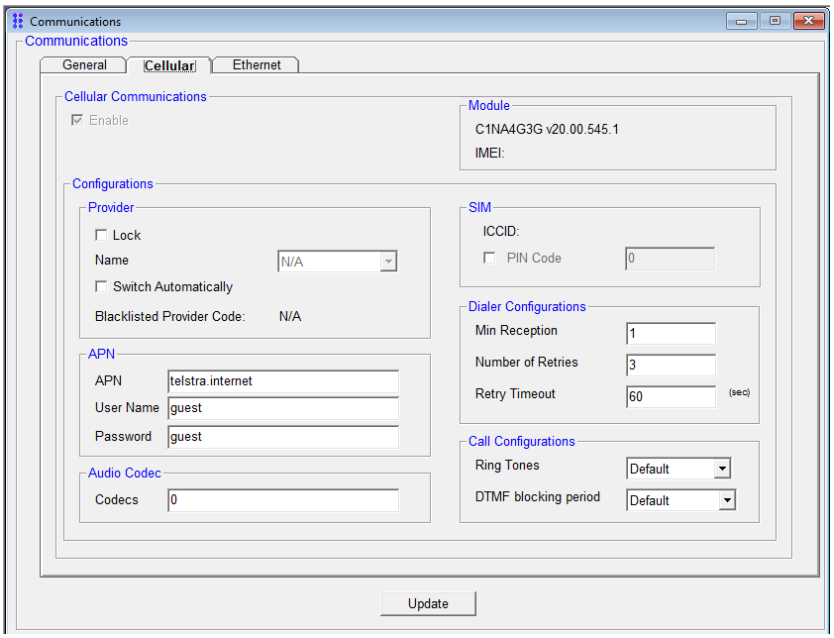
NOTE: Applies to

- ES6502HC:
  - Cellular enabled
  - Panel CPU version 2.05.6.15 through 2.14
- C7000

The following table describes the authentication password parameter.

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Password** | SCAIP password | Enable = Marked<br>Disable = Clear | Optional |

## 6.2. Cellular Communications




**Cellular Communications** contains cellular configurations, defining the communications-related parameters for both:

- C7000 CP
- ES6502HC CP

The communications-related parameters are relevant to the ES6502HC CP and to C7000 CPs configured for a cellular communication interface.

NOTE: All cellular communications parameters are only required when cellular communication is enabled.

## 6.2.1 Module

The following table describes the module parameters.

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **Module** | Module identification for cellular communications. Display only. | Includes CMS module code plus the module version: major, minor, subversion and build. |
| **IMEI Number** | International Mobile Equipment Identity (IMEI) number. Display only. | IMEI number |
| | | |

The module for the ES6502HC panel is always 3G/2G

The following table lists the modules by GSM band for the C7000 panel:

| CP Cellular Modules | Band | Band Data Allowed<br>Note: Only if cellular communication is enabled |
|---|---|---|
| **C1NA** | 3G | 4G, 3G (N.America LTE) |
| **C1EUR** | 3G | 3G, 2G (Europe 3G) |
| **C1AP** | 4G | 4G, 3G (APAC LTE) |
| **C1EU** | 4G | 4G, 3G, 2G (Europe LTE) |
| **C1LA** | 4G | 4G, 3G, 2G (Latin America LTE) |

## 6.2.2 Provider

The following table describes the GSM configuration parameters for the cellular provider.

| Name | Definition and Instructions | Data Values | Required/ Optional | Factory Settings |
|---|---|---|---|---|
| **Lock** | Mark to allow the selection of a specific cellular provider.<br>**Note:** This parameter disables SIM card roaming. | Enable roaming = Marked<br>Disable roaming = Clear | Optional | Disable = Clear |
| **Name** | Choose the cellular provider for the CP SIM.<br>**Note:** The available options can be configured using ***Mobile Operators.ini*** | Dropdown list per resident's region or N/A | Required | N/A |
| **Switch Automatically** | Mark to switch automatically between providers if **Lock** is not marked. C7000 version 6.03.2 and later only. | Enable automatic switching = Marked<br>Disable automatic switching = Clear | Optional | Disable = Clear |
| **Blacklisted Provider Code** | Indicates blocked cellular provider. | Cellular provider code | Read-only | N/A |

## 6.2.3 APN

The following table describes the cellular configuration parameters for APN credentials.

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **APN** | The Access Point Name (APN) for your SIM card service provider. | The CP loads the actual APN information from the **Mobile Operators** module, according to the APN name from the SIM-card inserted in the CP. |
| **User Name** | The APN user name assigned by your service provider | |
| **Password** | The APN password assigned by your service provider. | |

NOTE: If the APN information does not allow the CP to connect, the CP should request other APN information from the network. When the CP finally connects successfully, the CP saves the APN information retrieved from the mobile operator module in these parameters.

## 6.2.4 Audio Codec

NOTE: The Audio Codec parameter is available parameter is available for:

- C7000 panels
- ES6502HC ADL firmware version between
  - 2.06.6 and 2.07 (excluding 2.07).
  - 2.09 and 2.14 (excluding 2.14).

The following table describes the GSM configuration parameter for the GSM/UMTS audio codecs settings.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Codecs** | Configure the GSM/UMTS audio codecs required setting. | Values:<br>0-255 | On initialization, **Codecs** is set automatically:<br>If the audio language is either Slovenian or Hebrew, **Codecs** is set to 95. Otherwise, **Codecs** is set to 0. |

NOTE: Consult with Essence technical support personnel before changing the GSM/UMTS audio codecs setting.

## 6.2.5 SIM

The following describes the GSM configuration parameters for the SIM.

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **ICCID** | Unique SIM card identifier. Display only. | ICCID number |
| **PIN Code Enable** | Mark **PIN Code** check box to require a PIN code entry. | Enabled=Marked<br>Disabled=Clear |
| **PIN Code** | PIN for the CP SIM card. | Number (4) |

## 6.2.6 Dialer Configurations

The following describes the GSM configuration parameters for the dialer configurations.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Min Reception Level** | Set the minimum GSM reception level. | Number (2)<br><br>Values: 1-31 | 10 |
| **Number of Retries** | Enter the number of times the dialer redials a phone number. | Number (3)<br>Values: 0-255 | 2 |
| **Retry Timeout** | Enter the time interval, in seconds, between redials. | Number (3)<br>Values: 0-255<br>Unit of measure: seconds | 1 |

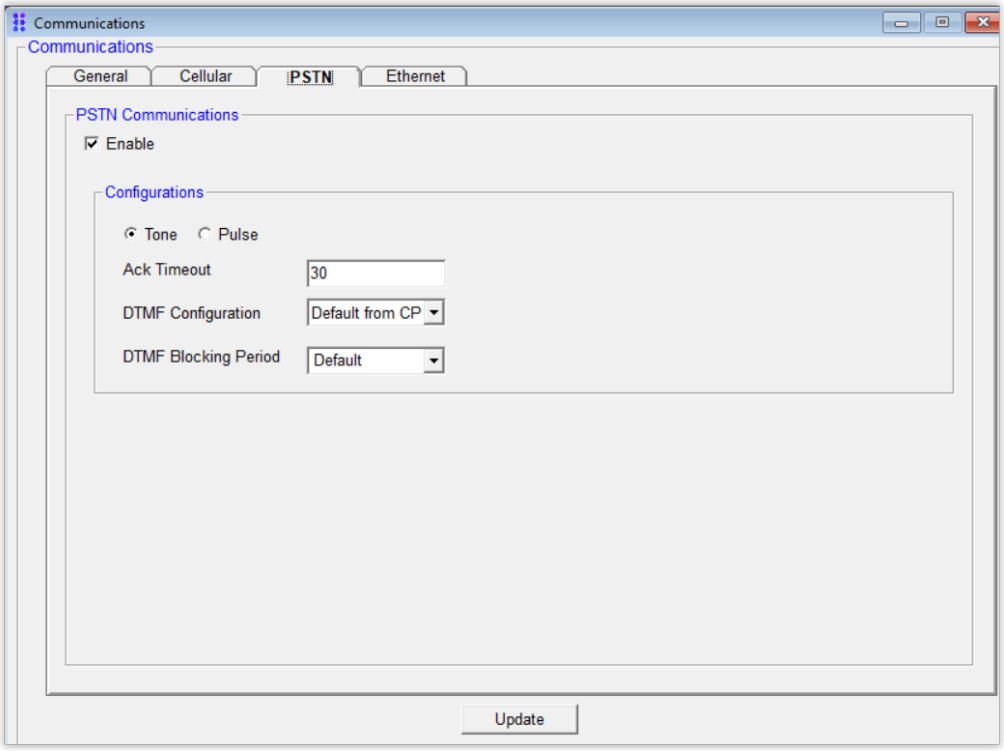
## 6.2.7 Call Configurations

The following describes the GSM configuration parameters for the call configurations.

| Name | Definition and Instructions | Data Values | Factory Settings |
|---|---|---|---|
| **Ring Tones** | Select the ring tones for when the CP receives a call. | Dropdown list<br>Values, "Default", 1-18 | "Default" |
| **DTMF blocking period** | **NOTE:** For ES6502HC, same for PSTN and GSM calls.<br>Select the period duration (in seconds) that the control panel ignores DTMF from the beginning of the emergency audio call | Default or 1-60 seconds | "Default" |

Refer to 2.3.4 Understanding the *DTMFConfig.ini* on page 20.

# 6.3. PSTN Communications



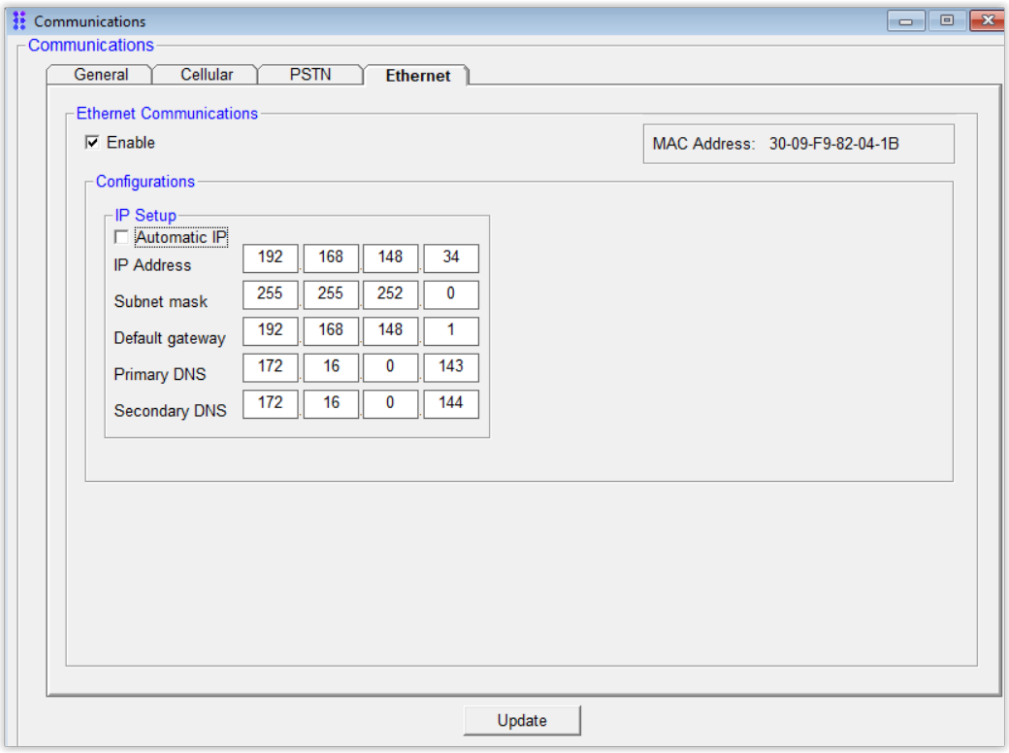

**PSTN Communications** contains PSTN configurations, defining the communications-related parameters for both:

- C7000 CP
- ES6502HC CP

The communications-related parameters are relevant to the ES6502HC CP and to C7000 CPs that are configured for a PSTN communication interface.

| Name | Definition and Instructions | | Data Values | ES6502HC | | | C7000 |
|---|---|---|---|---|---|---|---|
| | | | | PERS | Pro | Family | |
| **Enable** | Note: For CP with PSTN interface<br>Mark to activate control panel landline communications | | Enable = Marked<br>Disable = Clear | √ | | | √ |
| **Configurations** | **Tone/Pulse** | Select the dialing method of the resident's telephone | Dropdown List<br>Tone or Pulse | When PSTN communication is enabled | | | √ |
| | **Ack Timeout** | Set the wait time to receive an acknowledgement message | Number (3)<br>Values: 1-180 in seconds | When PSTN communication is enabled | | | √ |
| | **DTMF Configuration** | Select the external dual-tone multi-frequency (DTMF) configuration file name.<br>Note: Essence recommends using the Profile-1 settings. To define your own settings, use the Profile-1 settings as a guiding template. | Dropdown list of available DTMF configuration files:<br>• Default from Panel<br>• Profile-1<br>• <Additional DTMF profiles as defined in the *PstnDtmf.ini* file> | When PSTN communication is enabled and SW version >= 1.03 | | | √ |
| | **DTMF Blocking Period** | This feature is used during an emergency call, for a given time-period, to intercept the DTMF codes sent to the CP. The purpose is to prevent the CP from acting according to these DTMF codes.<br>Note: The DTMF codes are sent when the monitoring station is transferring the call to the operator assigned to answer the emergency call. | Dropdown List<br>Values: 1-60 seconds and "Default"<br>Note: Default – The blocking period is disabled. All DTMF codes are received by the CP. | When PSTN communication is enabled: same configuration is used for PSTN and GSM, since only one interface can be enabled at the same time | | | Separate configurations for cellular and PSTN interfaces |

# 6.4. Ethernet Communications




**Ethernet Communications** contains Ethernet configurations, defining the communications-related parameters only for the C7000 CP configured for an Ethernet communication interface.

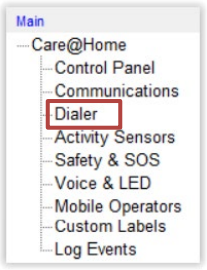
NOTE: Ethernet configurations and related parameters are only relevant to C7000 CPs.

The following parameters are mandatory if the C7000 CP is configured for an Ethernet interface.

| Name | Definition and Instructions | | Data Values | Comment |
|---|---|---|---|---|
| **Ethernet** | Enable | Note: For CP with Ethernet interface<br>Mark to activate control panel full Ethernet communications | Enable = Marked<br>● Disable = Clear | ● |
| | MAC Address | The Ethernet mac address assigned to the C7000 CP. | Hexadecimal Format: FF-FF-FF-FF-FF-FF | Display only |
| **IP Setup Configurations** | Automatic IP | Mark to activate automatic IP setup configuration by DHCP. | Enable = Marked<br>Disable = Clear | Default: clear |
| | IP Address | Enter the CP's IP address on the local Ethernet network | 4 3-digit strings | Mandatory |

| Name | Definition and Instructions | | Data Values | Comment |
|---|---|---|---|---|
| | Subnet Mask | Enter the subnet mask for your router to work, according to your router network settings | Values from 0- 255 | |
| | Default Gateway | Enter your router's IP address | | |
| | Primary DNS | Enter the IP address for the domain name system server. | | |
| | Secondary DNS | Enter the IP address for the backup domain name system server. | 4 3-digit strings<br>● Values from 0-255 | ● Optional |

# 7. The Dialer Module




Click **Dialer** on the **Main** navigator menu. The **Dialer** module is the tool that enables the definition of communication methods and the management of the flow required to communicate with a monitoring station or Care@Home™ servers. The module allows you to manage the destination list, comprised of domain names, IP addresses, and in some cases, phone numbers, along with the connect sequences for communication between the Care@Home™ CP and the monitoring station or Care@Home™ servers.

**NOTE:** If Care@Home™ is configured to work **without** the PERS receiver, do not use the PERS Dialer functionality such as:

- The Comm Type: Message
- The **Sequence Protocols**: PERS Supervisory and PERS Alert

## 7.1. Destination Definitions by CP Type

A destination is defined as one of the following:

- Phone number
- IP address and a port number
- Domain name (URL) and a port number

Destination attributes include, among others, the communications type, communication channels (interfaces), and protocols, defined for each destination, depending on the CP model type.

The CP model types are:

- **ES6502HC** – This legacy CP model allows for either PSTN or GSM communications
- **C7000 Pre Version 6**.1 – This upgraded CP model allows you to select one of the following specific communication channels, alongside the traditional communication channels like PSTN.
  - LTE (4G)
  - 3G

- 2G

- **C7000 Version 6.1 and later** – From this version, the CP is upgraded to support the following multiple communication channel types, known as interfaces:
  - PSTN
  - Cellular
  - Ethernet

This version allows for multiple communication interfaces to be enabled simultaneously.

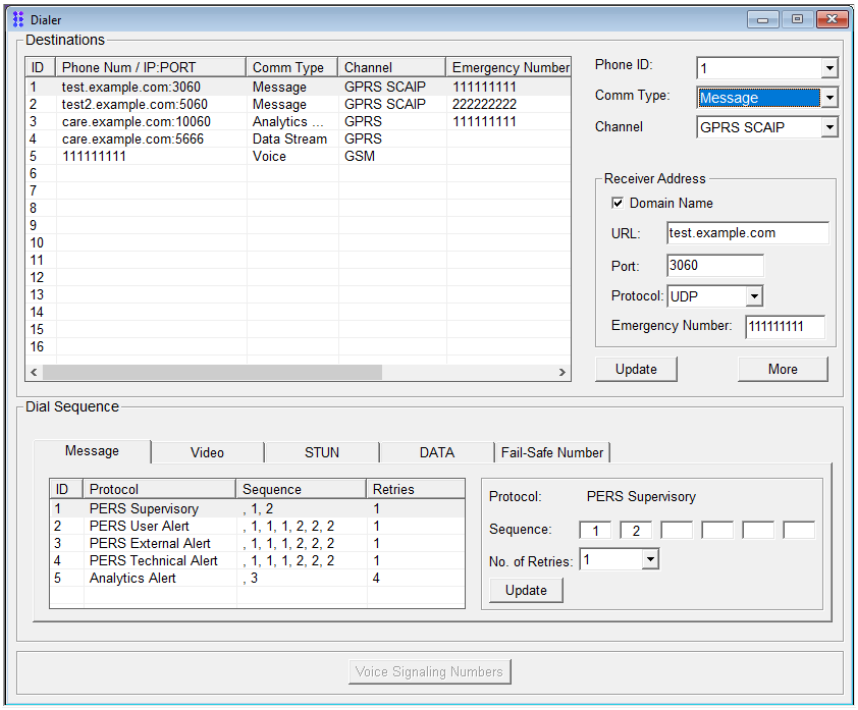
This upgraded CP model supports the Ethernet interface in addition to the LTE (4G), 2G and 3G interfaces, alongside the traditional communication interfaces.

NOTE: The **Message** communication type in this control panel is redefined as multiple interfaces with multiple protocols for each interface.

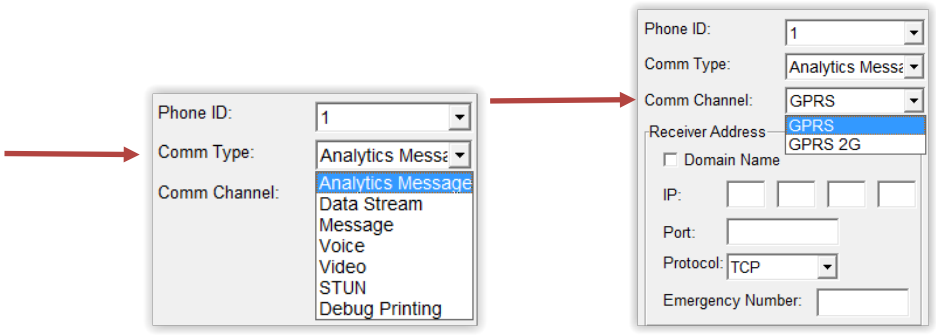
# 7.2. Destination Definitions for an ES6502HC CP

This legacy control panel model supports either PSTN or GSM communications.

The following shows ES6502HC dialers:




## 7.2.1 Defining Communications Types and Channels



The following table describes the basic attributes required to add a destination to the Destination list.

| Name | Definition and Instructions | Data Values | ES6502HC | |
|---|---|---|---|---|
| | | | PERS | Pro & Family |
| **Destination ID** | Internal identification of a dialer | Values: 1-16 | √ | √ |
| **Phone Num/ IP :Port** | The phone number or IP/URL plus port number entered for the destination ID receiver address | Receiver address | √ | √ |
| **Comm Type** | Select the communications type for the Destination.<br>NOTE: Use the "Message" **Comm Type** only if the Care@Home™ system is configured to work with a PERS receiver. | Analytics Message | N/A | √ |
| | | Message | √ | √ |
| | | Data Stream | N/A | √ |
| | | Video | N/A | √ |
| | | Voice | N/A | GSM enabled & **Panel CPU Ver** 2.05.2 or later |
| | | STUN | N/A | √ |
| | | Debug Printing | **Panel CPU Ver** 2.03 or later | **Panel CPU Ver** 2.04 or later |
| **Comm Channels** | Select the broadcast method to use with the communications type entered in the previous field. | Dropdown list changes according to the selected **Comm Type**. | √ | √ |

The following table lists the communication channels available for each communication type.

| Comm Type | Description | Comm Channels | | Emergency Number |
|---|---|---|---|---|
| | | ES6502HC | | |
| | | PERS | Family or Pro | |
| **Analytics Message** | For sending event messages to the Care@Home™ Server | N/A | ● GPRS<br>● GPRS 2G with **Panel CPU Ver** 2.04 or later | Emergency number allowed only for first 10 rows with IP address/domain name<br>Note: Number erased only using delete key |

| Comm Type | Description | Comm Channels | | Emergency Number |
|---|---|---|---|---|
| | | ES6502HC | | |
| | | PERS | Family or Pro | |
| **Message** | For sending event messages to the PERS receiver.<br>Note: Use this **Comm Type** only if Care@Home™ is configured to work with a PERS receiver. | • **GPRS** with **Panel CPU Ver** earlier than 2.05.4<br>• **GPRS SIA IP** GSM-enabled & **Panel CPU Ver** 2.03.3 or later<br>• **GPRS SCAIP** GSM-enabled & **Panel CPU Ver** 2.03.3 or later<br>• **SIA DC-09** GSM-enabled & **Panel CPU Ver** 2.03.3 or later<br>• **SIA**-PSTN-enabled<br>• **Contact ID** - PSTN-enabled & **Panel CPU Ver** 2.03 or later<br>• **Voice Signaling** – PSTN-enabled & **Panel CPU Ver** 2.03 or later<br>• **CPC** – PSTN-enabled & **Panel CPU Ver** 2.03.2 or later<br>• **BS 8521** – PSTN-enabled and **panel CPU version** 2.16 or later<br>• **4x2 –** Panel version 2.14 and later<br>• **T2i SMS -** Panel CPU version 2.11 and later (Essence technical support only) | • **GPRS** with **Panel CPU Ver** earlier than 2.05.4<br>• **GPRS SIA IP** enabled & **Panel CPU Ver** 2.05.4 or later<br>• **GPRS SCAIP -** enabled & **Panel CPU Ver** 2.05.4 or later<br>• **GPRS SIA DC-09** enabled & **Panel CPU Ver** 2.05.4 or later<br>• **GPRS BS 8521** - **Ver** 2.09.6 or later<br>• **T2i SMS -** Panel CPU version 2.11 and later (Essence technical support only) | Emergency number allowed only for first 10 rows<br>Note: Number erased only using delete key |
| **Data Stream** | For sending files to the Care@Home™ server that contain:<br>• Detections from Family and Pro activity sensors<br>• Panel and peripheral information | N/A | • GPRS<br>• 2G with **Panel CPU Ver** 2.04 or later | |
| **Video** | For sending photos taken by the camera detectors (IPD) | N/A | • GPRS<br>• 2G with **Panel CPU Ver** 2.04 or later | |
| **Voice** | For calling the monitoring station **Fail-Safe** number | Care@Home 2.5.14 or later and panel software version 2.11 or later | GSM | Phone number required<br>Note: Number erased only using delete key |

| Comm Type | Description | Comm Channels | | Emergency Number |
|---|---|---|---|---|
| | | ES6502HC | | |
| | | PERS | Family or Pro | |
| **STUN** | For sending messages, via UDP, to the Care@Home™ server that enables the CP to receive commands via UDP | N/A | • GPRS | |
| **Debug Printing** | For Essence technical support only | • **Panel CPU Ver** 2.03 or later<br>• GPRS – GSM enabled<br>• **PSTN -** PSTN enabled | • **Panel CPU Ver** 2.04 or later<br>• GPRS | |

## 7.2.2 Selecting Communication Channels

The available **communication channels** are the same for either communication type method:

- **PSTN** –Phone number.
- **GPRS** – Options:
  - IP address
  - Domain address (URL) with a port number, such as 3061
  - Phone number for GPRS BS8521 and T2i SMS

To select your **communication channels**, choose the broadcast method that matches your CP communications method.

### 7.2.2.1 Configuring PSTN Communications Method

For PSTN communications method, the available broadcast methods are:

- SIA DC-03
- Contact ID
- Voice Signaling
- CPC default/NEAT
- GPRD BS 8521
- 4x2

When choosing any of these methods, the **Dialer** module prompts you to enter the landline phone number of the monitoring station receiver.

When choosing **Voice Signaling**, the **Dialer** module prompts you to enter the **direct** phone number of the monitoring station. The Voice Signaling mode is used to ensure that event messages reach the monitoring station, even if the receiver cannot interpret messages sent by other protocols. For

ES6502HC panels with SW version >= 2.16 (PERS 2.4) – the phone number in the Voice Signaling destination is for emergency alarms – but additional dialing scenarios can also be entered.

### 7.2.2.2Configuring GSM Communications Method

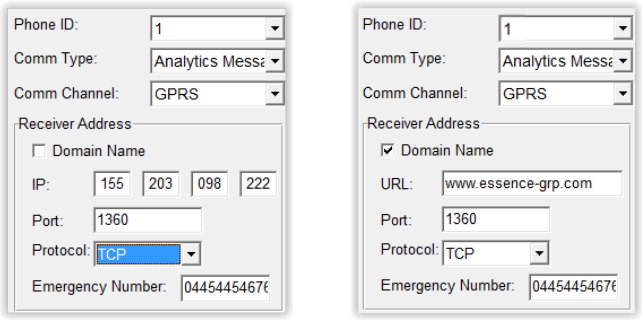
For GSM communications method, the following are the available cellular communication protocol methods, between the CP and the monitoring station:

- GPRS SIA IP
- GPRS SCAIP
- GPRS SIA DC-09
- GPRS BS 8521
- T2i SMS

When choosing the **GPRS** communication channel, the **Dialer** module prompts you to enter receiver address information, except when using GPRS BS 8521 or T2i SMS.

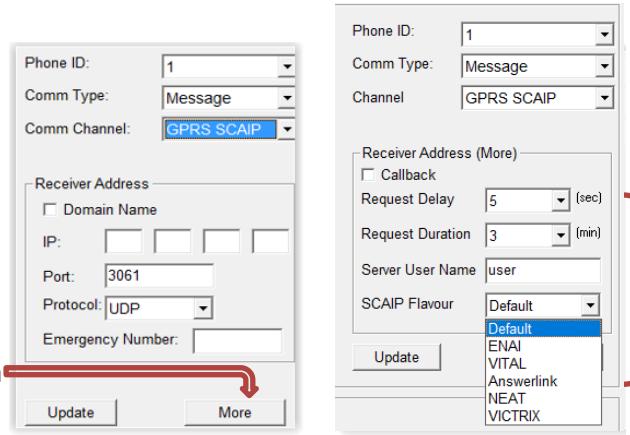
## 7.2.3 Defining Receiver Address Attributes

Most of the communication channels are based on receiver address attributes.




For the **Message** communication type, the communication channel s require the same attributes except for **SCAIP**.

Click to enter additional receiver data




The SCAIP additional receiver data

The following table lists and defines the receiver address attributes.

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Domain Name** | Mark if a URL is required rather than an IP address. | Enable = Marked<br>Disable = Clear | Optional |
| **URL** | When **Domain Name** is marked, enter the web address that refers to the IP address of the monitoring station receiver.<br>NOTE: Domain name can be up to 32 ASCII characters only | Character<br>"<domain name>"<br>For example:<br>"www.essence-grp.com" | Required if **Domain Name** marked |
| **IP address** | When **Domain Name** is not marked, enter the IPv4 receiver address. | A set of 4 3-digit strings<br>Values from 0- 255 | Required |
| **Port*** | Enter the port number used by the monitoring station receiver. The default ports are listed in the table below. | Integer (5)<br>Values: 1-65535 | Required |

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Protocol**** | NOTE: Not applicable for Debug Printing<br>Select the IP communications protocols:<br>● TCP<br>● UDP | Dropdown list depends on communication channel | Required |
| **Emergency Number** | NOTE: **Comm Type** Analytics Message and Message with GSM enabled. For C7000, GSM enabled is not required<br>Enter a phone number to call in case of an emergency, after sending the emergency event to the receiver and/or the Care@Home™ backend. | 19-character string. Accepts numeric digits, "+" and "#" only.<br>NOTE: Available only for the first 10 rows<br>Note: Number erased only using delete key | Optional |

* - The following table lists the receiver address ports defined as defaults for the communication channels:

| Interfaces | Default Port |
|---|---|
| **SIA-IP** | 3061 |
| **SCAIP** | 5060 – default SIP port |
| **SIA DC-09** | Clear – no default |
| **Analytics Alert** | 10060 |
| **STUN** | 3478 |
| **Video** | 5666 |
| **Data stream** | |
| **Debug printing** | |

** - The following receiver address protocols are allowed for the communication type and/or channels:

| Communication Type | Communication Channel | Receiver Address Protocols |
|---|---|---|
| | | **ES6502HC** |
| **Analytics Message Alert** | | TCP/UDP |
| **Message** | SIA IP | UDP |
| | SCAIP | UDP |
| | SIA DC-09 | UDP/TCP |
| **Data stream** | | TCP/UDP |
| **Video** | | TCP/UDP |
| **Voice** | | |
| **STUN** | | UDP |
| **Debug printing** | | N/A (TCP) |

If the chosen protocol is SCAIP, click **More** to enter additional SCAIP receiver information.

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **Callback** | Mark if you want the monitoring station to call you back, in case of an emergency.<br>Note: The cellular phone number must be entered.<br>Refer to 6.1.5 Phone Number on page 82. | Enable = Marked, Disable = Clear<br>Optional |
| **Request Delay** | Select time frame in seconds for request delay. | Dropdown list: 5 - 19 seconds<br>Optional |
| **Request Duration** | Select time frame in minutes for request duration. | Dropdown list: Values: 3 - 9 minutes<br>Optional |

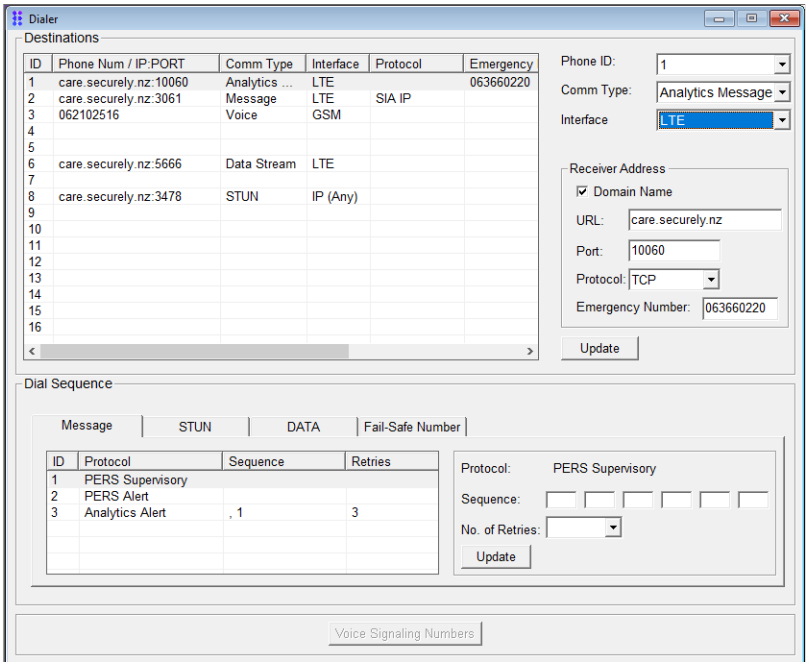
| Name | Definition and Instructions | Data Values |
|---|---|---|
| **Server User Name** | Enter your user name on your server. | Required<br>If SCAIP, authentication password is entered. Refer to 6.1.6 Authentication Password on page 83. |
| **SCAIP Flavor** | **Note:** For ES6502HC, this parameter is enabled and required for service types Family or Pro with **Panel CPU Version** 2.05.6.15 or later | Drop down list values:<br>● Default<br>● ENAI - Panel CPU version 2.05.6 and later<br>● VITAL - Panel CPU version 2.09.1<br>● Answerlink - Panel CPU version 2.09.5 and later<br>● NEAT - Panel CPU version 2.11 and later<br>● VICTRIX - Panel CPU version 2.11 and later |

Click **Update** to add the IP addresses and more to the destination list of the **Dialer** module along with the attributes entered for each destination.

## 7.3. Destination Definitions for a C7000 CP- Pre Version 6.1

Functionality of the C7000 CP is defined in relationship to Care@Home™ version 6.0. For example, prior to Care@Home™ version 6.0, only GPRS communication channels were available for **Message** dialers.

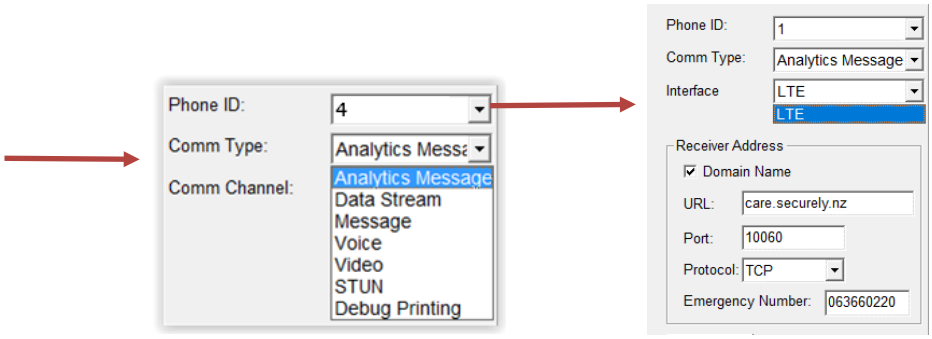
The following shows C7000 dialers prior to Care@Home™ version 6.1:




**NOTE:** Prior to Care@Home™ version 6.1, the C7000 supported only the PERS service type.

The following sections discuss functionality in relation to Care@Home™ pre-version 6.1.

## 7.3.1 Defining Communications Types and Channels




The following table describes the basic attributes required to add a destination to the Destination list.

| Name | Definition and Instructions | Data Values | C7000 Before ver 6.1 |
|---|---|---|---|
| **ID** | Internal identification of a dialer | Values: 1-16 | √ |
| **Phone Num / IP: Port** | The phone number or IP/URL plus port number entered for the destination ID receiver address | Receiver address | √ |
| **Comm Type** | Select the communications type for the Destination.<br>NOTE: Use the "Message" **Comm Type** only if the Care@Home™ system is configured to work with a PERS receiver. | Message | √ |
| | | Voice | √ |
| | | Debug Printing | √ |
| **Comm Channels** | Select the broadcast method to use with the communications type entered in the previous field. | Dropdown list changes according to the selected **Comm Type**. | √ |

The following table lists the communication channels available for each communication type.

| Comm Type | Description | C7000 Before ver 6.1 Comm Channels | Emergency Number |
|---|---|---|---|
| **Analytics Message** | For sending event messages to the Care@Home™ Server | • GPRS<br>• GPRS 2G | Emergency number allowed only for first 10 rows<br>**Note:** Number erased only using delete key |
| **Message** | For sending event messages to the PERS receiver.<br>**Note:** Use this **Comm Type** only if Care@Home™ is configured to work with a PERS receiver. | • SIA IP<br>• SIA DC-09<br>• SCAIP<br>• SIA<br>• Contact ID<br>• CPC<br>• Voice Signaling<br>• Debug Printing<br>• 4x2<br>• BS 8521:2009 | Emergency number allowed only for first 10 rows<br>**Note:** Number erased only using delete key |
| **Data Stream** | For sending files, that contain the detections from activity sensors, to the Care@Home™ server | • GPRS<br>• GPRS 2G | |
| **Video** | For sending photos taken by the camera detectors (IPD) | • GPRS<br>• GPRS 2G | |
| **Voice** | For calling the monitoring station **Fail-Safe** number | • GSM<br>• PSTN | Non-emergency phone number required<br>**Note:** Number erased only using delete key |
| **STUN** | For sending messages, via UDP, to the Care@Home™ server that enables the CP to receive commands via UDP | • GPRS<br>• GPRS 2G | |
| **Debug Printing** | For Essence technical support only | • GPRS<br>• GPRS 2G<br>• PSTN | |

## 7.3.2 Selecting Communication Channels

The available **communication channels** are:

- **PSTN** – Enter a phone number.
- **LTE**– Enter either an IP address or a domain address (URL) with a port number, such as 3061.
- **GSM** – Enter a phone number

To select your **communication channel**, choose the broadcast method that matches your CP communications method.

### 7.3.2.1 Configuring PSTN Communications Method

For PSTN communications method, the available broadcast methods are:

- SIA
- Contact ID
- Voice Signaling
- CPC

When choosing any of these methods, the **Dialer** module prompts you to enter the landline phone number of the monitoring station receiver.

When choosing **Voice Signaling**, the **Dialer** module prompts you to enter the **direct** phone number of the monitoring station. The **Voice Signaling** mode is used to ensure that the medical alarm (MA) event messages reach the monitoring station. **Voice Signaling** dialer works only in half-duplex mode.

### 7.3.2.2Configuring Cellular Communications Method

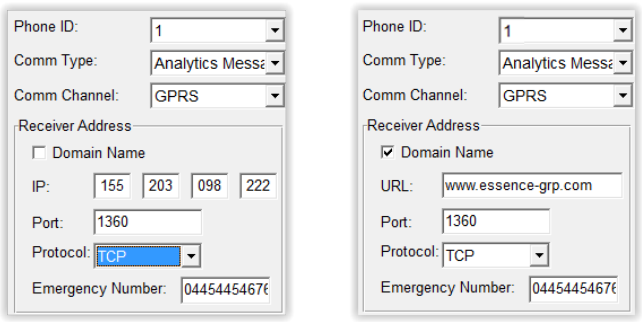
For cellular communications method, the following are the available cellular communication protocol methods, between the CP and the monitoring station:

- SIA IP
- SCAIP
- SIA DC-09
- BS 8521

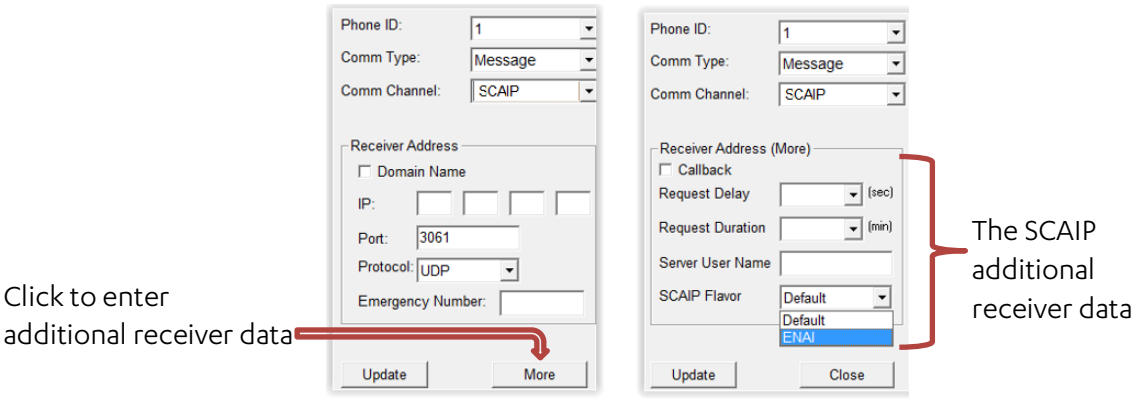
When choosing the cellular interfaces, the **Dialer** module prompts you to enter receiver address information, except for BS 8521.

## 7.3.3 Defining Receiver Address Attributes

Most of the communication channels are based on receiver address attributes.




For the **Message** communication type, the interfaces require the same attributes except for **SCAIP**.




The following table lists and defines the receiver address attributes.

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Domain Name** | Mark if a URL is required rather than an IP address. | Enable = Marked<br>Disable = Clear | Optional |
| **URL** | When **Domain Name** is marked, enter the DNS that refers to the IP address of the monitoring station receiver.<br>**NOTE:** Domain name can be up to 32 ASCII characters only | Character<br>"<domain name>"<br>For example:<br>"www.essence-grp.com" | Required if **Domain Name** marked |
| **IP address** | When **Domain Name** is not marked, enter the IPv4 receiver address. | A set of 4 3-digit strings<br>Values from 0- 255 | Required |
| **Port*** | Enter the port number used by the monitoring station receiver. The default ports are listed in the table below. | Integer (5)<br>Values: 1-65536 | Required |
| **Protocol**** | **NOTE:** Not applicable for Debug Printing<br>Select the IP communications protocols:<br>● TCP<br>● UDP | Dropdown list depends on communication channel | Required |

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Emergency Number** | NOTE: **Comm Type** Analytics Message and Message when using SIA IP, SIA DC-09, or SCAIP.<br>Enter a phone number to call in case of an emergency, after sending the emergency event to the receiver and/or the Care@Home™ backend. | 19-character string. Accepts numeric digits, "+" and "#" only.<br>NOTE: Available only for the first 10 rows<br>Note: Number erased only using delete key | Optional |

* - The following receiver address ports are defined as defaults for the communication channels:

| Communication Channel | Default Port |
|---|---|
| **SIA-IP** | 3061 |
| **SCAIP** | 5060 – default SIP port |
| **SIA DC-09** | Clear – no default |
| **Analytics Alert** | 10060 |
| **STUN** | 3478 |
| **Video** | 5666 |
| **Data stream** | |
| **Debug printing** | |

** - The following receiver address protocols are allowed for the communication type and/or channels:

| Communication Type | Communication Channel | Receiver Address Protocols |
|---|---|---|
| | | **C7000** |
| **Analytics Message Alert** | | TCP/UDP |
| **Message** | SIA IP | UDP |
| | SCAIP | UDP |
| | SIA DC-09 | TCP/UDP |
| **Data stream** | | TCP/UDP |
| **Video** | | TCP/UDP |
| **Voice** | | N/A |
| **STUN** | | UDP |
| **Debug printing** | | N/A (TCP) |

If the chosen protocol is SCAIP, click **More** to enter additional SCAIP receiver information.

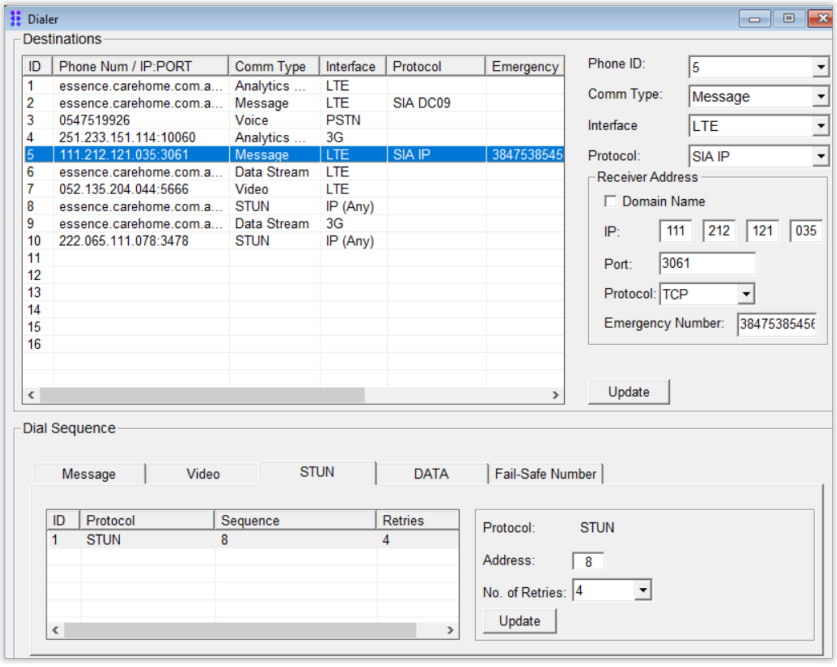
| Name | Definition and Instructions | Data Values |
|---|---|---|
| **Callback** | Mark if you want the monitoring station to call you back, in case of an emergency.<br>Note: The GSM SIM number must be entered.<br>Refer to 6.1.5 Phone Number on page 82. | Enable = Marked, Disable = Clear<br>Optional |
| **Request Delay** | Select time frame in seconds for request delay. | Dropdown list: 5 - 19 seconds<br>Optional |
| **Request Duration** | Select time frame in minutes for request duration. | Dropdown list: Values: 3 - 9 minutes<br>Optional |
| **Server User Name** | Enter your user name on your server. | Required<br>If SCAIP, authentication password is entered. Refer to 6.1.6 Authentication Password on page 83 |

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **SCAIP Flavor** | Select the advanced classification element (flavor) that classifies how the Social Care Alarm Internet Protocol (SCA-IP) sends event messages between the CP and the receiver over the communication network. | Drop down list values:<br>Default<br>ENAI<br>VITAL - CP SW version >= 6.1.4<br>Answerlink - CP SW version >= 6.1.4 |

Click **Update** to add the IP addresses and more to the destination list of the **Dialer** module along with the attributes entered for each destination.

## 7.4. Destination Definitions for a C7000 CP - Version 6.1 and Later

Functionality of the C7000 CP is defined in relationship to Care@Home™ version 6.1. The following shows C7000 dialers for Care@Home™ version 6.1 and later:




Version 6.1 supports the following communication channel types, known as interfaces:

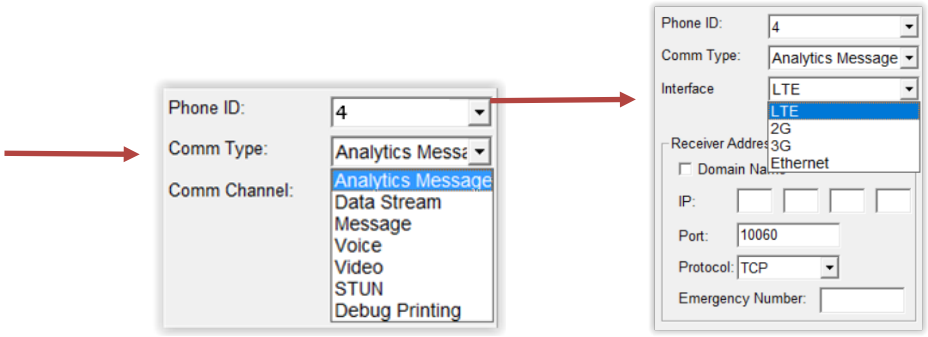
- PSTN
- LTE (4G)
- Ethernet

Multiple communication interfaces can be enabled simultaneously.

NOTE: The **Message** communication type in this control panel is redefined as multiple interfaces with multiple protocols for each interface.

The following sections discuss functionality in relation to Care@Home™ version 6.1.

## 7.4.1 Defining Communications Types and Interfaces




The following table describes the basic attributes required to add a destination to the Destination list.

| Name | Definition and Instructions | Data Values | C7000 Ver 6.1 and later | |
|---|---|---|---|---|
| | | | PERS-E & PERS | Family & Pro |
| **ID** | Internal identification of a dialer | Values: 1-16 | √ | |
| **Phone Num / IP: Port** | The phone number or IP/URL plus port number entered for the destination ID receiver address | Receiver address | √ | |
| **Comm Type** | Select the communications type for the Destination.<br>NOTE: Use the "Message" **Comm Type** only if the Care@Home™ system is configured to work with a PERS receiver. | Analytics Message | √ | |
| | | Message | | √ |
| | | Data Stream | √ | |
| | | Video | √ | |
| | | Voice | | √ |
| | | STUN | √ | |
| | | Debug Printing | | √ |
| **Interfaces** | Select the broadcast method to use with the communications type entered in the previous field. | Dropdown list changes according to the selected **Comm Type**. | | √ |

The following table lists the interfaces available for each communication type.

| Comm Type | Description | C7000 Interfaces Ver 6.1 and later | Emergency Number |
|---|---|---|---|
| | | Family, Pro, PERS & PERS-E | |
| **Analytics Message** | For sending event messages to the Care@Home™ Server | ● LTE<br>● Ethernet | Emergency number allowed only for first 10 rows<br>Note: Number erased only using delete key |

| Comm Type | Description | C7000 Interfaces Ver 6.1 and later | | Emergency Number |
|---|---|---|---|---|
| | | Family, Pro, PERS & PERS-E | | |
| | | Interfaces | Protocols | |
| **Message** | For sending event messages to the PERS receiver.<br>Note: Use this **Comm Type** only if Care@Home™ is configured to work with a PERS receiver. | LTE (4G) | SIA DC09<br>SIA IP<br>SCAIP<br>BS 8521 | Emergency number allowed only for first 10 rows<br>Note: Number erased only using delete key |
| | | Ethernet | SIA DC09<br>SIA IP<br>SCAIP | |
| | | PSTN | SIA DC03<br>Contact ID<br>Voice Signaling<br>PSTN CPC<br>BS 8521 | |
| **Data Stream** | For sending files, that contain the detections from activity sensors, to the Care@Home™ server | LTE<br>Ethernet | | |
| **Video** | For sending photos taken by the camera detectors (IPD) | LTE<br>Ethernet<br>Note: Only for Family & Pro | | |
| **Voice** | For calling the monitoring station **Fail-Safe** number | GSM<br>PSTN<br>Note: Only for Family, Pro, & PERS-E | | Non-emergency phone number required<br>Note: Number erased only using delete key |
| **STUN** | For sending messages, via UDP, to the Care@Home™ server that enables the CP to receive commands via UDP | LTE<br>Ethernet<br>Note: Supports all interfaces using IP receiver address | | |
| **Debug Printing** | For Essence technical support only | LTE<br>Ethernet<br>PSTN | | |

## 7.4.2 Selecting Interfaces by CP Type

The available **interfaces** are the same for either communication type method:

- **PSTN** – Enter a phone number.
- **LTE**– Enter either an IP address or a domain address (URL) with a port number, such as 3061.
- **Ethernet** - Enter either an IP address or a domain address (URL) with a port number, such as 5060.

To select your **Interface**, choose the broadcast method that matches your CP communications method.

### 7.4.2.1 Configuring PSTN Communications Method

For PSTN communications method, the available broadcast methods are:

- SIA

- Contact ID
- Voice Signaling
- CPC
- BS8521

When choosing any of these methods, the **Dialer** module prompts you to enter the landline phone number of the monitoring station receiver.

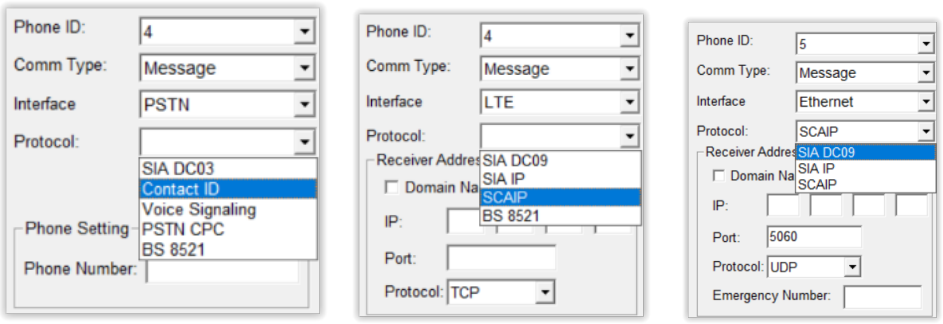
When choosing **Voice Signaling**, the **Dialer** module prompts you to enter the **direct** phone number of the monitoring station. The **Voice Signaling** mode is used to ensure that the medical alarm (MA) event messages reach the monitoring station. **Voice Signaling** dialer works only in half-duplex mode.

### 7.4.2.2Configuring Cellular Communications Method

For cellular communications method, the following are the available cellular communication protocol methods, between the CP and the monitoring station:

- SIA IP
- SCAIP
- SIA DC-09
- BS8521

When choosing the cellular interfaces, the **Dialer** module prompts you to enter receiver address information.




### 7.4.2.3Configuring Ethernet Communications Method

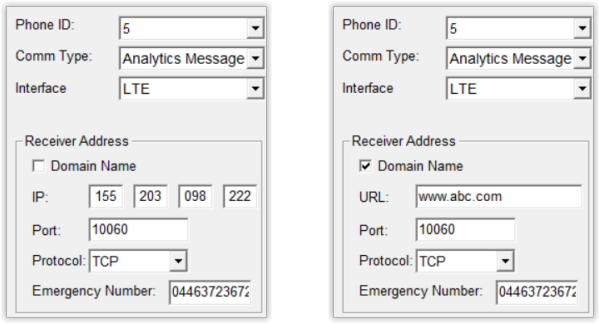
For the ethernet communications methods the following protocols are available:

- SIA IP

- SCAIP
- SIA DC-09

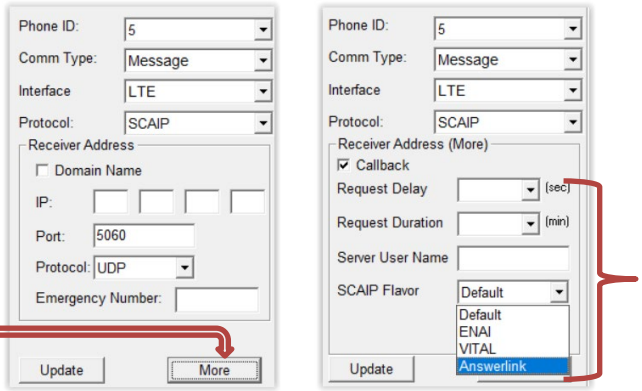
## 7.4.3 Defining Receiver Address Attributes

Most of the interfaces are based on receiver address attributes.




For the **Message** communication type, the interfaces require the same attributes except for **SCAIP**.

Click to enter additional receiver data




The SCAIP additional receiver data

The following table lists and defines the receiver address attributes.

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **Domain Name** | Mark if a URL is required rather than an IP address. | Enable = Marked<br>Disable = Clear | Optional |
| **URL** | When **Domain Name** is marked, enter the web address that refers to the IP address of the monitoring station receiver.<br>**NOTE:** Domain name can be up to 32 ASCII characters only | Character<br>"<domain name>"<br>For example:<br>"www.essence-grp.com" | Required if **Domain Name** marked |

| Name | Definition and Instructions | Data Values | Required/ Optional |
|---|---|---|---|
| **IP address** | When **Domain Name** is not marked, enter the IPv4 receiver address. | A set of 4 3-digit strings<br>Values from 0- 255 | Required |
| **Port*** | Enter the port number used by the monitoring station receiver. The default ports are listed in the table below. | Integer (5)<br>Values: 1-65536 | Required |
| **Protocol**** | NOTE: Not applicable for Debug Printing<br>Select the IP communications protocol.<br>● TCP<br>● UDP | Dropdown list depends on communication channel | Required |
| **Emergency Number** | NOTE: **Comm Type** Analytics Message and Message with GSM enabled. For C7000, GSM enabled is not required<br>Enter a phone number to call in case of an emergency, after sending the emergency event to the receiver and/or the Care@Home™ backend. | 19-character string. Accepts numeric digits, "+" and "#" only.<br>NOTE: Available only for the first 10 rows<br>Note: Number erased only using delete key | Optional |

* - The following receiver address ports are defined as defaults for the interfaces:

| Communication Types and Protocols | Default Port |
|---|---|
| **SIA-IP** | 3061 |
| **SCAIP** | 5060 – default SIP port |
| **SIA DC-09** | Clear – no default |
| **Analytics Alert** | 10060 |
| **STUN** | 3478 |
| **Video** | 5666 |
| **Data stream** | |
| **Debug printing** | |

** - The following receiver address protocols are allowed for the communication type and/or channels:

| Communication Type | Interfaces/Protocols | Receiver Address Protocols |
|---|---|---|
| | | C7000 Version 6.1 and later |
| **Analytics Message Alert** | | TCP/UDP |
| **Message** | SIA IP | UDP |
| | SCAIP | UDP |
| | SIA DC-09 | TCP/UDP |
| **Data stream** | | TCP/UDP |
| **Video** | | TCP/UDP |
| **Voice** | | N/A |
| **STUN** | | UDP |
| **Debug printing** | | N/A (TCP) |

If the chosen protocol is SCAIP, click **More** to enter additional SCAIP receiver information.

| Name | Definition and Instructions | Data Values |
|---|---|---|
| **Callback** | Mark if you want the monitoring station to call you back, in case of an emergency.<br>**Note:** The GSM SIM number must be entered.<br>Refer to 6.1.5 Phone Number on page 82. | Enable = Marked, Disable = Clear<br>Optional |
| **Request Delay** | Select time frame in seconds for request delay. | Dropdown list: 5 - 19 seconds<br>Optional |
| **Request Duration** | Select time frame in minutes for request duration. | Dropdown list: Values: 3 - 9 minutes<br>Optional |
| **Server User Name** | Enter your user name on your server. | Required<br>If SCAIP, authentication password is entered. Refer to 6.1.6 Authentication Password on page 83. |
| **SCAIP Flavor** | For service types Family or Pro with **panel CPU version** 2.05.6.15 or later | Drop down list values:<br>Default<br>ENAI<br>VITAL -CP SW version >= 6.1.4<br>Answerlink - CP SW version >= 6.1.4 |

Click **Update** to add the IP addresses and more to the destination list of the **Dialer** module along with the attributes entered for each destination.

## 7.5. Managing the Destination List

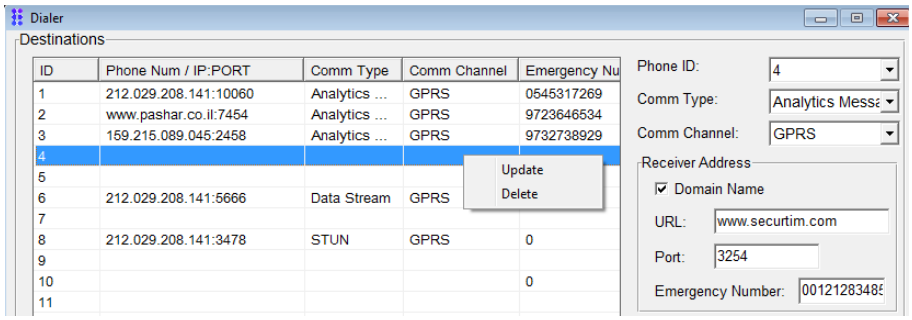
The **Dialer** module allows you to manage the **Destination** list:

- Add a new destination in a blank row in the list of destinations.
- Update the attributes of an existing destination.
- Delete an existing destination from the **Destination** list.

### 7.5.1 Adding a Dialer Destination

To add a new destination to the **Destination** list:

1. Select an empty row in the **Destination** list table.
2. Enter the destination information in the fields to the right of the **Destination** list table:
   - Comm Type
   - Comm Channel
   - Receiver Address Information
3. Right-click on the row selected in Step 1. A window appears displaying the functions available to manage the **Destination** list.




4. Click **Update** to add the new destination to the **Destination** list. The selected row is populated with the information entered in Step 2.

## 7.5.2 Updating a Dialer Destination

To modify an existing destination in the **Destination** list.

1. Select a row in the **Destination** list with an existing destination.
2. Revise the destination information in the fields to the right of the **Destination** list.
3. Right-click on the row selected in Step 1. A window appears displaying the functions available to manage the **Destination** list.
4. Click **Update**. The selected row is populated with the information revised in Step 2.

## 7.5.3 Deleting a Dialer Destination

To delete an existing destination from the **Destination** list:

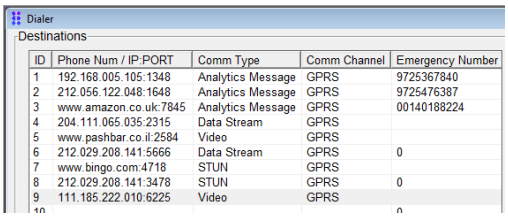
1. Right-click on the row, in the **Destinations** window, that you want to delete from the Destination list. A window appears displaying the functions available to manage the destination list.
2. Click **Delete**. A window appears prompting you to confirm.
3. Click **Yes**.

# 7.6. The Dialing Sequence

The table below lists the communications type assigned to which dialing sequences.

| Dialing Sequence | Communications Type |
|---|---|
| Message | • Analytics Alert (not PERS)<br>• PERS Supervisory/Alert<br>• For ADL firmware – Panel CPU version 2.11 and later or PERS firmware – Panel CPU version 2.17 and later<br>  ▪ PERS User Alert<br>  ▪ PERS External Alert<br>  ▪ PERS Technical Alert |
| Video | Video (Family and Pro only) |
| STUN | STUN (not PERS) |
| Data | Data Stream for Activity Files (not PERS) |
| | Debug Printing for Debug Printing (not PERS) |
| Fail-Safe Number | Voice –<br>• C7000 – not PERS<br>• ES6502HC:<br>  ▪ Panel CPU version 2.11 through 2.14<br>  ▪ Family/Pro and panel CPU version 2.05.2 and later |

CMS verifies that the destinations chosen for the dialing sequence are of the same communications type as the dialing sequence protocol.

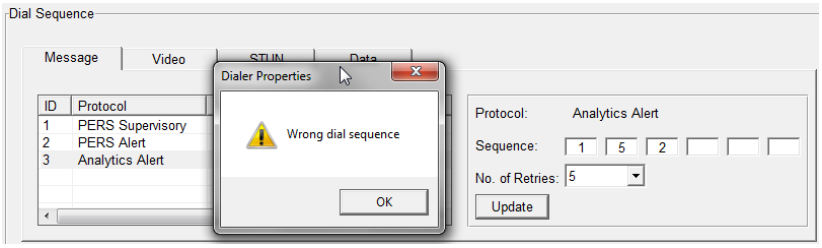

Dialer

Destinations

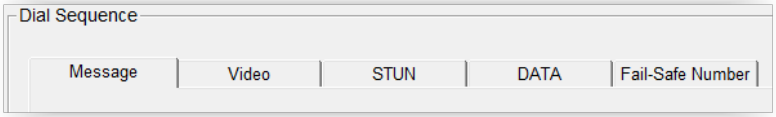
| ID | Phone Num / IP:PORT | Comm Type | Comm Channel | Emergency Number |
|---|---|---|---|---|
| 1 | 192.168.005.105:1348 | Analytics Message | GPRS | 9725367840 |
| 2 | 212.056.122.048:1648 | Analytics Message | GPRS | 9725476387 |
| 3 | www.amazon.co.uk:7845 | Analytics Message | GPRS | 00140188224 |
| 4 | 204.111.065.035:2315 | Data Stream | GPRS | |
| 5 | www.pashbar.co.il:2584 | Video | GPRS | |
| 6 | 212.029.208.141:5666 | Data Stream | GPRS | 0 |
| 7 | www.bingo.com:4718 | STUN | GPRS | |
| 8 | 212.029.208.141:3478 | STUN | GPRS | 0 |
| 9 | 111.185.222.010:6225 | Video | GPRS | |

For example, the destination list includes destinations of different communications types. Destinations 1, 2 and 3 are of communications types valid for the **Analytics Message** dialing sequence.

When choosing a destination with a communications type invalid for the selected dialing sequence, an error message appears.




Each communications type has its own protocols.

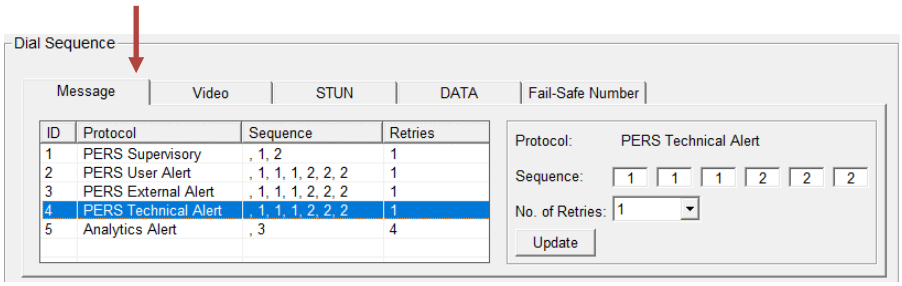



The following table lists the protocols assigned to each dialing sequence type:

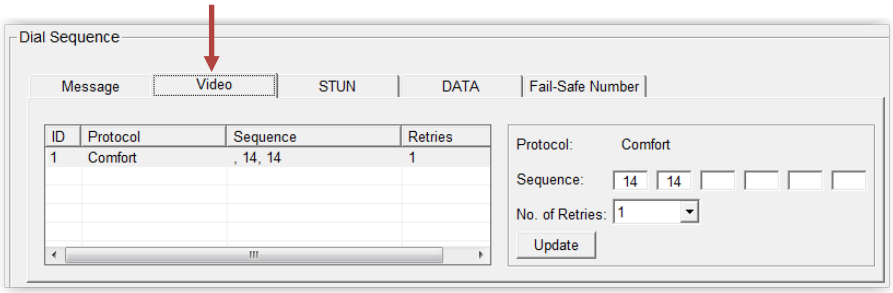
| Dialing Sequence | Protocol | ES6502HC | | C7000 | |
|---|---|---|---|---|---|
| | | PERS | Family or Pro | Not PERS | All |
| **Message** | Analytics Alert | N/A | | √ | |
| | PERS Supervisory | | PERS prefix added | | PERS prefix added |
| | PERS Alert | | PERS prefix added | | PERS prefix added |
| | User Alert | Panel CPU version 2.11 through 2.14 or 2.17 and later | Versions 2.11-2.13.xx | N/A | N/A |
| | Technical Alert | Panel CPU version 2.11 through 2.14 or 2.17 and later | Versions 2.11-2.13.xx | N/A | N/A |
| | External Alert | Panel CPU version 2.11 through 2.14 or 2.17 and later | Versions 2.11-2.13.xx | N/A | N/A |
| **Video** | Comfort | | √ | √ | |
| **STUN** | STUN | | √ | √ | |
| **Data** | Activity Files | N/A | √ | √ | |
| | Debug Printing | Panel CPU Ver 2.03 or later | √ | | √ |
| **Fail-Safe Number** | Failsafe | N/A | GSM enabled with **Panel CPU Version** 2.05.2 or later | √ | Panel CPU version 2.11 through 2.14 |

View the dialing sequences and their protocols:

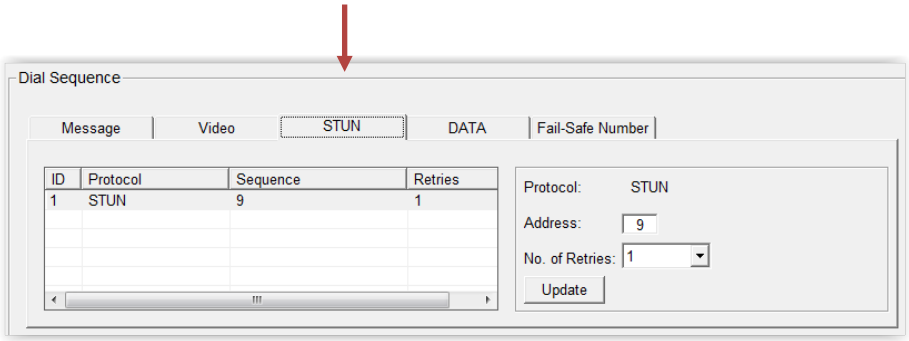
Analytics Message with Dual Mode



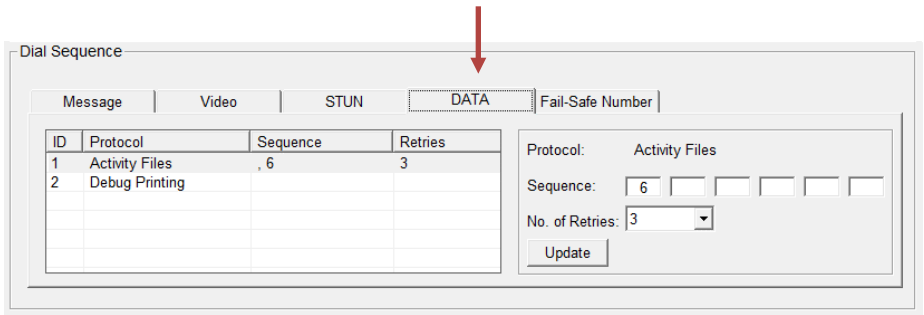

Video Dialing Sequence Protocol



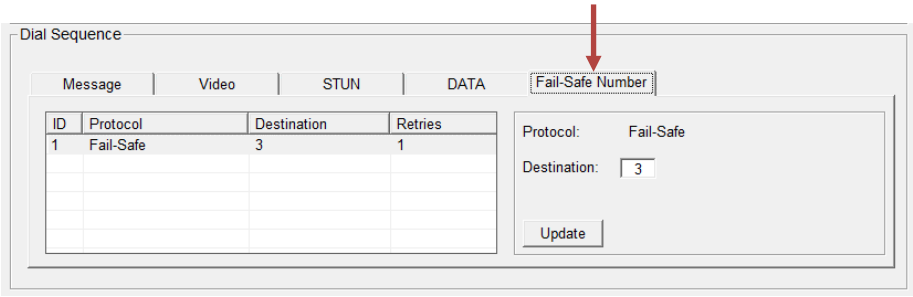

STUN Dialing Sequence Protocol




Data Dialing Sequence



Fail Safe Dialing Sequence



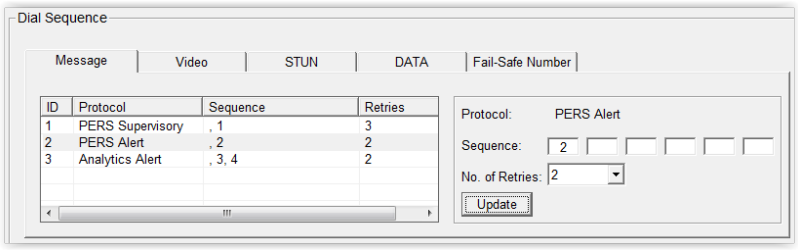

Select a protocol and choose the destinations listed in the **Destination** list window for the relevant dialing sequence, as defined below.

| Name | Definition and Instructions | Data Values | Required or Optional | Default Value |
|---|---|---|---|---|
| **Sequence** (**Address** for Fail Safe and STUN) | Enter the IDs for the relevant destinations, in the order they must be contacted.<br>Refer to the list of Destination ID numbers.<br>**NOTE:** Only choose an ID number for which an IP address or a URL is listed. | Number<br>Values: 1-16 | Required | None |
| **No. of Retries** | Enter the number of times to retry the sequences until at least one destination responds.<br>**NOTE:** Recommended: Configure STUN only for a single retry.<br>Not available for Fail Safe. | Dropdown List<br>Values: 1-8 | Required | 1 |

Click **Update** to add the dialing sequence to the selected protocol.

## 7.6.1 Dialing Sequence Dual Mode

Dual mode is when you configure your system to use both a third-party PERS receiver and the Care@Home™ server. In this configuration, the events supported by the PERS receiver, such as emergency alerts, are sent first to the PERS receiver and then to the Care@Home™ server.



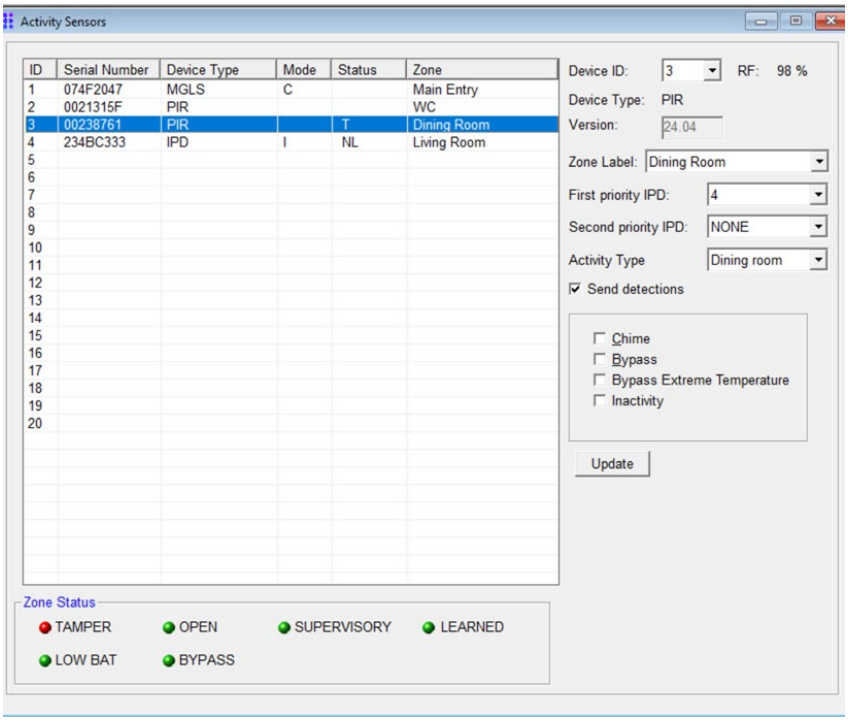

For example, the CP sends events to the monitoring station using Dual Mode, as follows:

1. The CP sends the events, via the **PERS Alert** protocol, to the monitoring station PERS receiver according to the details of Destination ID #2. This may be an IP address and port number, domain name or telephone number.

2. The CP attempts to communicate with the receiver twice, according to the number of retries in the example.
3. If an acknowledgement is received and the event is an emergency alert, call the destination monitoring station emergency number. The **PERS Alert** succeeded.
4. Otherwise, if no acknowledgement is received, the **PERS Alert** failed.
5. The CP sends the events, via the **Analytics Alert** protocol, to the monitoring station Care@Home™ server, according to the details of Destination ID #3
6. The CP attempts to communicate with the Care@Home™ server for Destination ID #3.
7. If an acknowledgement is received and the event is an emergency alert:
    - If the **PERS Alert** failed, the CP calls the destination monitoring station emergency number.
    - If the **PERS Alert** succeeded, the CP does not call the destination monitoring station emergency number.
8. The dialing sequence in dual mode is completed.
9. If no acknowledgement is received, the CP sends the events, via the **Analytics Alert** protocol, to the monitoring station Care@Home™ server, according to the details of Destination ID #4.
10. The CP attempts to communicate with the Care@Home™ server for Destination ID #4.
11. If an acknowledgement is received and the event is an emergency alert:
    - If the **PERS Alert** failed, the CP calls the destination monitoring station emergency number.
    - If the **PERS Alert** succeeded, the CP does not call the destination monitoring station emergency number.
12. The dialing sequence in dual mode is completed.
13. If no acknowledgement is received, repeat steps 4 through 9, according to the number of retries, in this case, one additional retry.
14. If an acknowledgement is received and the event is an emergency alert:
    - If the **PERS Alert** failed, the CP calls the destination monitoring station emergency number.
    - If the **PERS Alert** succeeded, the CP does not call the destination monitoring station emergency number.
15. The dialing sequence in dual mode is completed.
16. If no acknowledgement is received using both **PERS Alert** and **Analytics Alert** protocols:
    a. The CP calls the Fail-safe number.
    b. The CP issues the following vocal announcement:
    c. “Attention, communication with the monitoring station is lost.”

# 8. The Activity Sensors Module


Click **Activity Sensors** on the **Main** navigator menu. The **Activity Sensors** module is the tool that allows management of devices for the Care@Home™ CP installed on the resident's premises.




All the sensor devices connected to the CP are listed by identification number in this module. For each device, the following information is displayed:

- **Identification number**- The internal identification number assigned to the sensor device synchronized with the Care@Home™ web application
- **Serial Number**
- **Device Type**
- **Mode** – The characteristics of the device type functions, such as "Chime", "Bypass", and "Inactivity"
- **Status** – The status of the sensor device, such as "Tamper", "Open" and "Low Bat"

## 8.1. Defining Sensor Device Attributes

The following table describes the attributes for the sensor devices.

| Name | Definition and Instructions | Data Values | Required/ Optional | Default Value |
|---|---|---|---|---|
| **Device ID** | The identification number assigned by the CP for each sensor device. | • ES6502HC:<br>▪ Panel CPU version 2.08 and earlier or 2.14 and later – 1-55<br>▪ Panel CPU version 2.08 and later– 1-20.<br>• C7000 - Integer from 1-20 | N/A | Display Only |
| **RF** | The radio frequency (RF) level of the selected sensor device. It is the received signal strength indicator (RSSI) level of the selected device. | Percent | N/A | Display Only |
| **Device Type** | The device type of the selected sensor device. The sensor devices are:<br>• MGLS – Door or bed sensor<br>• PIR – Motion detector<br>• IPD – Camera detector (optional) | String | N/A | Display Only |
| **Version** | The version of the firmware of the device<br>**Note:** Parameter enabled for ES6502HC – CP SW version >=2.03 | Number | N/A | Display Only |
| **Zone Label** | **Note:** Parameter enabled for ES6502HC - CP SW version >= 2.0.<br>Choose the label that describes the location where the sensor was installed.<br>**Note:** The dropdown list includes both system-defined location labels and user-defined custom labels. | Dropdown list | Optional | None |
| **First priority IPD** | **Note:** Parameter enabled for Family and Pro only.<br>Choose the first camera to photograph the events. Choose **NONE** for no camera coverage. | Dropdown list | Optional | None |
| **Second priority IPD** | **Note:** Parameter enabled for Family and Pro only.<br>Choose the second camera to photograph the events. Choose **NONE** for no camera coverage. | Dropdown list | Required | None |
| **Enable LEDs** | **Note:** MGLS device only<br>Mark to enable the device LEDs to light up when door is open or closed. | Enable = Marked<br>Disable = Clear | Optional | Disable = Clear |
| **Resets possible fall** | **Note:** Pro only<br>To prevent false fall detections, clear for sensors in a combined bathroom/restroom.<br>**Note:** Parameter appears for support-level user only | | | |

| Name | Definition and Instructions | Data Values | Required/ Optional | Default Value |
|---|---|---|---|---|
| **Resets wandering alert** | **Note:** Parameter enabled for ES6502HC, for Family or Pro with **Panel CPU Version** 2.05 or later and for C7000, only for Family (not PERS-E) or Pro.<br>When marked, prevents a detection from the device from triggering a wandering alert.<br>Example: When there is more than one resident, we may want a wandering alert to be sent if the only movement is by the resident in the bedroom. In this case, clear the checkbox for the bedroom.<br>**Note:** Parameter appears for support-level user only | | | |
| **Activity Type** | Choose the type of activity the sensor is configured to detect. | For PERS, only MGLS for Bed sensor or Unspecified<br>For Family, Pro or PERS-E:<br>● Refrigerator door<br>● Front door<br>● Bedroom<br>● Restroom<br>● Bathroom<br>● Living room<br>● Dining room<br>● Bed (ES6502HC CPU version 2.09.6 through 2.14 only)<br>● Unspecified | Required | None |
| **Activity Group** | **Note:** Parameter enabled for ES6502HC, for Family or Pro and for C7000, only for Family (not PERS-E) or Pro.<br>Allows devices with the same activity type to be grouped.<br>**Note:** Parameter appears for support-level user only | Enable = Marked<br>Disable = Clear | Optional | Disable = Clear |

| Name | Definition and Instructions | Data Values | Required/ Optional | Default Value |
|---|---|---|---|---|
| **Send Detections** | **Note:** Parameter enabled for ES6502HC, for Family or Pro and for C7000, only for Family (not PERS-E) or Pro.<br>Mark to enable the sensor device to send all its event detections to the CP. | Enable = Marked<br>Disable = Clear | Optional | Disable = Clear |
| **External Magnet** | **Note:** Parameter enabled for ES6502HC, for Family or Pro and for C7000, only for Family, PERS-E or Pro.<br>**NOTE:** MGLS device only<br>Mark to allow third-party magnetic devices on metallic surfaces to be installed in your Care@Home™, without effecting RF transmission. | Enable = Marked<br>Disable = Clear | Optional | Disable = Clear |
| **(Enable modes)** | Activate or deactivate modes that alter the functionality of the activity sensor devices.<br>**Chime**- Mark to sound the chime, if the sensor device detects activity.<br>**Bypass** – Mark to ignore the detections sent by the sensor device, including the ability to sense extreme temperatures. The sensor device remains connected to the CP.<br>**Note: Bypass Extreme Temperature** can be marked even if **Bypass** is clear.<br>**Inactivity** – Mark to enable the sensor to send an **Inactivity** event to the monitoring station, when no activity occurs during a given time-frame. | Enable = Marked<br>Disable = Clear<br><br>For the following set of checkboxes:<br>● Chime<br>● Bypass<br>● Bypass Extreme Temperature<br>● Inactivity | Optional | None |

Click **Update** to add the sensor device attributes to the CP.

## 8.2. Managing Activity Sensors

NOTE: For ES6502HC, you can manage activity sensors from CP SW version 2.03.

The **Activity Sensors** module allows you to manage the Activity Sensor list manually:

- Add a device to the list.
- Update the attributes of a device in the list.
- Delete a device from the list.

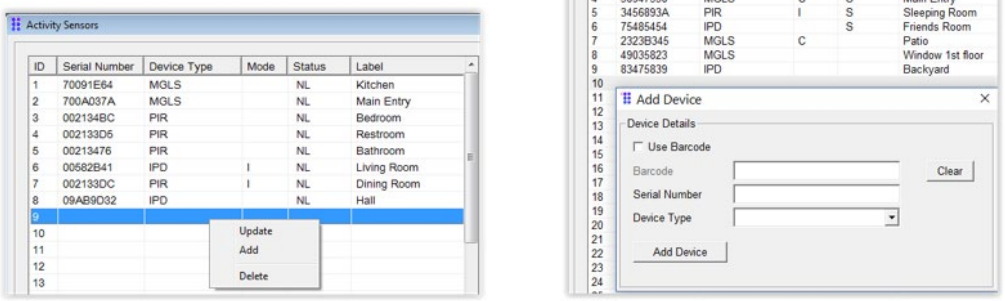
  To delete a device, you require privilege access usually reserved for a system administrator or Essence technical support personnel.

## 8.2.1 Adding an Activity Sensor

Below is an illustration of adding an activity sensor to the Activity Sensors list.

To add an activity sensor to the **Activity Sensors** list:

1. Right-click on the **Activity Sensors** list. A window appears displaying the functions available to manage the list.

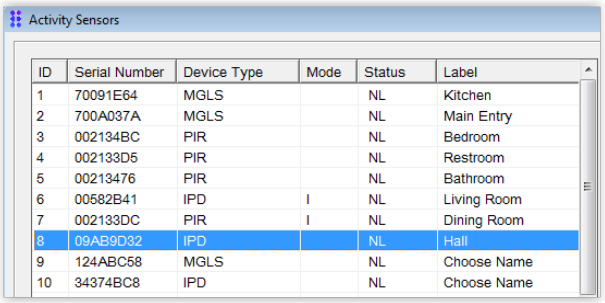



2. Click **Add**. The **Device Details** window appears.
3. If you have a barcode reader:
   a. Mark Use Barcode.
   b. Using the barcode reader, scan the barcode on the device packaging. The scanned data appears in the **Barcode** field. The serial number and device type from the scanned data are loaded to their respective fields.
4. Refer to 2.3.2 Understanding the *setup.ini* File on page 17.
5. If you do not have a barcode reader:
   a. Clear Use Barcode.
   b. Enter the last eight characters on the barcode label.
   c. Select the device type from the dropdown list.
6. Click Add Device.

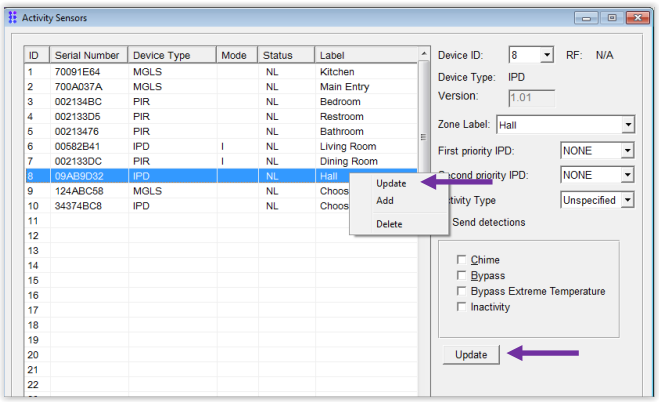
## 8.2.2 Updating an Activity Sensor

To update a row in the **Activity Sensor** list with an existing activity sensor:

1. Select the row in the **Activity Sensor** list with the activity sensor requiring update.




2. Modify the values of the activity sensor attributes requiring revision.
3. Click **Update** in the function window or at the bottom of the screen.




## 8.2.3 Deleting an Activity Sensor

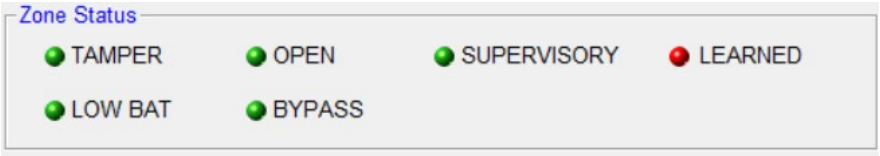
To delete an existing activity sensor, from the **Activity Sensor** list, includes removing all the data that has been accumulated for that sensor. This involves "erasing" all the event history not only for the activity sensor requiring deletion but also for all the activity sensors installed on the premises.

To delete an activity sensor from the **Activity Sensor** list:

1. Right-click on the row in the Activity Sensor list with the activity sensor requiring deletion. A window appears asking to confirm.
2. Click **Delete**. A window appears prompting you to confirm.
3. Click **Yes**.

## 8.3. Zone Status

The **Zone Status** box displays the status (normal = **Green**; problem = **Red**) of the selected sensor device.

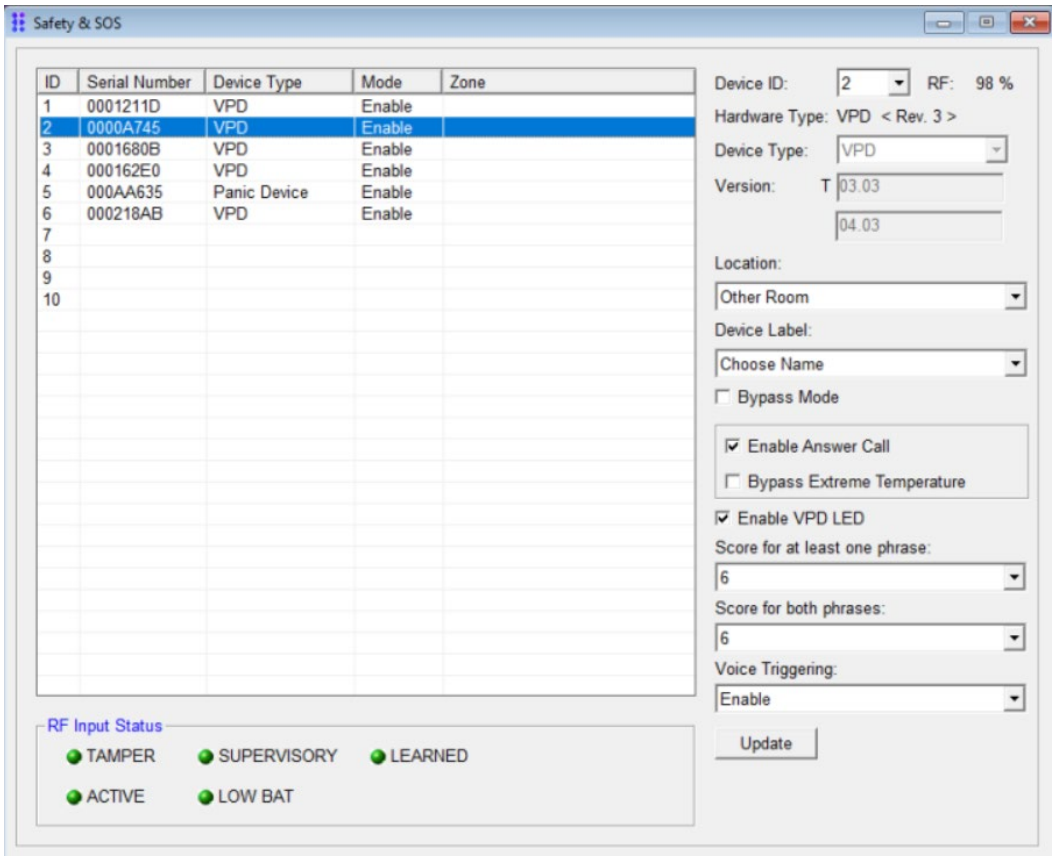



The following is the list of the available statuses:

- **Tamper** – The selected sensor device was touched, moved, or installed incorrectly.
- **Low Battery** – The battery of the selected sensor device requires replacement.
- **Bypass** – The selected sensor device appears to be deactivated.
- **Open** –MGLS devices, "open/closed"
- **Supervisory** – Whether a problem with the selected sensor device has occurred. If communication between the CP and the device has been lost.
- **Learned** – Whether the selected sensor device has been paired with the control panel.

# 9. The Safety & SOS Module


Click **Safety & SOS** on the **Main** navigator menu. The **Safety & SOS** module is the tool that allows management of the safety and emergency devices for the Care@Home™ CP installed on the resident's premises.




All the safety and emergency devices connected to the CP are listed by identification number in the Safety & SOS devices list. For each device, the following information is displayed:

- **ID** - The internal identification number assigned to the emergency device synchronized with the Care@Home™ web application

- **Serial Number**
- **Device Type**
- **Mode** – Whether to disregard notifications broadcast by the device

## 9.1. Defining Attributes for Safety & SOS Devices

For each safety and emergency device, there are attributes that define:

- General, common device functionality
- Functionality specific and unique for that device type

The following table describes the general attributes of the safety and emergency devices.

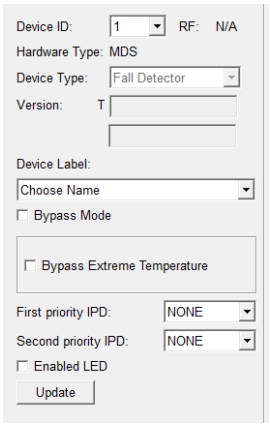
| Name | Definition and Instructions |
|---|---|
| **Device ID** | The identification number assigned by the CP for each safety or emergency device.<br>● C7000 – 1-10<br>● ES6502HC – up to version 2.03 – 1-8<br>● ES6502HC – version 2.03 to 2.03.2 – 1-16<br>● ES6502HC – version >= 2.03.2 – 1-10 |
| **RF** | The RF level of the selected safety and emergency device relative to the received signal strength indicator (RSSI) scale.<br>Note: An **RF level of 80% and above** is recommended. If the **RF-level is lower than 50%,** install the device in a better reception area, or move the control panel. |
| **Hardware Type** | The code for the hardware type of the selected device:<br>● MDS – Multidimensional fall detector<br>● SPB – Stationary panic button<br>● EP and EPP – Emergency pendant devices (panic button)<br>● SK2 - Smoke detector<br>● VPD – Voice panic detector<br>Note: For VPD, the hardware revision number is displayed<br>● EPA – Emergency pendant with fall detection<br>● MGLS – Magnetic transmitter input device that connects non-RF or other devices to Care@Home™, such as a water detector |
| **Device Type** | Note: For ES6502HC, attribute enabled only if **Hardware Type** is MGLS and CP version >= 2.03<br>The description of the selected safety or emergency device.<br>When **Hardware Type** is MGLS, available device type options are:<br>● Gas Detector<br>● Fire Detector<br>● Water Detector<br>● Panic Device |

| Name | Definition and Instructions |
|---|---|
| **Version** | **Note:** For ES6502HC, attribute displayed only if **Hardware Type** is MGLS and when CP version >= 2.03<br>The firmware version installed on the device.<br><br>**Note:** For the VPD and MDS, two firmware versions are displayed:<br>● Host<br>● VPD – Voice detection<br>● MDsense – fall detection |

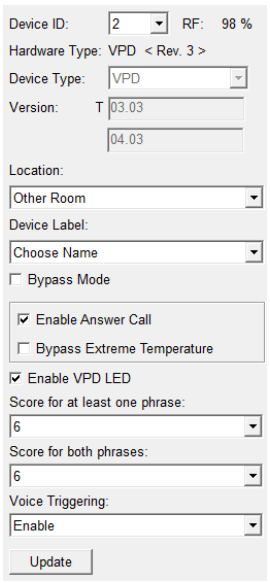
## 9.2. Specific Safety and Emergency Attributes

Each safety and emergency device type attributes define how the device alerts the resident, caregiver, and/or monitoring station, when a situation occurs that might threaten the safety or welfare of the resident.

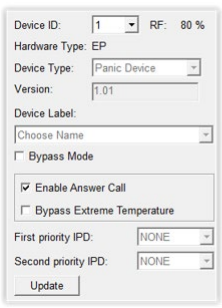
MDS Attributes

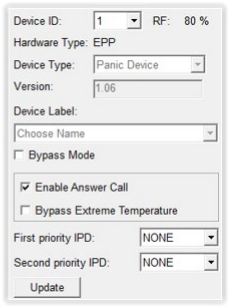



VPD Attributes

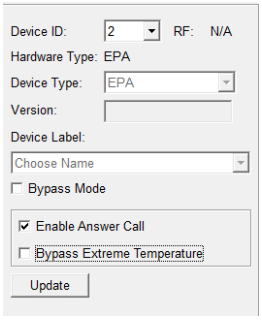


EP and EPP Attributes

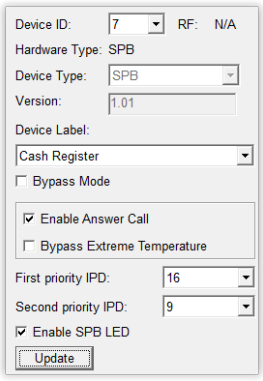


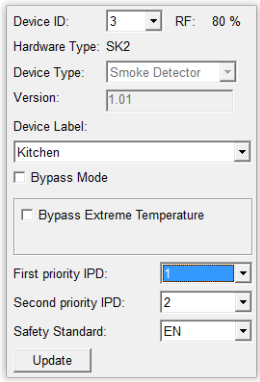

EPA Attributes



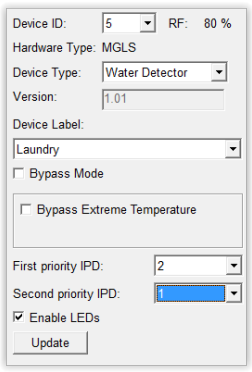

SPB Attributes




Smoke Detector Attributes



Water Detector Attributes




The following table describes the attributes specific to the hardware types of the safety and emergency devices.

| Name | Definition and Instructions | Data Values | Required/ Optional | Factory Settings |
|---|---|---|---|---|
| **Location** | **Note:** VPD only<br><br>Choose the label that describes the location where the VPD is installed. Used to inform emergency response operator.<br><br>**Note:** For ES6502HC, enabled for panel CPU version 2.08 through 2.14. | Dropdown list | Required | Unspecified |
| **Device Label** | **Note:** Disabled for the EP, EPP, or the EPA devices<br><br>Choose the label that describes the location where the safety or emergency device is installed.<br><br>**Note:** The dropdown list is the same as the dropdown list for the **Zone Label** attribute, in the **Activity Sensors** module. The list includes both system-defined location labels and user-defined custom labels.<br>Refer to 12 The Custom Labels Module on page 157.<br>**Note:** Enabled for:<br>● C7000<br>● ES6502HC – CP SW version >= 2 | Dropdown list | Required | None |
| **<Bypass options>** | Mark to activate or deactivate modes that alter the functionality of the safety and emergency devices. | | | |
| | **Bypass mode**<br>Mark to deactivate the sensor device. The sensor device remains connected to the CP. | Disable= Clear | Optional | Disable = Clear |
| | **Enable Answer Call via Buttons**<br>**NOTE:** Not for MDS, SK2 or the MGLS with a non-Panic device<br>Mark to answer incoming calls using the panic button. | | | Enable = Marked |
| | **Bypass Extreme Temperature**<br>Mark to enable the CP to send extreme temperature reports to the monitoring station, if temperature readings exceed the defined thresholds. | | | Disable = Clear |

| Name | Definition and Instructions | Data Values | Required/ Optional | Factory Settings |
|---|---|---|---|---|
| **First Priority IPD** | **NOTE:** Not for EP, EPP and EPA<br>Choose the first camera to photograph the events. Choose **NONE** to disable the camera option.<br>**Note:** Parameter enabled for ES6502HC, for Family or Pro and for C7000, not PERS | Dropdown list | Optional | None |
| **Second Priority IPD** | **NOTE:** Not for EP, EPP, and EPA<br>Choose the second camera to photograph the events. Choose **NONE** to disable the camera option.<br>**Note:** Parameter enabled for ES6502HC, for Family or Pro and for C7000, not PERS | Dropdown list | Optional | None |
| **Enable LEDs**<br>**Enable VPD LED**<br>**Enable SPB LED** | **NOTE:** MDS, SPB, VPD, and MGLS only<br>Mark to activate the LED display for the device. When the device is triggered, the LED is lit. If disabled, the device continues to function. However, the LED is not lit.<br>For the VPD and SPB, the factory setting is enabled (Marked). | Enable = Marked<br>Disable= Clear | Optional | Disable = Clear |
| **Score for at least one phrase** | **NOTE:** VPD only<br>For the VPD to trigger an emergency alarm, the emergency phrase must be:<br>● Detected twice, and<br>● At least one occurrence of the phrase must match this setting, and<br>● Detect Phrase Once is cleared<br>Refer to 5.4.9.1 VPD Quality Configuration on page 66 | 1-9 | | |
| **Score for both phrases** | **NOTE:** VPD only<br>For the VPD to trigger an emergency alarm, the emergency phrase must be:<br>● Detected twice, and<br>● Both occurrences of the phrase must at least match this setting<br>Refer to 5.4.9.1 VPD Quality Configuration on page 66<br>**Note:** Applies to C7000 and ES6502HC with panel CPU version 2.08 through 2.14.<br>For earlier versions or for PERS firmware, panel CPU version 2.08 through 2.14, CMS assigns the parameter the same value as **Score for at least one phrase** | 1-9 | | |
| **Safety Standard** | **NOTE:** SK2 Only:<br>Select the safety standard to apply to the smoke detector. The standards relate to the event reporting frequency. The safety standards are:<br>**Default** –out-of-the box factory settings designed to preserve battery life.<br>**EN** – European standards<br>**UL** – USA standards<br>**ULC** – Canadian standards | Dropdown list:<br>● Default<br>● EN<br>● UL<br>● ULC | Required | Default |

| Name | Definition and Instructions | Data Values | Required/ Optional | Factory Settings |
|---|---|---|---|---|
| **Enable Fall Detection** | Note: EPA and MDS only. For Essence technical support<br>Mark to allow the device to detect falls and send fall alerts and usage data to the CP.<br>When adding an EPA, the default value is determined by the **Enable for New Device** parameter in the **EPA Config** tab in the **Control Panel Configuration Extension** window.<br>Refer to 5.4.10 EPA Configuration Parameters on page 68.<br>The default for MDS is enabled. | Enable = Marked<br>Disable= Clear | Optional | |
| **Enable debug mode** | NOTE: EPA and MDS only: For Essence technical support.<br>Mark to allow the device to run in debug mode. | Enable = Marked<br>Disable= Clear | Optional | Disable = Clear |
| **Voice Triggering** | NOTE: For VPD and MDS only. For Essence technical support<br>Select **ENABLE** to activate the Intelligent Voice Activation™ (IVA) technology, to recognize the trigger phrase. | Dropdown list<br>Enable<br>Disable | Required | Enable |
| **Detector Delay** | NOTE: MDS Only. For use by Essence Technical Support.<br>Select the number of seconds between fall and alarm. | 5-60 seconds | Required | |

Click **Update** to save the safety and emergency device attributes to the CP.

## 9.3. Managing Safety & SOS Devices

NOTE: For ES6502HC, you can manage safety and SOS devices for PERS with **Panel CPU Version** 2.03 or later.

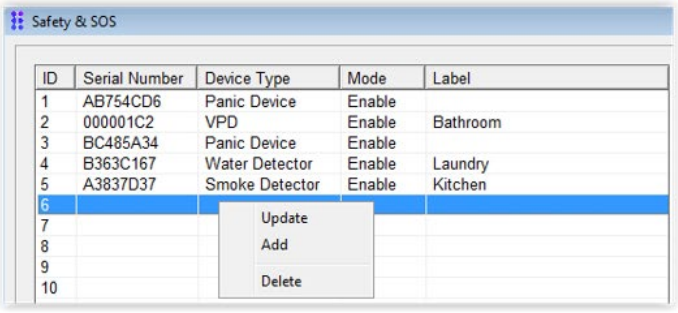
The **Safety & SOS** module allows you to manage the **Safety & SOS** device list manually:

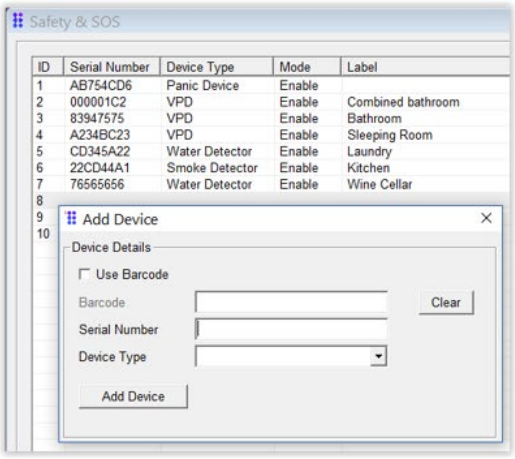
- Add a device to the list.
- Update the attributes of a device in the list.
- Delete a device from the list.

## 9.3.1 Adding a Safety or SOS Device

To add a safety or SOS device:

1. Right-click on the safety & SOS device list. A window appears displaying the functions available to manage the list.



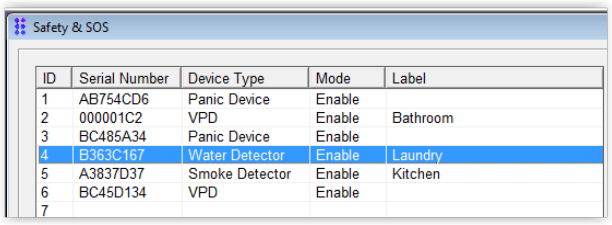

2. Click **Add**. The **Device Details** window appears.
3. If you have a barcode reader:
4. Mark Use Barcode.
   a. Using the barcode reader, scan the barcode on the device packaging. The scanned data appears in the **Barcode** field. The serial number and device type from the scanned data are loaded to their respective fields.
5. Refer to 2.3.2 Understanding the *setup.ini* File on page 17.
6. If you do not have a barcode reader:
   a. Clear Use Barcode.
   b. Enter the last eight characters on the barcode label.
   c. Select the device type from the dropdown list.
7. Click Add Device.

## 9.3.2 Updating a Safety or SOS Device

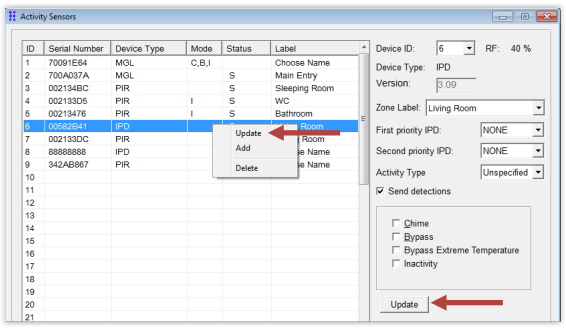
To update a row in the Safety & SOS device list with an existing safety or emergency device:

1. Select the row in the Safety & SOS device list with the safety or emergency device requiring update.

2. Modify the values of the safety or emergency device attributes requiring revision.




3. Click **Update** in the function window or at the bottom of the screen.




## 9.3.3 Deleting a Safety or SOS Device

To delete a safety or emergency device from the **Safety & SOS** device list:

1. Right-click on the row in the **Safety & SOS** device list with the safety or emergency device you want to delete. A window appears prompting you to confirm the delete request.
2. Click **Delete**. A window appears prompting you to confirm.
3. Click **Yes**.

# 9.4. RF Input Status

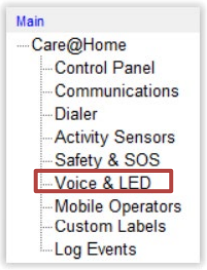
The RF input status reports the status of a selected safety or emergency device (normal =**Green**; problem =**Red**).


The following is the list of the available statuses:

- **Tamper** – The selected device was touched, moved, or installed incorrectly.
- **Low battery** – The battery of the selected device requires replacement.
- **Dead battery** – For EPA, EPP, and MDS devices only: The battery requires immediate replacement.
- **Active/Bypass** – Alert reports from the selected device are sent or ignored.
- **Supervisory** – Whether communication between the device and the control panel has been lost.
- **Learned** - Whether the selected device has been paired with the control panel.
- **External Power** – MDS only. Connected to external power. Lights red if MDS was connected to power and then disconnected.

# 10. Voice & LED Module

NOTE: For ES6502HC, the **Voice and LED module** parameters are available for PERS service type with **Panel CPU Version** 2.03 or later.




Click **Voice & LED** on the **Main** navigator menu. The **Voice & LED** module allows you to configure:

- The receipt of vocal announcements for technical, medical, and safety issues
- The CP to "vocally" remind the resident about scheduled activities.
- The CP LED indicators
- The pendant test operational parameters

The vocal reminder is characterized by the following attributes:

- The purpose of the reminder announcement
- Additional information related to the purpose of the reminder
- The scheduled frequency of the reminder announcement (schedule type)
- The period of the reminder announcement
- The time of the reminder announcement

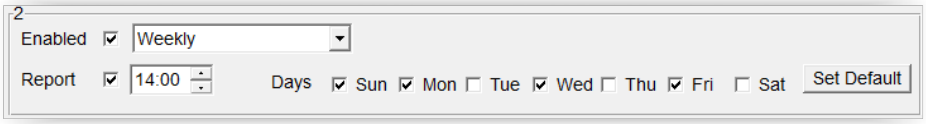
Vocal reminders use the following schedule types:

- **One Time**
- **Weekly**
- **Monthly (Day of the month)**
- **Monthly (Day of the week)**

For each schedule type, you can choose the "date" and time for the reminder to be announced. The time configuration for a reminder announcement is restricted to the hour with 15-minute increments.

Refer to 10.2 Reminder Schedule Types on page 144.

The structure for defining a reminder includes the parameters that define the attributes of a vocal reminder. For example, below illustrates the structure to define a weekly vocal reminder.




The following table describes the parameters that define the attributes of a vocal reminder.

| Parameter | Definition/Instructions | Attributes |
|---|---|---|
| **(Reminder) Enabled** | Mark to activate the vocal reminder. | Enable = Marked<br>Disable = Clear |
| **(Schedule Type)** | Select the type of schedule you require for the vocal reminder.<br>Refer to 10.2 Reminder Schedule Types on page 144. | Dropdown list:<br>● One-Time<br>● Weekly<br>● Monthly (Day of Month)<br>● Monthly (Day of Week) |
| **Report** | Mark to send a Missed Reminder report to the monitoring station when a reminder is not acknowledged, or an EP test is incomplete. | Enable = Marked<br>Disable = Clear |
| **Period:**<br>**Day and Time** | **Day**:<br>Enter either the day of the week, the day of the month, or the date when you require the reminder announcement. | The format of the date is dependent on the schedule type.<br>Refer to 10.2 Reminder Schedule Types on page 144. |
| | **Time**:<br>Enter the time when you require the reminder announcement | Time in *hh:mm* format |
| **Days/Weeks** | Mark one or more days/weeks when you require the reminder announcement. | Per day/week:<br>Enable = Marked<br>Disable = Clear |
| **Set Default** | Click to reset to default settings. The **Reminder** structure is reset to factory settings, disabled, and displayed in grey. | Push Button |
| **Time to Announce** | Enter the time to inform the resident when an event is scheduled. | Time in *hh24:mi* format |

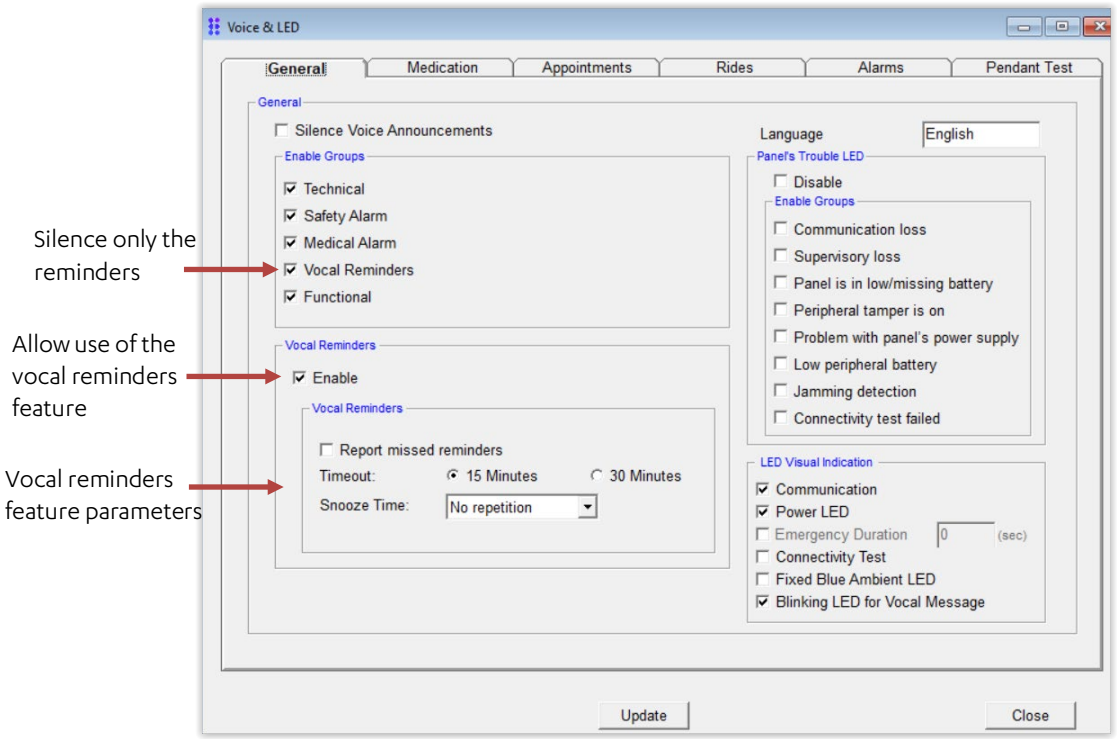

The following are the available types of vocal reminders:

- **Medication**: Refer to 10.3 Medication Reminders on page 146.
- **Appointments**: Refer to10.4 Appointment Reminders on page 147.
- **Rides**: Refer to 10.5 Ride Reminders on page 148.
- **Alarms:** Refer to 10.6 Alarm Reminders on page 148.

- **Pendant Test**: Refer to 10.7 Pendant Test Reminder on page 149.

## 10.1. General Configuration Parameters

The **Voice & LED** module includes the global parameters that configure the scope of the vocal announcements and reminder definitions and allows you to manage the CP **Trouble** LED and other LED indicators.




Voice & LED General Configuration

The following table defines the **Voice & LED** configuration parameters.

| Field | Definition/Instructions | Attributes | Required/ Optional |
|---|---|---|---|
| **Silence Voice Announcements** | Mark to silence the vocal announcements.<br>Note: If enabled, all vocal announcement groups are silenced. | Enable = Marked<br>Disable = Clear | Optional |
| **Language** | The language of the vocal announcements is determined by the voice file downloaded to the panel. Contact Essence for the voice file.<br>Supported languages:<br>• English<br>• Spanish<br>• French<br>• Portuguese<br>• German<br>• Hebrew<br>• Chinese<br>• Slovenian<br>• Danish<br>• Swedish<br>• Finnish<br>• Norwegian<br>• Welsh<br>• Dutch – supported for C7000 and for ES6502HC with panel CPU version 2.05.4 through 2.14. | N/A | Display Only |
| **Enable Groups** | Clear the checkboxes of the group of announcements you want to silence. Refer to Appendix B Voice Announcements on page 201. | | |
| | **Technical** – Clear to silence vocal messages about technical problems such as tamper and low battery power. | Enable = Marked<br>Disable = Clear | Optional |
| | **Safety Alarm** – Clear to silence vocal messages for safety alarms such as fire alarm and flood alarm. | | |
| | **Medical Alarm** – Clear to silence vocal messages about panic and emergency alarms. | | |
| | **Vocal Reminders** – Clear to silence vocal reminder messages. | | |
| | **Functional** – Clear to silence vocal messages for operations performed using the CP and the peripherals. | | |
| **Vocal Reminders: Enable** | Mark to allow the use of the **Vocal Reminders** feature. | Enable = Marked<br>Disable = Clear | Optional |
| **Send Missed Reminder report** | Mark to allow the broadcast of **Missed Reminder** reports. Each reminder type has a **Report** parameter that, if marked, allows sending a **Missed Reminder** report to the monitoring station if a reminder is not acknowledged or the pendant test is incomplete.<br>Note: If this parameter is not marked, none of the reminders can send **Missed Reminder** reports. | Allow = Marked<br>Not allow = Clear | Optional |
| **Timeout** | Select the timeframe for the continued repetition of the reminder announcements.<br>At the end of the timeframe, if the resident has not pressed RESET, a **Missed Reminder** report is sent to the monitoring station, if **Report** is marked.<br>Note: For the pendant test this is the test interval within which the resident must press their emergency pendant button. | 15 minutes or<br>30 minutes | Required |

| Field | Definition/Instructions | Attributes | Required/ Optional |
|---|---|---|---|
| **Snooze Time** | Select the wait interval for rebroadcasting reminder announcements.<br>Note: If you choose "No Repetition", the reminder announcement is not broadcast again. | Dropdown list values:<br>No Repetition,<br>1 - 30 minutes, cannot be larger than Timeout. | Required |

The following table defines the parameters for configuring the CP's **Trouble LED**.

NOTE: For ES6502HC, the **Panel's Trouble LED** parameters are available for **Panel CPU Version** 2.03 or later.

| Parameter | Definition/Instructions | |
|---|---|---|
| **Disable** | Mark to deactivate the CP **Trouble LED**. When an alert is issued for the alert categories, the LED remains unlit.<br>Values: Marked = LED parameters disabled; Clear = LED parameters enabled. | |
| **Enable Groups** | Mark the group of trouble states for which you want to light the **CP trouble LED**.<br>Values: Enable = Marked; Disable = Cleared | |
| | **Group** | **Description** |
| | **Communication loss** | When the CP loses communications with the monitoring station |
| | **Supervisory loss** | When the CP loses communications with a peripheral |
| | **Panel is in low/missing battery** | When the CP battery is low or missing |
| | **Peripheral tamper is on** | When a peripheral is tampered |
| | **Panel's power supply in trouble** | When there is trouble with your power supply |
| | **Low peripheral battery** | When a peripheral reports low battery |
| | **Jamming detection** | When RF communications detects jamming |
| | **Connectivity test failed** | Requires panel with cellular interface.<br>When the cellular connectivity test, that verifies communication between the CP and the Care@Home™ server, failed.<br>For both panel types, for the PERS service type, this parameter is clear and disabled. |

The following table defines when to mark the CP LED indicators.

NOTE: For ES6502HC, the **Panel's Trouble LED** parameters are available for ES6502HC panel CPU version 2.05.2 through 2.14

| LED | Definition | Attributes | Required / Optional |
|---|---|---|---|
| **GSM Communication LED**  | The LED lights up **Green** whenever the CP sends information to the Care@Home™ server. | Enable = Marked<br>Disable = Clear | Optional |
| **Power LED**  | The LED lights up **Green** when the CP is connected to a power outlet.<br>The LED blinks when working off the backup battery. | | |
| **Emergency Duration**  | The LED lights up **Red** during a voice window for an emergency call.<br>If disabled, the LED is lit **Red** for the duration of the voice window. | | |
| | Enter a value greater than 0 for the time frame for the LED to be lit **Red** during the voice window. | Seconds | Required only if **Emergency Duration** is marked |
| **Connectivity Test**  | **Note:** For ES6502HC, enabled for 2.05.3 <= CP SW version < 2.14...<br>Not enabled for PERS on any control panel. Requires panel with cellular capability.<br>The Communication LED is **Orange** for the cellular connectivity test - Refer to ESUGSC003 Care@Home™ CP User Guide. | Enable = Marked<br>Disable = Clear | Optional |
| **Fixed Blue LED**  | **Note:** Enabled for:<br>• ES6502HC: panel CPU version 2.05.3 through 2.14<br>• C7000<br>The LED surrounding the button is lit **Blue** all the time. | | |
| **Blinking LED**  | **Note:** Enabled for:<br>• ES6502HC: Panel CPU version 2.05.4 through 2.14<br>• C7000<br>The LED surrounding the button blinks **Blue** during CP voice announcements. | | |

## 10.2. Reminder Schedule Types

The following topics describe the different schedule types of the voice announcements and how to apply the schedule types in setting up the voice announcements.

- **One Time:** Refer to 10.2.1 One-Time Schedule Type on page 145.

- **Weekly**: Refer to 10.2.2 Weekly Schedule Type on page 145.
- **Monthly (Day of Month)**: Refer to 10.2.3 Day of the Month Schedule Type on page 145.
- **Monthly (Day of Week)**: Refer to 10.2.4 Day of Week Schedule Type on page 145.

### 10.2.1 One-Time Schedule Type

For the **One-Time Schedule Type**:

1. Choose a specific date for the reminder to be announced.
2. Choose a specific time for the reminder to be announced.

On the chosen date, at the time specified, the reminder is announced.

### 10.2.2 Weekly Schedule Type

For the **Weekly Schedule Type**:

1. Choose a specific time for the reminder to be announced.
2. Choose one or more days of the week when the reminder is to be announced.

Every week, on the chosen day or days of the week, at the time specified, the reminder is announced.

### 10.2.3 Day of the Month Schedule Type

For the **Monthly (Day of Month) Schedule Type**:

1. Choose a specific day of a month for the reminder to be announced.
2. Choose a specific time for the reminder to be announced.

Every month, on the chosen day, at the time specified, the reminder is announced.

### 10.2.4 Day of Week Schedule Type

For the **Monthly (Day of Week) Schedule Type**:

1. Choose a day of the week for the reminder to be announced.
2. Choose a specific time for the reminder to be announced.
3. Choose the week or weeks of the month for the reminder to be announced.

Every month, during the chosen week or weeks, on the chosen day of the week, at the time specified, the reminder is announced.

## 10.3. Medication Reminders

The **Voice & LED** module allows you to define up to four scheduled **medication** reminders.

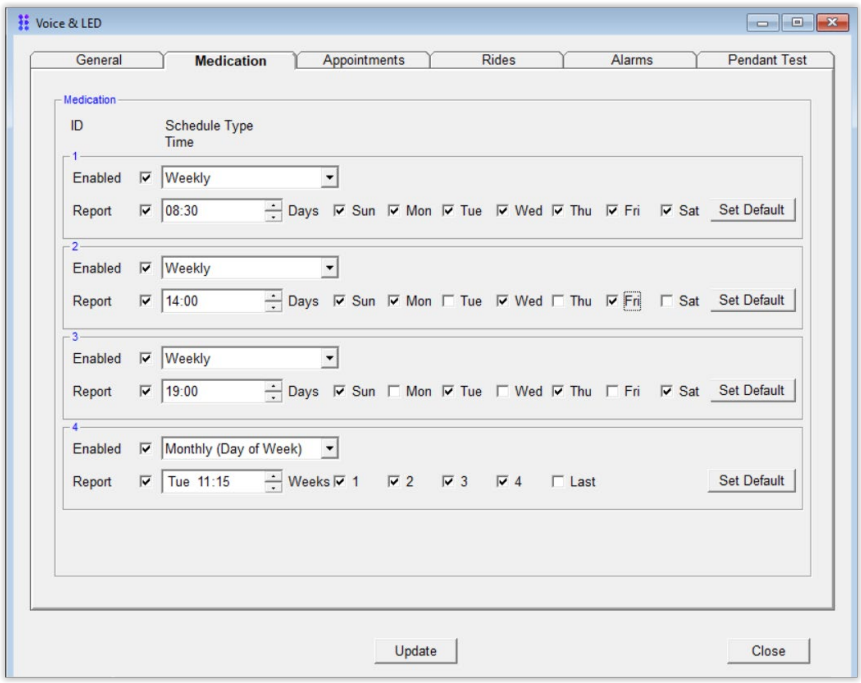
The reminders are identified by the labels: MI1 – MI4

The purpose of the **medication** reminders is to broadcast vocal announcements through the CP to remind the residents to take their medication.

The text of the message is: "**Attention!** It is time to take your medication. Please take them and press the **Reset** button"

To acknowledge the reminder, the resident must press the blinking CP **RESET** button, within the configured **Timeout** timeframe. If the resident does not press **RESET** before the **Timeout** timeframe ends, a **Missed Reminder** report is sent to the monitoring station, if **Report** is enabled.

For information about configuring the **Timeout** parameter, refer to 10.1 General Configuration Parameters on page 141.




Refer to 10.2 Reminder Schedule Types on page 144.

## 10.4. Appointment Reminders

The **Voice & LED** module allows you to define up to four scheduled **Appointment** reminders.

The reminders are identified by the labels: MI5 – MI8

The purpose of the **appointment** reminders is to broadcast vocal announcements through the CP to remind the residents to prepare for their appointments.

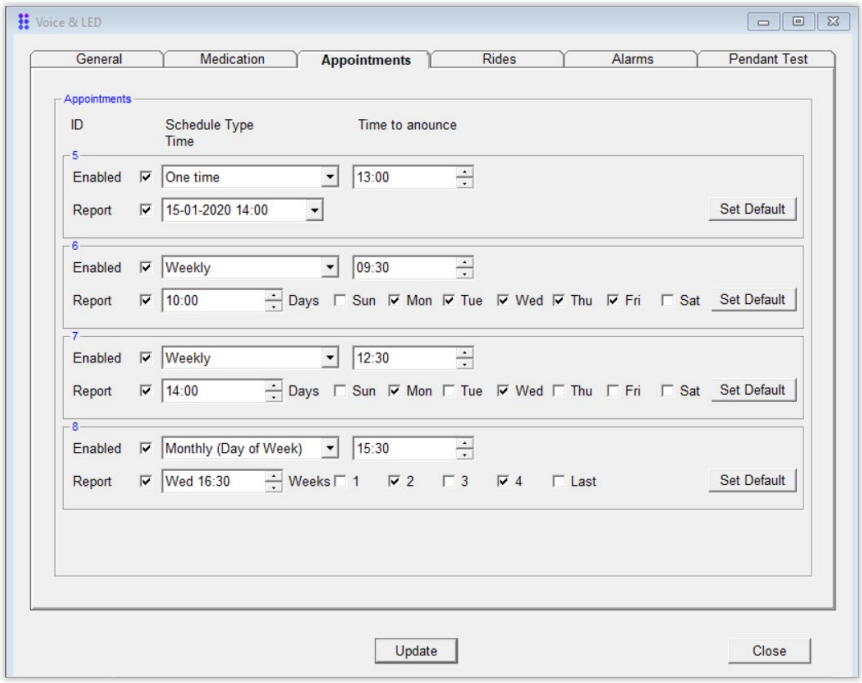
Each reminder is defined with an additional parameter: **Time to Announce**.

Enter the scheduled time of the appointment as the **Time to Announce**, which is added to the text of the vocal announcement.

The text of the message is: "**Attention!** Your appointment is at <***time to announce***>. Please press the **Reset** button."

To acknowledge the reminder, the resident must press the blinking CP **RESET** button, within the configured **Timeout** timeframe. If the resident does not press **RESET** before the **Timeout** timeframe ends, a **Missed Reminder** report is sent to the monitoring station, if **Report** is enabled.

For information about configuring the **Timeout** parameter, 10.1 General Configuration Parameters on page 141.




Refer to 10.2 Reminder Schedule Types on page 144.

## 10.5. Ride Reminders

The **Voice & LED** module allows you to define up to four scheduled **ride** reminders.

The reminders are identified by the labels: MI9 – MI2

The purpose of the **ride** reminders is to broadcast vocal announcements through the CP to remind the residents to prepare for their rides.

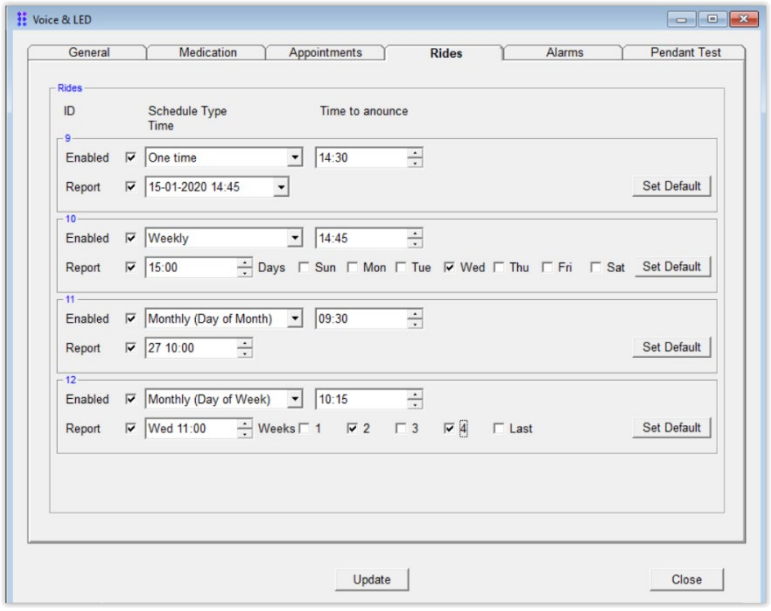
Each reminder is defined with an additional parameter: **Time to Announce**.

Enter the scheduled time of the ride as the **Time to Announce**, which is added to the text of the vocal announcement.

The text of the announcement is: "**Attention!** Your ride will arrive at <***time to announce***>. Please press the **Reset** button."

To acknowledge the reminder, the resident must press the blinking CP **RESET** button, within the configured **Timeout** time frame. If the resident does not press **RESET** before the **Timeout** timeframe ends, a **Missed Reminder** report is sent to the monitoring station, if **Report** is enabled.

For information about configuring the **Timeout** parameter, 10.1 General Configuration Parameters on page 141.




Refer to 10.2 Reminder Schedule Types on page 144.

## 10.6. Alarm Reminders

The **Voice & LED** module allows you to define up to four scheduled **alarm** reminders.

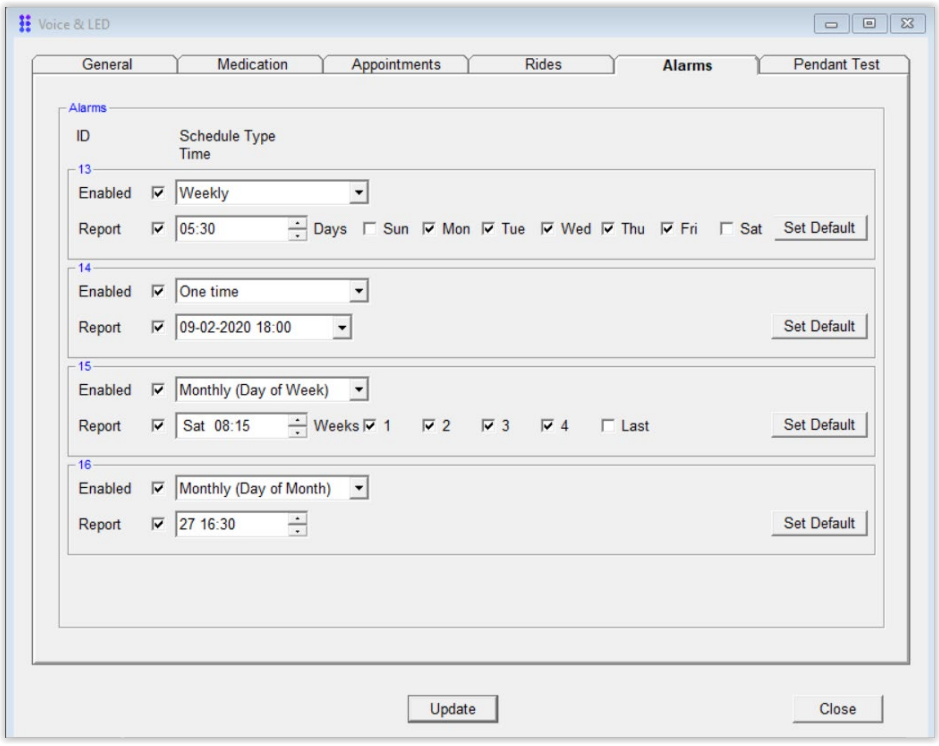
The reminders are identified by the labels: MI13 – MI6

The purpose of the **alarm** reminders is to use the CP as an alarm clock to remind the residents of scheduled times, such as when to wake up in the morning or when to wake up from their other rest periods.

The text of the announcement is: "**Attention**! Alarm reminder. Please press the **Reset** button."

To acknowledge the reminder, the resident must press the blinking CP **RESET** button, within the configured **Timeout** time frame. If the resident does not press **RESET** before the **Timeout** time frame ends, a **Missed Reminder Report** is sent to the monitoring station, if the **Report** feature is enabled.

For information about configuring the **Timeout** parameter, 10.1 General Configuration Parameters on page 141.




Refer to 10.2 Reminder Schedule Types on page 144.

## 10.7. Pendant Test Reminder

The **Voice & LED** module allows the operator to define one scheduled **Pendant Test** reminder.

The reminder is identified by the label: MI17

The purpose of the **Pendant Test** reminder is to broadcast vocal announcements through the CP to remind the resident to perform a test of their emergency pendant.

The pendant test supports the EP, the EPA, the EPP, and the EPA-BC.

NOTE: For ES6502HC, the **Pendant Test Duration** parameter is available for:

- C7000
- ES6502HC panel CPU version 2.03.2 through2.04, or 2.14 and later

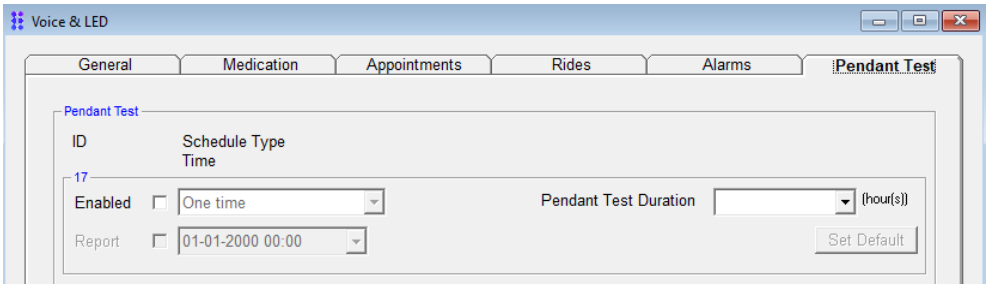
To configure pendant test parameters:

On the **General** tab under **Vocal Reminders:**

1. Ensure that **Report Missed Reminders** is marked.
2. Set the **Timeout** pendant test interval.
3. If you want the pendant test to repeat if the pendant test fails to complete, set **Snooze Time** for the wait interval between pendant tests.
4. If you do not want the pendant test to repeat if the pendant test fails to complete, set **Snooze Time** to "No Repetition".

On the **Pendant Test** tab:

1. Mark **Report** to allow sending a **Missed Reminder** report when the pendant test fails.
2. Set the **Pendant Test Duration** to the wait interval, from the schedule date and time to begin the **Pendant Test** interval. The wait interval can be either 1, 2, or 3 hours.




When the duration time finishes:

- The CP **RESET** button starts blinking
- The **Timeout** test interval begins.
- The pendant test reminder announcement is broadcast once

The text of the reminder is:

"**Attention!** It is time to test your pendant. Please press your pendant button."

To complete the pendant test, the resident must press their emergency pendant button.

If the resident does not press the pendant button before the test interval ends, a **Missed Reminder** report is sent to the monitoring station, if **Report** is enabled.

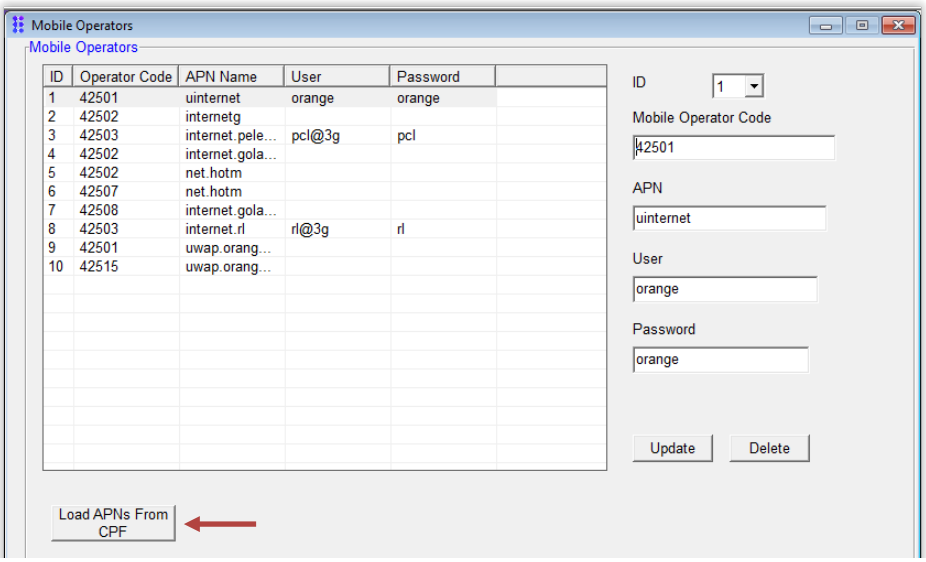
Refer to 10.2 Reminder Schedule Types on page 144.

# 11. Mobile Operators

NOTE: The **Mobile Operators** module parameters are available for panels with cellular capabilities:

- C7000
- ES6502HC panel CPU version 2.04 through 2.14


Click **Mobile Operators** on the **Main** navigator menu. The **Mobile Operators** module is the tool that allows management of the mobile operators APN information for Care@Home™ control panels installed on the resident's premises.




## 11.1. APN Information

Access Point Name (APN) information provides access to the cellular communications channel. This information is provided by your SIM-card's Cellular Operator or your Service Provider.

- APN Name
- User name
- Password

The following table provides instructions for entering the APN information for each Mobile Operator.

| Field | Definition and Instructions | Attributes |
|---|---|---|
| **ID** | Automatic allocation of an internal identification code for each Mobile Operator. | N/A |
| **Mobile Operator Code** | Enter the Mobile Operator code. | Integer (6) |
| **APN** | Enter the Access Point Name (APN) name from your SIM card or cellular provider. | Mandatory. Up to 32 ASCII characters |
| **User** | Enter the APN user name. | Optional. Up to 28 ASCII characters |
| **Password** | Enter the APN password. | Optional. Up to 12 ASCII characters |

## 11.2.Managing the Mobile Operator List

The **Mobile Operators** module allows you to manage the APN information for a list of mobile operators. The **Mobile Operators** module supports APN information for up to 10 mobile operators.

The module provides you with the capability to perform the following functions:

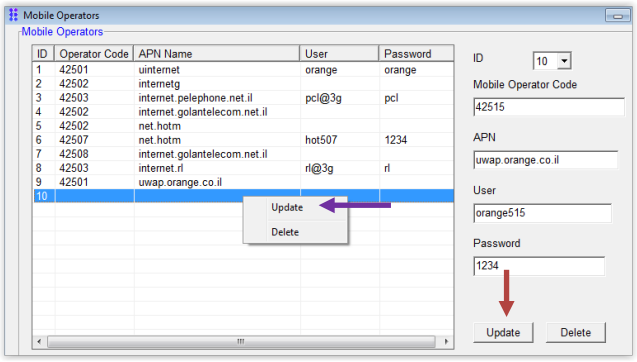
- Add a new mobile operator in a blank row in the Mobile Operators list.
- Update a row with an existing mobile operator.
- Delete a row with an existing mobile operator.

### 11.2.1 Adding a Mobile Operator

The **Update** function allows you to **Add** a new mobile operator by updating an empty row.

1. Select an empty row from 1-10 in the Mobile Operator list window.
2. Enter the destination information in the fields to the right of the Mobile Operator list window:
    - Mobile Operator Code
    - APN
    - User
    - Password

3. Right-click on the row in the Mobile Operator list selected in Step 1. A function window appears displaying the functions available to manage the Mobile Operator list.
4. Click **Update** in the function window or **Update** at the bottom of the screen, to **add** the new Mobile Operator to the Mobile Operator list. The selected row is populated with the information entered in Step 2.




## 11.2.2 Updating a Mobile Operator

The **Update** function allows you to revise an existing destination in the Mobile Operator list.

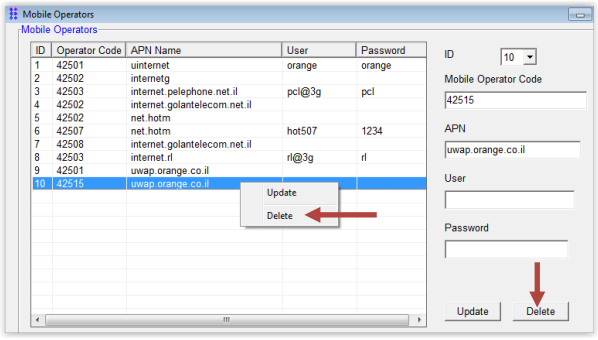
1. Select a row in the Mobile Operator list window with an existing destination.
2. Revise the APN information in the fields to the right of the Mobile Operator list window:
   - Mobile Operator Code
   - APN
   - User
   - Password
3. Right-click on the row, in the Mobile Operator list window, selected in Step 1. A function window appears.
4. Click **Update** in the function window or click **Update** at the bottom of the screen. The selected row is populated with the information entered in Step 2.

## 11.2.3 Deleting a Mobile Operator

The **Delete** function allows the user to remove an existing mobile operator from the Mobile Operator list.

1. Right-click on the row, in the Mobile Operator list, that is to be deleted. A function window appears.

2. Click **Delete** in the function window or **Delete** at the bottom of the screen. A window appears prompting you to confirm the delete request.

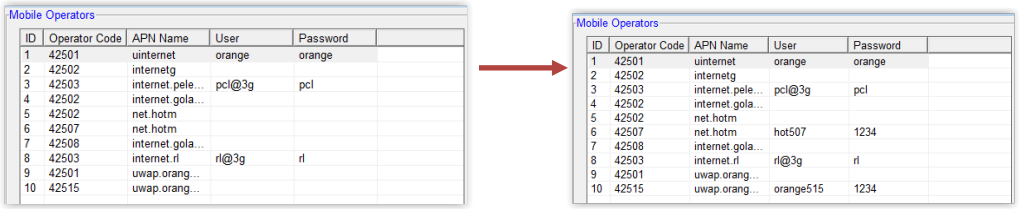



3. Click **Yes**.

## 11.3.Load APN Information

APN information is found in a ***.cpf*** file.

You can upload the APN information from another ***.cpf*** file by using Load APNs From CPF. The APN information is loaded directly into the **Mobile Operators** module.




To load APN information from an external file:

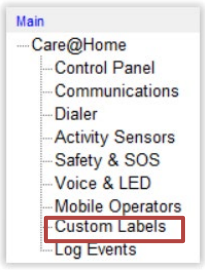
1. Enter the CMS **Mobile Operators** module.
2. Click Load APNs From CPF. An **Open CMS File** browser window appears.
3. Click the ***.cpf*** file that includes the APN information.
4. Click Open to load the APN information from the ***.cpf*** file into the **Mobile Operators** module. The Mobile Operators list displays the updated APN information.

NOTE: Only APN information is uploaded from the selected external ***.cpf*** file into the CMS application.

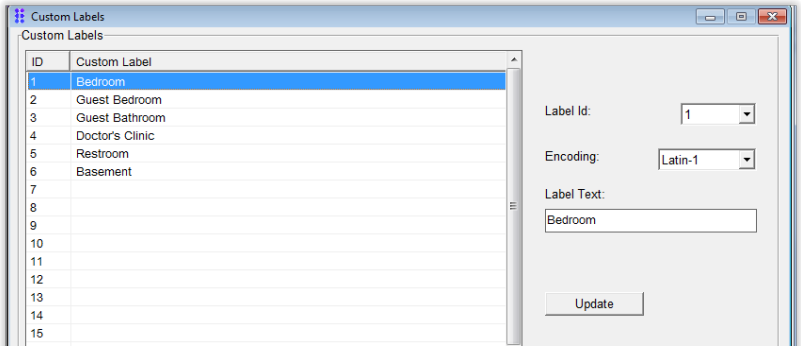
5. To save the APN information:
   - Download the CMS information to the CP.
   - Save the CMS information to a CMS parameter file ***(.cpf)***.

   Refer to 4.1 Main Action Icons on page 37.

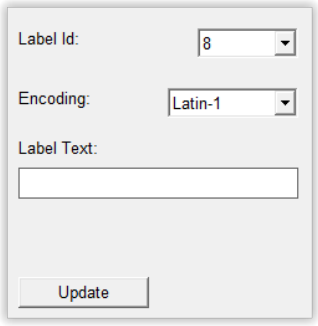
# 12. The Custom Labels Module




Click **Custom Labels** on the Main navigator menu. The **Custom Labels** module is the tool that allows management of the personalized labels for Care@Home™ CMS installed on the resident's premises.




## 12.1.Defining Custom Labels




The following table describes the parameters needed to define the personalized labels to the CMS application.

| Name | Definition | Data Values | Factory Settings |
|---|---|---|---|
| **Label ID** | The internal identification of a label in the **Custom Label** list. | • For ES6502HC,<br>▪ ES6502HC PERS firmware – Panel CPU version 2.03.2 through 2.04, or 2.14 and later– 1-20 labels.<br>▪ ES6502HC ADL firmware – panel CPU version 2.04 through 2.14 – 1-20 labels.<br>▪ Otherwise, 1 - 50 labels<br>• For C7000, 1 - 20 labels | |
| **Encoding** | The encoding character set with which to enter the personalized text for the custom label. | Dropdown list – one option | Latin-1 |
| **Label Text** | Free form text up to 31 characters. | Aphanumeric | |

## 12.2. Managing Custom Labels

To add a custom label:

1. Select an empty row in the **Custom Label** list.
2. Enter the name of the label in the **Label Text** field.
3. Click **Update**.

The update process adds the custom labels to the dropdown list for the following parameters in other modules:

- The **Zone Label** parameter in the **Activity Sensors** module
- The **Device Label** parameter in the **Safety and SOS** module

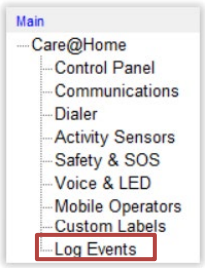
To update an existing label:

1. Select the row in the **Custom Label** list with the label you want to edit.
2. Modify the text in the **Label Text** field.
3. Click **Update**.

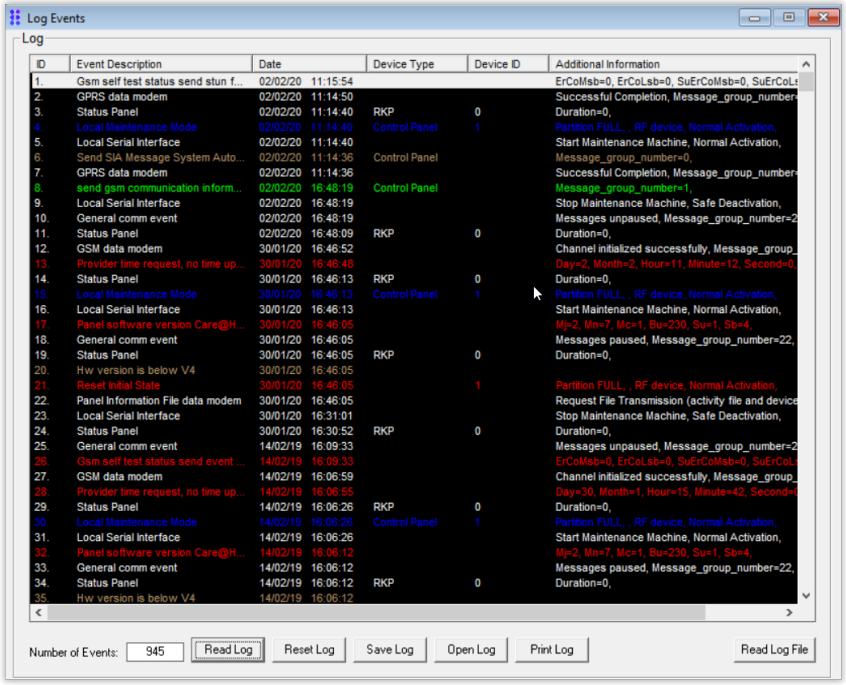
To delete an existing label:

1. Select the row in the **Custom Label** list with the label you want to delete.
2. Remove the text in the **Label Text** field.
3. Click **Update**.

# 13. The Log Events Module




Click **Log Events** on the **Main** navigator menu. The **Log Events** module is the tool that allows management of the event log files for the Care@Home™ CP installed on the resident's premises.




Care@Home™ provides the ability to capture and read a CP event log file (***.lgf*** file). Essence Professional Support personnel use the log file to analyze system behaviors and malfunctions.

## 13.1.Log Events Module Actions

The log files are stored in the CP. The **Log Events** module action buttons allow the user to view, store, print, or reinitialize the events log file in the CP.


## 13.2. Number of Events

The **Number of Events** parameter allows the user to enter the number of records to retrieve from the CP cyclical event log file. The records retrieved are the last events recorded by the log file.

The log file can store up to 945 event records. Since the log file is cyclical, these records are of the last 945 events recorded by the CP and its peripheral devices.

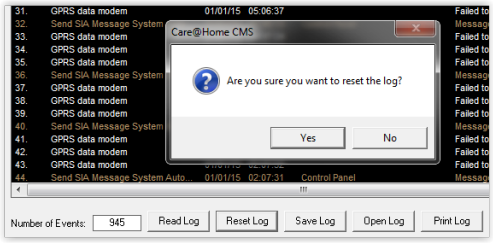
## 13.3. Read Log

Click **Read Log** to retrieve the number of records entered in the **Number of Events** parameter. The records are retrieved from the CP event log file in "Last In First Out" (LIFO) order. The records are displayed in the **Log Events** main page in "descending order" by the date and time the event was reported.

**Note:** Time gaps may appear in the log when the panel's clock is updated.

## 13.4. Reset Log

Click **Reset Log** to empty the current CP event log file. You are prompted to confirm the reset log request.



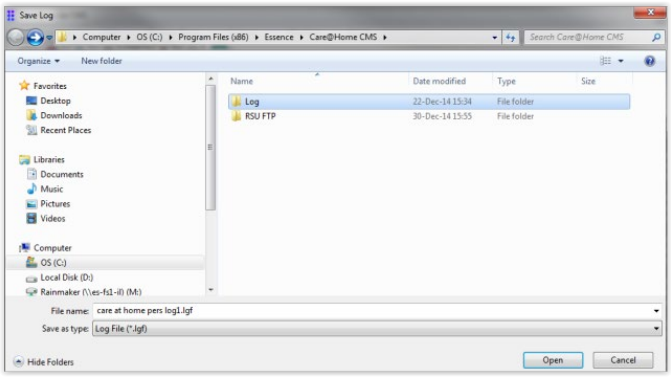

Reset Log Confirm Prompt

The contents in the CP event log file are deleted. The event log file is ready to log new CP events, issued by the CP, the sensors, and other peripheral devices connected to the CP.

## 13.5. Save Log

Click **Save Log** to create an external copy of the retrieved records from the event log file in the CP. The records displayed on the **Log Events** screen are saved to an external file.

A Windows **Save Log** dialog box appears, to allow the user to specify the log file name with the extension ***.lgf*** and the location to store the log file on the local PC.



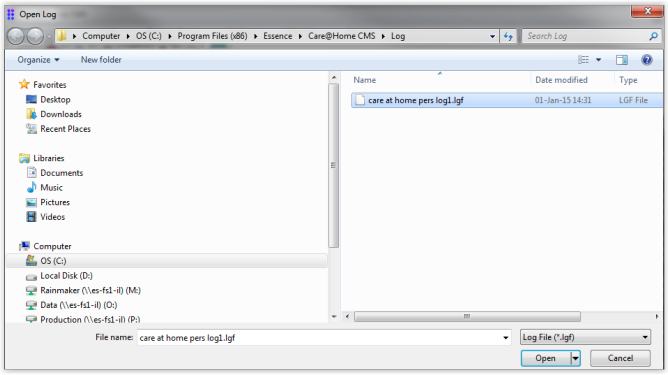

Save Log Window

NOTE: Use the **Save Log** feature to create the external ***.lgf*** file, when requested by the Essence Professional Service personnel to send them the CP events log file.

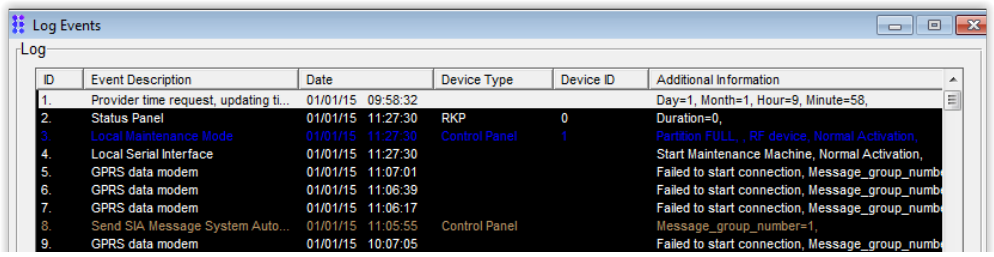
## 13.6. Open Log

Click **Open Log** to open the Windows **Open Log** dialog box, to locate an event log file (***.lgf***) on the local PC, "open" it, and display its contents on the **Log Events** page.

For example, the records in the event log file are retrieved and displayed on the **Log Events** page.




Open Log Window




Log File Opened on the Log Events Screen

## 13.7. Print Log

Click **Print Log** to open the **Print Log** window, to allow the user to choose whether to produce an Excel file, or a ***.csv*** file.

The log file is formatted in Windows EXCEL to properly view and understand the event log records.

For example, an event log file is formatted and printed as an Excel file.

| | A | B | C | D | E | F | G | H | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | ACCOUNT: 00000299 | CPU A: 2.03.230.05.12 | CPU C: 246.00 | DATE: 01-01-15 | HOUR: 14:44:00 | | | | |
| 2 | | | | | | | | | |
| 3 | ID | Event Description | Date | Device Type | Device ID | Additional Information | | | |
| 4 | 1 | Provider time request | updating time | 01-01-15 09:58 | | | Day=1 | Month=1 | Hour=9 |
| 5 | 2 | Status Panel | 01-01-15 11:27 | RKP | 0 | Duration=0 | | | |
| 6 | 3 | Local Maintenance Mode | 01-01-15 11:27 | Control Panel | 1 | Partition FULL | | RF device | Normal A |
| 7 | 4 | Local Serial Interface | 01-01-15 11:27 | | | Start Maintenance Machine | Normal Activation | | |
| 8 | 5 | GPRS data modem | 01-01-15 11:07 | | | Failed to start connection | Message_group_number=0 | RSSI=22 | |
| 9 | 6 | GPRS data modem | 01-01-15 11:06 | | | Failed to start connection | Message_group_number=0 | RSSI=22 | |
| 10 | 7 | GPRS data modem | 01-01-15 11:06 | | | Failed to start connection | Message_group_number=0 | RSSI=21 | |
| 11 | 8 | Send SIA Message System Automatic Test | 01-01-15 11:05 | Control Panel | | Message_group_number=1 | | | |

Print Log Function Results

## 13.8. Read Log File

Click **Read Log File** to open the Windows **Open** dialog box to locate the remote log file (***.rlg***) on the debug server, "open" it, and display its contents on the **Log Events** page.

The ***.rlg*** file stores dialer debug data written to the remote log file. Refer to 5.4.8 Log on page 63.

# 14. Using CMS for Care@Home™ Implementation

Care@Home™ CMS provides the user interface to verify that Care@Home™ has been predefined according to the resident's needs. CMS has the tools to modify and redefine the configuration parameter values of the CP and its peripherals, as needed. These tools allow the user to define additional peripheral devices to Care@Home™.

To maintain Care@Home™ CP configuration parameters, first the user must upload the CP's default factory settings (configuration parameter values) to CMS. The user can use the tools provided by CMS to maintain the configuration parameters.

Follow the following example of using CMS to implement Care@Home™:

A Care@Home™ kit is assembled according to a predefined default configuration.

For example:

- One CP
- Five motion detectors (PIRs)
- Two magnetic sensors (MGLSs)

The Care@Home™ CP is initialized with the default factory settings for the CP configuration parameter values. For example, the account number should be set for the account number assigned to the resident for whom the Care@Home™ is allocated.

The default peripheral devices are defined in the Care@Home™ CP. Optional peripheral devices can be added to the configuration to provide additional capabilities to Care@Home™, such as

- A camera detector (IPD)
- Safety devices, such as a smoke alarm (SK2) or a water detector (MGLS)
- Emergency devices, such as a multidimensional fall detector (MDS) or a voice panic detector (VPD)

The Care@Home™ default configuration is flexible and allows for expansion. Care@Home™ can accept additional peripheral devices as needed.

## 14.1. Loading Factory Settings

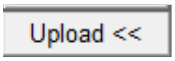
The factory settings are defined in the Care@Home™ CP, provided by the manufacturer. The CP configuration parameter values must be uploaded to CMS for the user to verify that the factory settings are correct.

To upload the CP configuration parameter values:

1. Connect the CP to power and switch it on.

2. Connect a serial cable to the COM port on the PC and the CP mini-USB. Wait for the rising tone to confirm connection. Refer to 3.1.1 Local Connection to the CP on page 23.
3. Double click 

.
4. On the **Connect** screen, select the COM port from **Com Port** list. Refer to 2.2 Identifying the Communications Port on page 10.
5. Click 

.
6. Click 

to upload the configuration parameter values from the CP to CMS.

## 14.2. Verifying Factory Settings

Following the upload of the CP configuration parameter values, CMS is prepared for the user to verify that the factory settings are defined correctly in the CP.

The user can view the factory settings of the CP in the CMS **Control Panel**. Refer to 5 The Control Panel Module on page 43.

Enter changes if needed and click **Update**. The following are configuration parameter values to verify.

### 14.2.1 Account Number

The CP account number should be set to the account number assigned to the resident for whom Care@Home™ is allocated.

Verify that value displayed in the **Account Number** parameter is the account number assigned to the resident. If not, modify the value in the parameter field accordingly.

Refer to 5.1 Account Number on page 43.

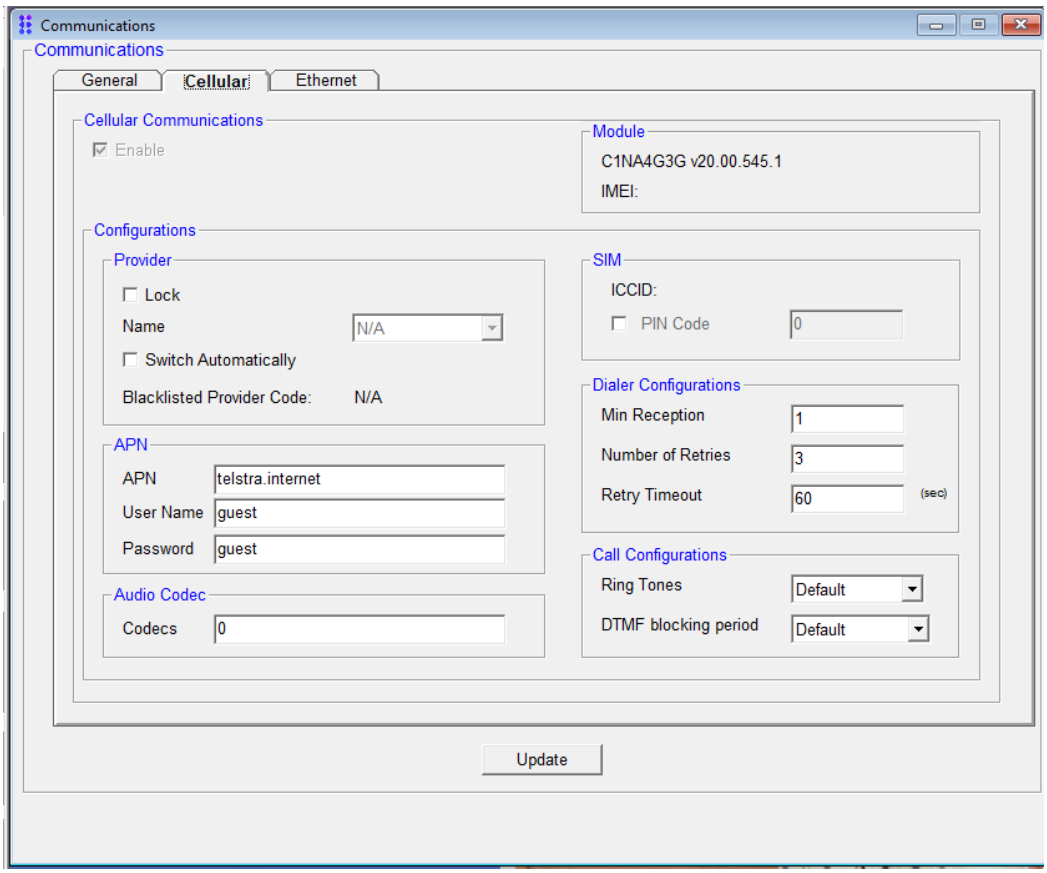
### 14.2.2 ARC Account Number

The ARC account number is an optional identifier. If using the ARC number, verify that it is correct. Refer to 5.2 ARC Account Number on page 44.

### 14.2.3 APN Settings

Control panels with cellular capabilities must have at least one mobile operator defined. This mobile operator should be the cellular service for the SIM card used by the CP. Refer to 6.1.5 Phone Number on page 82.

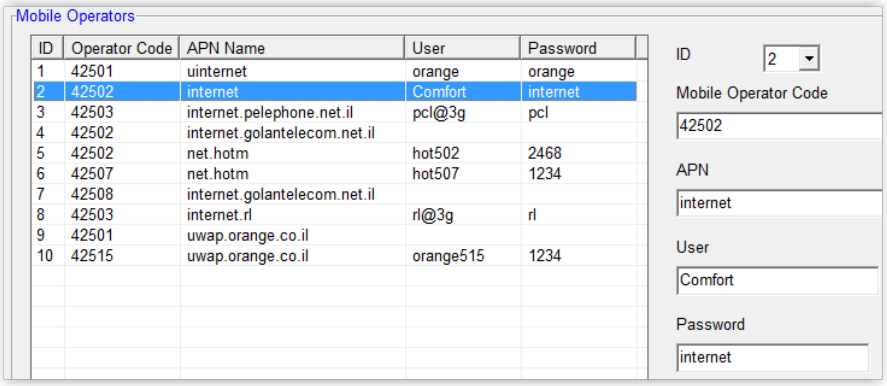
The cellular service for the SIM card inserted in the CP determines the APN information required. To access the APN settings, refer to 6.2.3 APN on page 85.




APN Information in the Communications Module

The purpose of the **Mobile Operators** module is to provide the APN information for the chosen cellular service. For example, the APN information in the **Mobile Operators** module is needed for the

cellular service used by the SIM card. The CP automatically retrieves the APN information associated with the cellular service used by the SIM card.




Mobile Operators APN Information

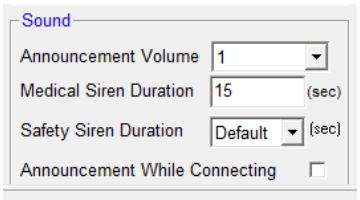
Refer to 11 Mobile Operators on page 152.

## 14.2.4 Customizing the CP Configuration

The CP configuration covers all aspects of the CP functionality for itself and for its peripheral devices. The CP module allows the user to customize the capabilities of the CP functionality according to the user's needs.

For example, the user may want the medical siren on the premises to sound for a specific duration before the CP contacts the emergency call center.

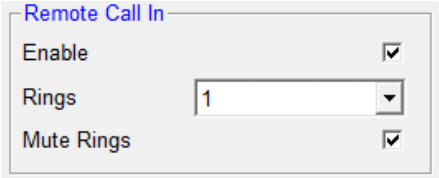
The **Sound** fields manage the medical siren on the premises. Modify the number of seconds for the siren to sound the alarm.




The Medical Siren Duration

Another example of customizing the CP configuration is redefining the number of rings the CP waits before automatically answering a call from the emergency call center.

The **Remote Call-In** fields manage the receipt of external phone calls from the emergency call center.




Remote Call-In Rings

Choose the number of rings, from the dropdown list, for the CP to wait until automatically answering external calls to the CP.

NOTE: Remember to click **Update**, at the bottom of the **Control Panel** module page, upon completion of any modifications made in this module.

## 14.3. Configuring the Care@Home™ CP

The user can use CMS to configure the CP. Options include:

- Dialing
- Working with peripherals
- Event logging

### 14.3.1 Dialer Module

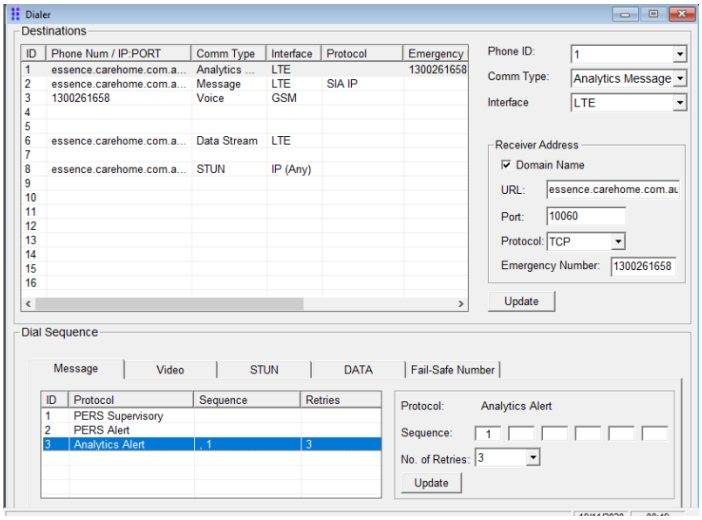
As part of the factory settings, the manufacturer assigns the ports and the default server's IP address to each of the communication channels. This is to ensure that the CP communicates with the default server.

The CMS **Dialer** Module provides the user with the tools to maintain these settings for communications from the CP. The ports and IP addresses along with other dialer destination information can be viewed and verified in the **Dialer** module.

For example, shows the factory settings for the communication channels included in a Care@Home™ configuration. Each communication channel is assigned dialer destination information, such as:

- Destination ID

- IP Address for the Default Server
- Port
- Comm Type
- Comm Channel




Factory Settings in the Dialer Module

Refer to 7 The Dialer Module on page 92.

The user can maintain the destination information for each destination in the **Destinations** list using the tools provided in the **Dialer** module.

NOTE: Click **Update** on the bottom right of the **Destinations** list, to save the changes made to each line in the **Destinations** list.

The following are examples for maintaining dialer destination information.

### 14.3.1.1 Altering IP Addresses

Although the port assignments usually remain unchanged, the IP addresses associated with the ports can be altered. Altering the IP addresses is only necessary if the default server is replaced by another server and network.

NOTE: Do not change the port assignments without first consulting Essence technical support personnel.

#### 14.3.1.2 Add Dialer Destinations

Additional dialer destinations can be added to the **Dialer** module.

For example, an additional server can be configured if the user wanted to provide a backup server in the event the default server fails to respond. The communication channels associated with an additional server must be added to the **Dialer Destinations** list.

In this case, the user can use the tools provided in the **Dialer** module to add new destinations to the **Dialer Destinations** list.

#### 14.3.1.3 Edit Dialer Information

Emergency numbers or IP addresses can be assigned to **Analytics Message Comm Type** destinations 1-10. This is generally the destination the CP calls when 

is pressed. When using SCAIP, the receiver may instruct the control panel to use a different number.

For example, the user should verify that a valid emergency call number is defined for the **Analytics Message Comm Type**.

If no emergency call number is defined for the **Analytics Message Comm Type** or the emergency call number defined is invalid, the user should redefine the emergency call number.

In this case, the user can use the tools provided in the **Dialer** module to edit existing destinations in the **Dialer Destinations** list.

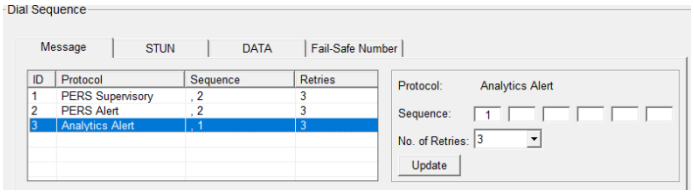
Refer to 7.5 Managing the Destination List on page 115 and

A Fail-Safe number can also be assigned to ensure proper communication. Refer to 7.6 The Dialing Sequence on page 116

### 14.3.2 Redefining Dial Sequence Retries

The factory settings include defining the dialing sequences for each **Comm Type**. The **Dialer** module provides the tools to redefine the **Dial Sequence** parameters for each **Comm Type**. For example, the

**Dial Sequence** parameters include the number of retries when attempting to communicate with a **Comm Type**.




Redefine Number of Retries

Choose a number to redefine the number of retries allowed to communicate through a **Comm Type**. Click **Update** to save the modification.

Refer to 7.6 The Dialing Sequence on page 116.

## 14.3.3 Activity Sensors Module

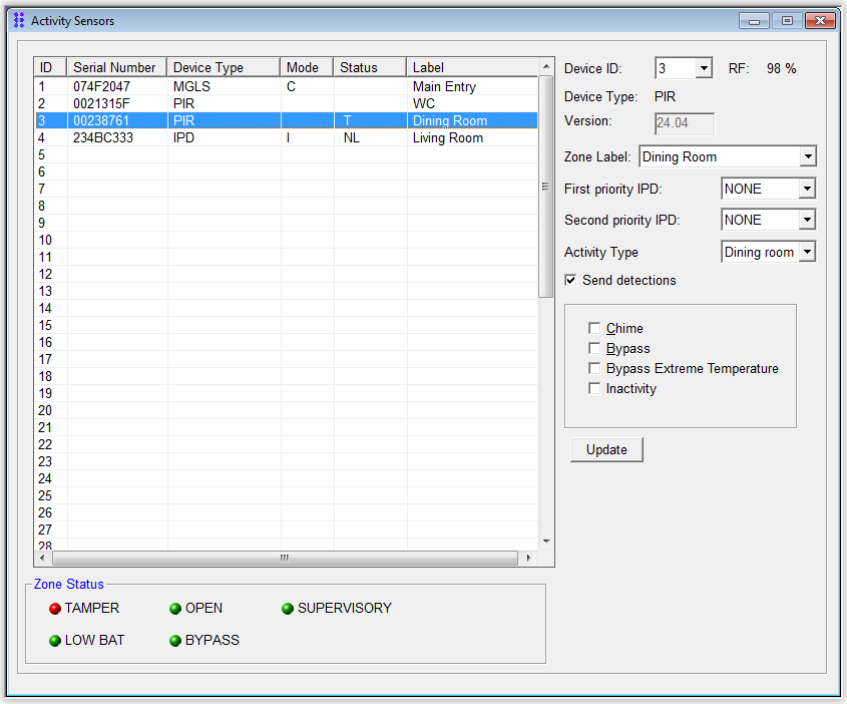
As part of the factory settings, the manufacturer defines each of the peripheral devices in the CP configuration as activity sensors. Each peripheral device is defined according to the device Care@Home™ activity.

The CMS **Activity Sensors** module provides the user with the tools to maintain the definitions and characteristics of each of the CP's activity related peripheral devices, like motion, door, and bed sensors.. The activity sensor definitions and characteristics information can be viewed and verified in the **Activity Sensors** module.

The factory settings for the peripheral devices are included in the CP configuration. Each peripheral device is defined as an activity sensor. The definitions and characteristics information defined for each peripheral device determines the device's purpose or role in the Care@Home™ configuration.

The definitions and characteristics are displayed in the parameters, such as:

- Device ID
- Serial Number
- Device Type
- Activity Type




Activity Sensors Module

Refer to 8 The Activity Sensors Module on page 122.

The user can maintain the definitions and characteristics information for each activity sensor in the activity sensor list using the tools provided in the **Activity Sensors** module.

The following are examples for maintaining activity sensor information.

### 14.3.3.1 Adding Activity Sensors

The user can use the tools provided in the **Activity Sensors** module to add new activity sensors.

For example:

- The user may require additional peripheral devices in other rooms on the premises.
- An optional camera detector (IPD) is installed as part of the CP configuration.

All these peripheral devices must be defined as activity sensors in the **Activity Sensors** module

### 14.3.3.2 Altering the Activity Type

The default Pro CP configuration is comprised of two MGLS devices and five PIR devices. Each device is predefined for its activity type, which determines the purpose of the device and where the device is installed.

NOTE: Consult Essence technical support personnel before changing activity sensors' activity type definitions.

If the addition of devices to the CP configuration changes a device's role or purpose, the activity type for that device must be redefined.

If a camera detector(s) is added to the CP configuration, the characteristics of the PIR devices can be revised to enable camera coverage. When camera coverage is enabled, the IPD photographs events if a rule, like possible fall, is detected.

The user can choose the device identification number for the IPD that is to be triggered:

- First Priority IPD
- Second Priority IPD

Choosing **NONE** for no camera coverage for the device.

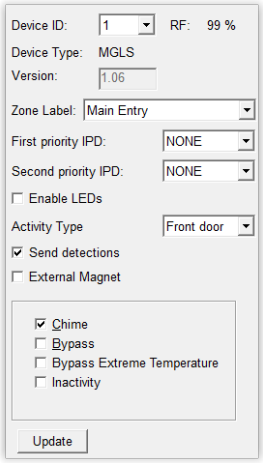
Refer to 8.1 Defining Sensor Device Attributes on page 123.

The user can use the tools provided in the **Activity Sensors** module to edit the existing activity sensors.

### 14.3.3.3 Resetting the Send Detections Capability

Characteristics of a device can be altered. Characteristics are defined by the parameter fields to the right of the **Activity Sensor** list.

For example, it is important to set the characteristic parameter that determines whether to send detections from a device to the server. Mark **Send Detections** and click **Update,** to enable sending detections from the device to the server.




Device Characteristic Parameters

NOTE: Click **Update**, at the bottom of the **Activity Sensors** module page, to save the changes made to each line in the **Activity Sensors** list.

Refer to 8.2 Managing Activity Sensors on page 125.

### 14.3.3.4 Configuring a Camera Detector

If a camera detector (IPD) is added to the Care@Home™ configuration, the user must not only define the IPD in **Activity Sensors** module but also configure the IPD to be triggered automatically by specific events or other triggers that occur in Care@Home™.

The tool for configuring an IPD is in the **Photo Configuration** tab of the **More Options** window of the **Control Panel** module.

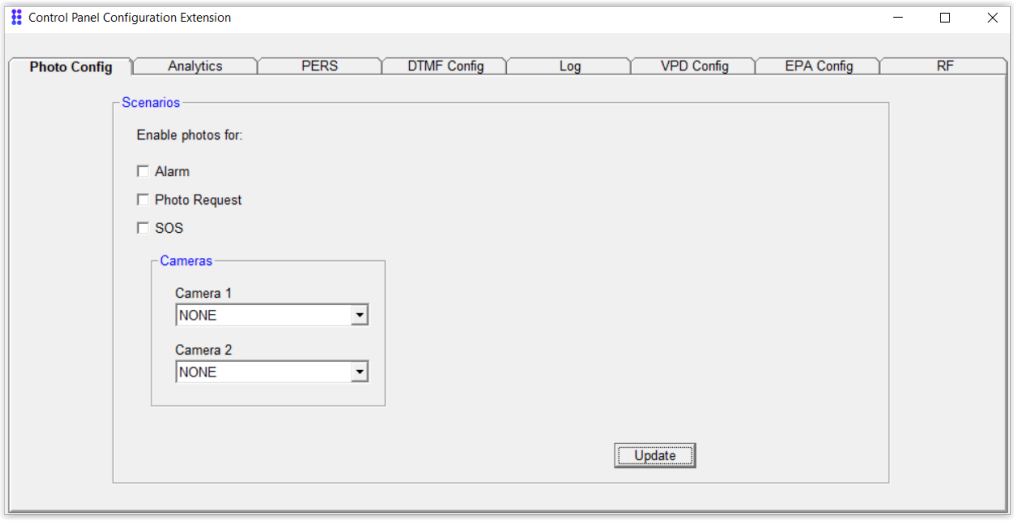



Photo Configuration

To configure IPD camera coverage:

1. Mark **Alarm** to automatically trigger the IPD when the alarm is sounded.
2. Mark **Photo Request** to enable the control center to request a photograph when handling an alarm.
3. Mark **SOS** to automatically trigger the IPD when 

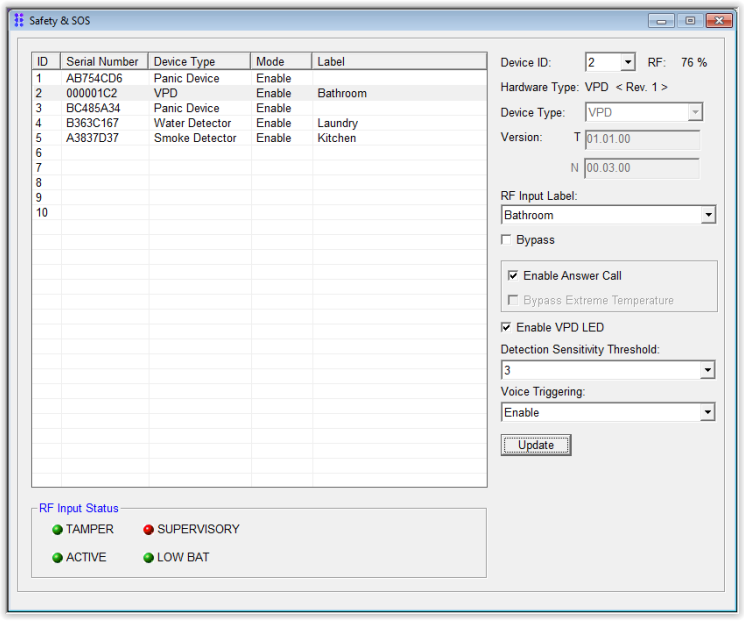
is pressed.
4. If **SOS** is marked, for camera coverage priority:
   - Select the first camera detector for **Camera 1** or **NONE** for no camera coverage.
   - Select the second camera detector for **Camera 2** or **NONE** for no camera coverage.
5. Click **Update.**

## 14.3.4 Safety and SOS Module

If the user decides to add safety devices or emergency devices or both, as part of the resident's CP configuration, the manufacturer will include the definition of these devices in the factory settings.

The devices are defined as safety or emergency devices in the CMS **Safety and SOS** module. The Safety and SOS definitions and characteristics information can be viewed and verified in the **Safety and SOS** module.

The safety and SOS devices are defined in the **Safety and SOS** module. To the right of the list of safety and SOS devices, the user can find the definitions and characteristics for each of the safety and SOS devices.




Safety and SOS Module

Refer to 9 The Safety & SOS Module on page 129.

The **Safety and SOS** module provides the tools for user to maintain the safety and emergency devices.

Refer to 9.3 Managing Safety & SOS Devices on page 135.

## 14.3.5 Log Events Module

The purpose of the **Log Events** module is to allow the user to view the log of events that occurred during Care@Home™ operations.

If an error occurs in the CP, the user can retrieve information from the events log file that may be able to explain the error and aid in recovery and solving the problem.

The user can:

- Download the log file from the CP (Read Log)
- Display the log file (Read Log).
- Save the log file to an external file in a readable format (Save Log)

Refer to 13 The Log Events Module on page 159.

# 15. Building a Kit-It Configuration

You can use the Kit-It tool to make configurations for the kitting process.

The following explains:

- Kitting
- Kit-It configurations
- How to create a predefined kit configuration using CMS in Kit-It mode

## 15.1. Introduction to Kitting

Kitting is when warehouse personnel assemble and customize Care@Home™ kits for your customers' service level requirements. The kits include a CP and its peripherals. The purpose of kitting is to update the CP with the updated system parameter data and a revised device inventory, sometimes with additional devices.

Kitting is needed for the following scenarios:

- A new CP – changes to software and the device inventory needed for a service level
- A CP needs a software upgrade – no changes to the device inventory
- An CP needs customization - changes to the device inventory needed
- A CP is inactive or needs a service level upgrade - changes to software and the device inventory needed for a service level

NOTE: Consult with your Essence account manager when creating a pre-defined configuration file for one or more active CPs.

The kitting process involves running updates for CP firmware and vocal messages, and uploading a predefined kit configuration, prepared by the account manager, to update the CP, followed by changing the CP's device inventory by adding, removing, and switching devices, by serial number and activity assignment. The process per CP ends by downloading the customized configuration to the CP and saving the customized configuration to a ***.cpf*** file.

Connect the CP to CMS on your PC and use the CMS to make changes to the CP software and device inventory. Refer to 14 Using CMS for Care@Home™ Implementation on page 164. To add **optional** devices to the CP's device inventory, use CMS in **Kit-It** mode.

Refer to 15.3 Creating a Predefined Kit Configuration Using CMS in Kit-It Mode on page 179.

Each CP update requires a predefined kit configuration. The kitting process for the various scenarios is generally the same. The difference is whether the CP's device inventory is being changed or fully redefined.

When the CP software update and the CP's device inventory changes are complete, download the customized configuration to the CP. Any optional devices added to the configuration become basic devices in the CP device inventory.

For information about warehouse kitting process, refer to ESUGSC030 Care@Home CMS Warehouse Guide.

## 15.2. Understanding a Kit-It Configuration

A predefined kit configuration includes the CP's system parameter updates, the basic device inventory required for a service level, and sometimes additional devices to allow for expanding the device inventory.

The following table lists the kit configuration content.

| Name | Definition | Refer to: |
|---|---|---|
| **CP parameters** | System parameters, vocal reminders definitions, and mobile operator information that define the CP and peripheral functions of the residents' Care@Home™:<br>Updates the CP configuration and downloads to the kit configuration file. Account number, ARC account number and control panel phone number are not overwritten. | 5 **The Control Panel Module** on page 43<br>10 **Voice & LED Module** on page 139<br>11 **Mobile Operators** on page 152<br>6 **The Communications Module** on page 79 |
| **Dialers** | Communication methods used to manage communication between a CP and its monitoring station:<br>If the configuration includes GPRS SCAIP communications channels with callback enabled, a callback SIM number is required for the warehouse CP update.<br>**Note:** Dialer functionality is dependent on your CP model | 7.1 **Destination Definitions by CP Type** on page 92<br>7.6 **The Dialing Sequence** on page 116 |
| **Rules and Periods** | Used to monitor a resident and analyze the resident's activity, specifically to identify and report behavior abnormalities: | 5.4.4 **Periods** on page 52<br>5.4.5 **Rules** on page 54 |
| **Basic devices** | Activity sensors and safety and SOS devices included in a CP's device inventory, as required by a service level:<br>Updates the CP device inventory and downloads to the kit configuration file. | 8.2.1 **Adding an Activity Sensor** on page 126<br>9.3.1 **Adding a Safety or SOS Device** on page 136 |
| **Optional devices** | During kitting, if there are no optional devices in the predefined kit configuration, devices cannot be added to the kit configuration. | |

The device categories are:

- Activity sensors
- Safety and SOS devices

Add camera detectors used to capture comfort videos as optional devices.

NOTE: The predefined kit configuration file (***.cpf***) settings must be compatible with the CP's type and firmware version and communication capabilities.

Predefined kit configuration files (***.cpf***) are located in the following default path:

C:\Program Files (x86)\Essence\Care@Home CMS\Input

There are several ways to create a predefined kit configuration:

- Using CMS, save your current or updated CP configuration to an external (***.cpf***) file.

  Refer to 4.2 File Menu Functions on page 39.

- Using CMS in **Kit-It** mode, create a predefined kit configuration for a service level, including basic and optional devices.

  Refer to 15.3 Creating a Predefined Kit Configuration Using CMS in Kit-It Mode on page 179.

- Using CMS warehouse **Kit-It**, use the **Kit-It** functions to create a new kit configuration by reinitializing and/or customizing a predefined kit configuration.

  For information about CMS warehouse **Kit-It**, refer to ESUGSC030 Care@Home™ CMS Warehouse Guide.

## 15.3. Creating a Predefined Kit Configuration Using CMS in Kit-It Mode

You can create a predefined kit configuration using CMS in **Kit-It** mode. Contact Essence technical support for your **Kit-It** user credentials.

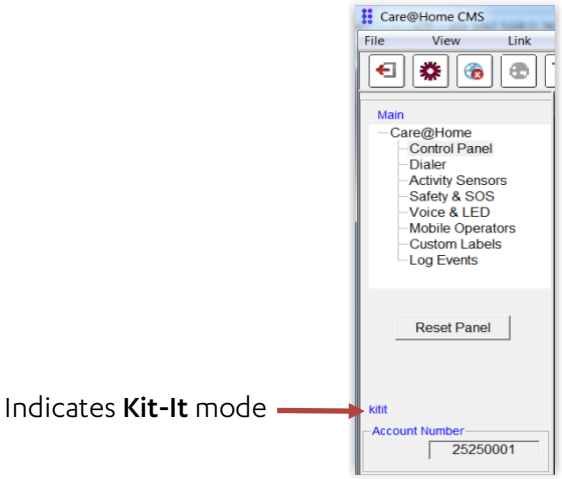
1. Before you begin, prepare the following:
   - Serial cable
   - The service level required
   - Optional device types required by the service provider for customization

   NOTE: For service level kit configurations, use fictitious serial numbers for basic and optional devices.

2. To create a predefined kit configuration using CMS in **Kit-It** mode:

3. Connect the CP to power and switch it on.
4. Connect a serial cable to the COM port on the PC and the CP mini-USB. Wait for the rising tone to confirm connection.
5. Double click 

.
6. On the **Connect** screen, enter your **Kit-It** user credentials.
7. From **Connect** drop down list, select the COM port used to connect to the serial cable.
8. Click **Connect**. When the connection is established, you are in **Kit-It** mode.




Working in Kit-It Mode

9. If the configuration is for an existing customer, enter the CP account number. Refer to 5.1 Account Number on page 43.
10. If you want to use the dialer callback feature, enable **Callback** on a GPRS SCAIP dialer and click **Update**. Depending on your CP model, refer to 7.1 Destination Definitions by CP Type on page 92.

NOTE: When running the CMS warehouse with **Configuration File** marked, you must enter the callback SIM number. When downloading the CMS warehouse kit configuration to the CP, the callback SIM number overrides the phone number. Refer to 6.1.5 Phone Number on page 82.

11. In the **Activity Sensors** module and the **Safety and SOS** module, add basic devices for the service level and optional devices if required by the service provider:
    a. For Mode, click Basic or Optional.
    b. Add device.
        - Refer to 8.2.1 Adding an Activity Sensor on page 126.

- Refer to 9.3.1 Adding a Safety or SOS Device on page 136.

c. For each optional device, enter a **Label**.

d. Click **Update**.

12. Save the updated CP configuration as a predefined kit configuration (***.cpf***) file, with a filename that includes the service level and the service provider identification. Both the basic and the optional devices are included in the configuration file.

# 16. Remote Boot Software Updates

Software and firmware updates for the CP and its peripherals are performed by the **Remote Boot Feature**. The **Remote Boot** feature allows the management of the CP, the voice announcements, and the CP software and peripheral firmware updates.

## 16.1. Launching the Remote Boot Feature

To launch the **Remote Boot** feature:

1. Double click 

. Care@Home™ CMS opens the home page and the **Connect** window appears.
2. Select the **Remote Boot** protocol.
3. Select the COM port according the connection method.
4. Click 

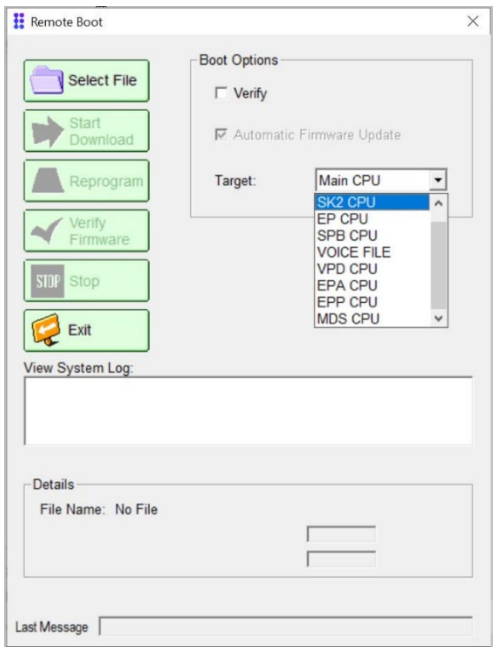
.
5. Following the successful completion of the connection procedure, the **Remote Boot** window appears.

## 16.2. Remote Boot Setup

The Remote Boot setup is required to prepare for the software and firmware updates.

The Remote Boot Setup includes:

- Setting the **Boot Options**
- Selecting the update (***.esi***) file




The Remote Boot Window

The following are the **Boot Options**:

- **Verify** – If marked, the CP automatically verifies that the software/firmware (***.esi***) file transfer completed successfully.
- **Automatic Firmware Update** – If marked, the CP automatically performs the software/firmware update. When not marked, use the **Reprogram** feature to perform the software/firmware update.
- **Target** – Allows you to specify the target device for which the **Remote Boot** feature is to update the firmware.

The following table lists the target devices and their usage.

| Target Device | Upgrade |
|---|---|
| **Main CPU** | CP software |
| **IPD CPU** | The camera detector |
| **SK2 CPU** | The smoke detector |

| Target Device | Upgrade |
|---|---|
| **EP CPU** | Portable emergency button |
| **EPP CPU** | Portable emergency button |
| **EPA CPU** | Portable emergency button with fall detection |
| **SPB CPU** | Stationary panic button |
| **Voice File** | Recordings of voice announcements |
| **VPD CPU** | • The voice panic detector host<br>• Voice processing unit |
| **MDS CPU** | • Multidimensional fall detector host<br>• Multidimensional sensor |

Following the definition of the **Boot Options**, use 

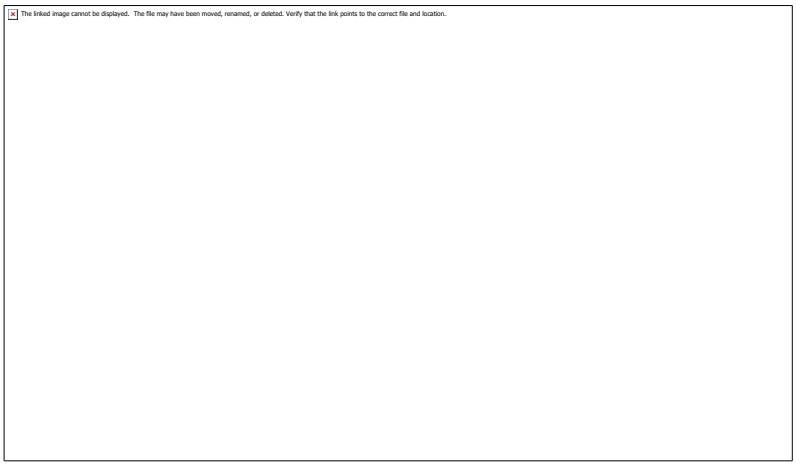
to locate and select the update file.

## 16.3. The Software/Firmware Update Procedure

To update the target devices' software/firmware:

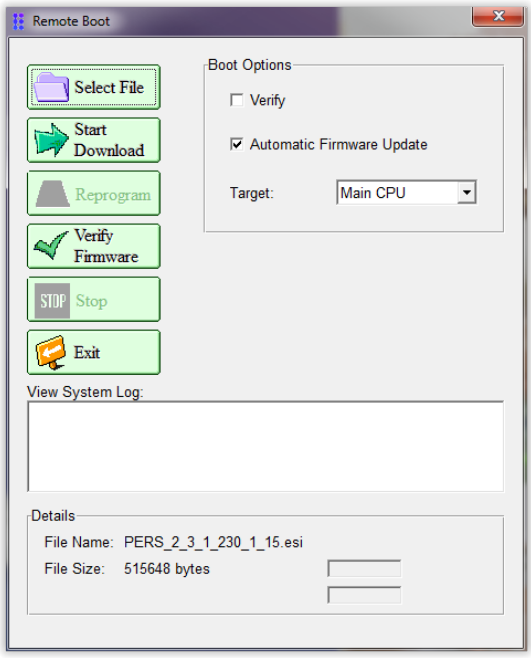
1. Define the **Boot Options**, located on the right-side of the **Remote Boot** window.
2. Click 

. The **Open ESI File** window appears.




Open ESI File Window

3. Using the browser, select the update (***.esi***) file, received from the PSO team, for the target device chosen in the **Boot Option** setup. The file details appear in the **Details** box at the bottom of the **Remote Boot** window.

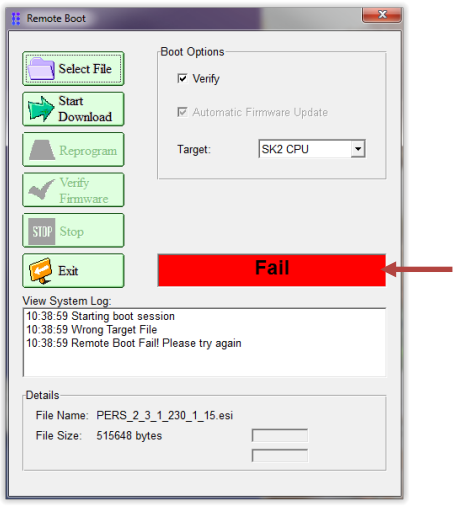



ESI File Details

4. Click 

. The application verifies that the ***.esi*** file is the file for the target device.

If the file is not for the target device, the download process aborts and an error message appears.



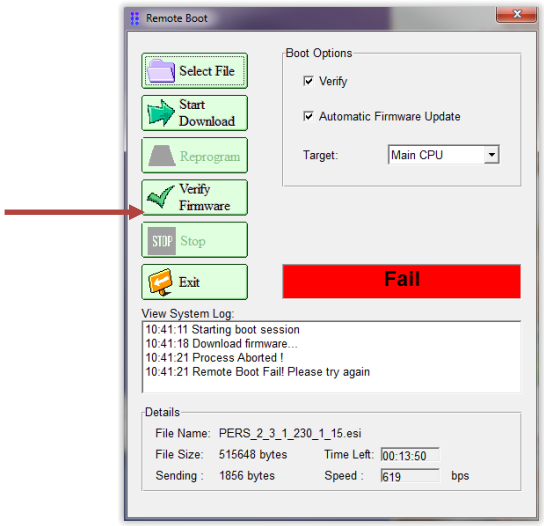

5. If the file is for the target device, the update download process begins.

Information about the progress of the download process appears in the **View System Log** box and in the **Details** box. Note that there is a progress bar at the bottom of the window.

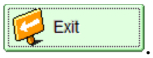

The information displayed includes:

- **File Name** - The name of update file
- **File Size** – The amount of data to be transferred
- **Sending** – The amount of data transferred
- **Time Left** – The estimated time remaining
- **Speed (bps)** – The data transfer rate

If you need to abort the update process, click **Stop**. The update process aborts and an error message appears.

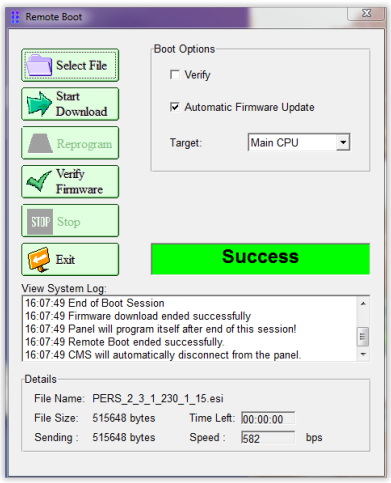



To restart the update process:

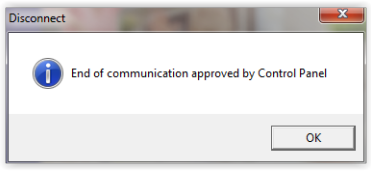
1. Click 

.
2. Disconnect from the CP.
3. Re-connect to the CP.
4. Launch the **Remote Boot** feature
5. Click 

.
6. When the update process ends, **Success** confirmation appears along with the information displayed in both the **View System Log** box and in the **Details** box.




7. The CMS automatically disconnects from the CP and issues a message.




The following table summarizes the functionality of the **Remote Boot** action buttons and boxes.

| Name | Definition and Instructions | Required or Optional | Default Value |
|---|---|---|---|
| Select File | Select the file for the target device. A browser dialog window appears to allow location and selection ('open') of the relevant update file (***.esi*** file). | Optional | Enabled |
| Start Download | Click to perform the update file transfer and update the software/firmware, according to the **Boot Options**. | Optional | Disabled |
| Reprogram | Click to manually initiate the software/firmware update. | Optional | Disabled |
| Verify Firmware | Click to verify that the existing software for the Main CPU updated successfully.<br><br>NOTE: This button is enabled only when the Main CPU is selected. | Optional | Disabled |
| Stop | Click to stop the Remote Boot process. | Optional | Disabled |
| Exit | Click to exit the **Remote Boot** window. | Optional | Enabled |
| **View System Log** | Displays the system messages and the error messages issued during the Remote Boot processing. | N/A | Display Only |
| **Details** | When a file is selected, the details of the file selected appear in this field. | N/A | Display Only |

# 17. Using the Remote Multiple Device Manager Tool

The Care@Home™ CMS Remote Multiple Device Manager (RMDM) utility can for update software and firmware, and account numbers for deployed PSTN CPs:

- Firmware for any of the following target devices:
  - CP CPU
  - VPD
  - EPP
  - EPA
  - Smoke Detector (SK2)
- Voice files for CP
- CP parameters from a predefined set of values you configured in the Care@Home™ CMS application.

The Care@Home™ CMS RMDM utility uses a PSTN landline modem to connect remotely to the CPs in the panel list. Essence recommends that you use the USRobotics Dial-up External Modem (product code: USR5637). Refer to 3.2.3.1 Installing the Landline Modem on page 28.

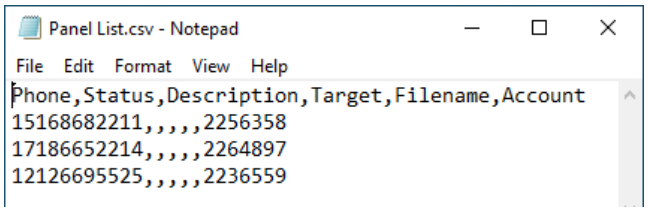
NOTE: This reference manual refers to version 1.2.0 of the Care@Home™ CMS RMDM utility.

## 17.1. Prerequisites

Before you begin the update of the CPs, do the following:

1. Establish the remote PSTN connection using the PSTN modem.
2. Refer to 3.2.3 Establishing Remote Connection with PSTN Modem on page 28.
3. Create a **Panel List** file (***.csv***), using a text editor, with the phone numbers and account numbers for the CPs to be updated.
4. The file structure includes a single column of landline phone numbers. Each phone number must be followed by four commas. Make a second column for account numbers.
5. Enter the phone numbers in the format you would use for dialing the CP.

6. For example, CP phone numbers are in the US format with a leading "1" for calling phones outside your area code.




7. Locate one of the following files as the input file:
   - Firmware file (***.esi***) with which to upgrade the CPs or peripherals
   - Configuration file (***.cpf***) with which to update the CPs configuration parameters
8. Identify the target device type to be upgraded.
9. Determine the time periods for running the upgrade process.

> NOTE: Since the process calls the resident landline phone number, it is important to define time periods that will not disturb the resident.

10. Define the optimum number of retries and time to wait between retry attempts.

## 17.2. Upgrading the CPs

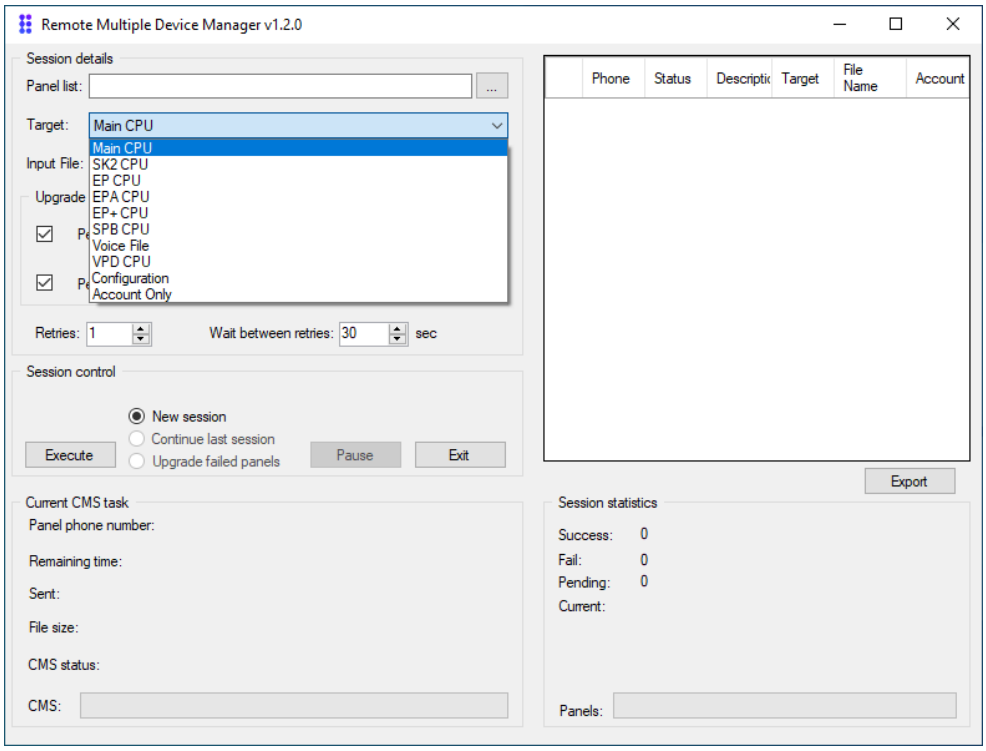
The RMDM utility is designed for prolonged run times. If a CP is busy or offline, the RMDM allows you to rerun the update process just for the CPs that were not updated.

To update the CPs, the peripherals, or the CP configuration parameters:

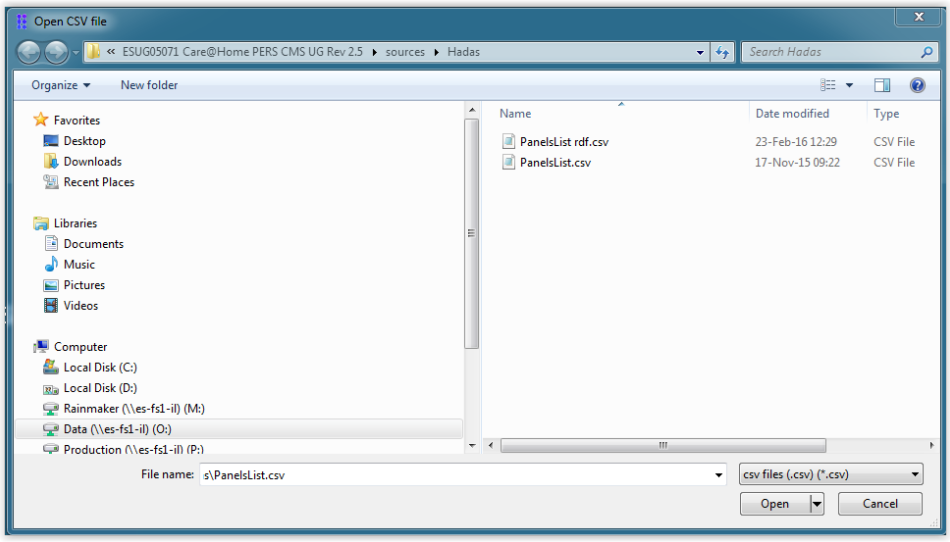
1. Ensure that you have performed the prerequisite tasks. Refer to.
2. Double-click 

. The main window of the Care@Home™ RMDM utility appears.

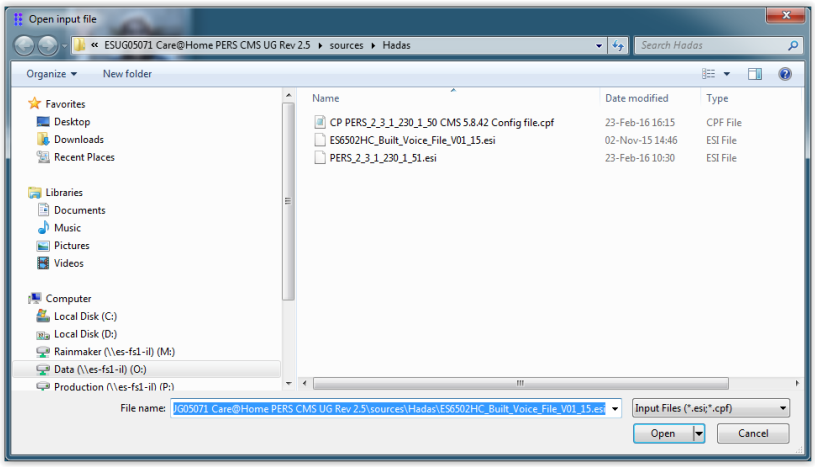
3. For the **Panel List** field, click [...]. The **Open CSV File** window appears.



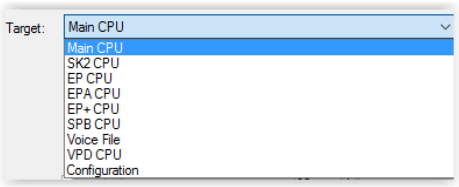

4. Select the **Panel List** file (**.csv**). The path and name of the selected file appear in the **Panel List** field The **Panel List** file details appear in the box to the right of the **Panel List** field.



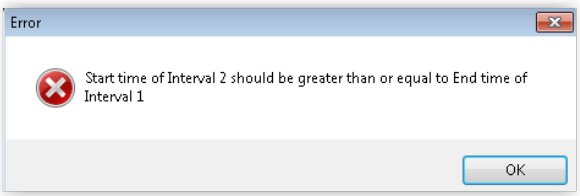

5. For the **Input File**, click [...]. The **Open input file** window appears.



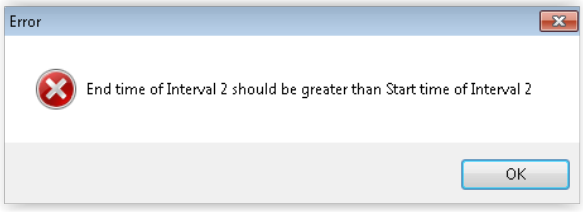

6. If you want to upgrade the CP or a peripheral, select a firmware upgrade file (***.esi***) for the target device.
7. If you want to update the CP configuration parameters, select a configuration file (***.cpf***).
8. If you want to upgrade the CP or a peripheral, select the device type to upgrade from the **Target** dropdown list.



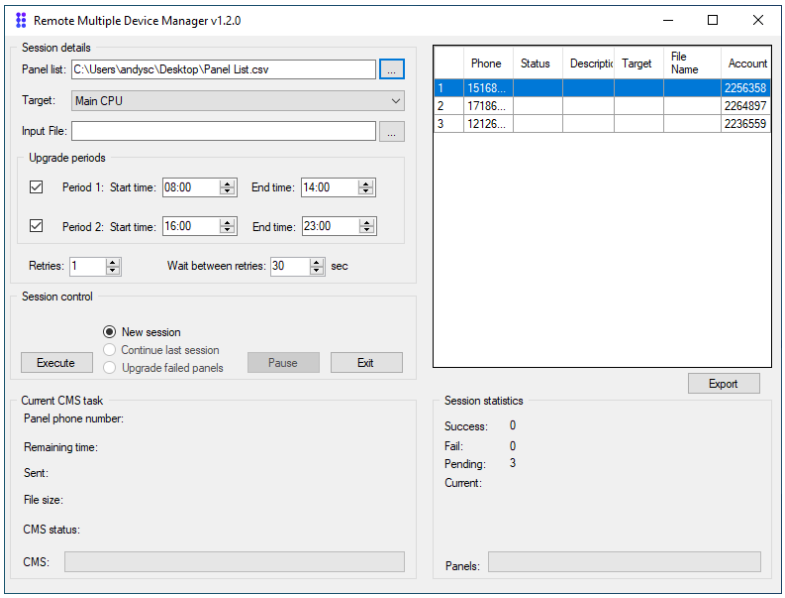

9. If you want to update the CP configuration parameters, select **Configuration** from the **Target** dropdown list.
10. Mark the **Upgrade** period(s) that you defined when preparing the prerequisites**.** Refer to 17.1 Prerequisites on page 189.
    - If no **Period** checkboxes are marked, you can run the upgrade process nonstop until all the target devices associated with the CPs in the **Panel List** are upgraded.
    - If the **Period** checkboxes are marked such that one interval overlaps the other, the following error message appears:




    - If the end time of a period is earlier than the start time of that same period, the following error message appears:

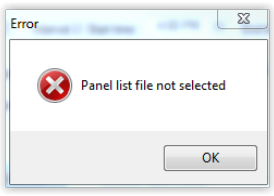



11. Enter the number of **Retries** and **Wait Time between Retries** as you defined when preparing the prerequisites. Refer to 17.1 Prerequisites on page 189.
12. Ensure that the values for all the parameters described in Steps 1-10 are entered and completed correctly.
13. Click **Execute**. If you entered all the parameters correctly, the utility begins the upgrade process.

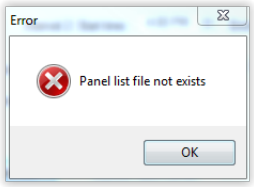



If you did not enter the file parameters correctly, error messages are displayed:

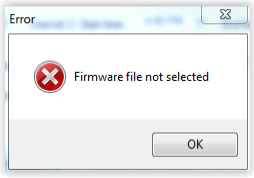
- If you did not enter the **Panel List** file, the following error message appears:



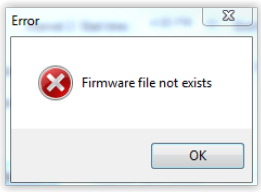
- If the utility cannot locate the **Panel List** file you entered, the following error message appears:




- If you did not enter the **Input file**, the following error message appears:



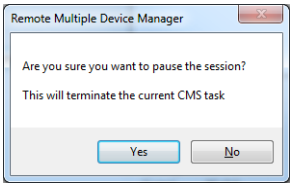

- If the utility cannot locate the selected **Input file**, the following error message appears:

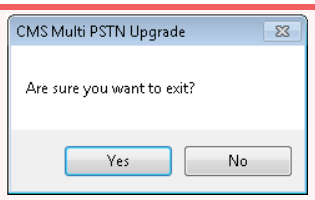
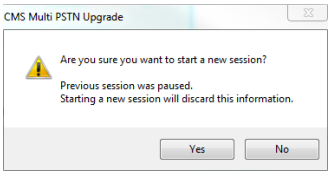
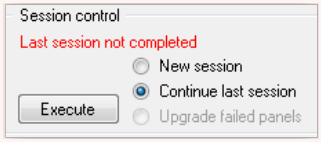
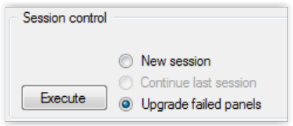



## 17.3. Managing RMDM Processing

The RMDM utility provides you with the tools to manage and control the upgrade process.

The following table provides the operating instructions for using the **Session Control Actions** to manage the upgrade process.

| Session Control Actions | Instructions | Confirmation Windows |
|---|---|---|
| **Execute** | Click to initiate RMDM upgrade processing. | |
| **Pause** | Click to suspend processing. The confirmation window appears, prompting you to confirm the **Pause** action.<br><br>Click **Yes** to terminate the current CMS task. |  |

| Session Control Actions | Instructions | Confirmation Windows |
|---|---|---|
| **Exit** | Click to stop processing and close the utility main window. The confirmation window appears, prompting you to confirm the Exit action.<br><br>Click **Yes** to terminate the current session. |  |
| **New Session** | Following a **Pause** action, if you wish to dismiss the previous upgrade processing and restart the upgrade process of the **Panel List** file from the beginning.<br><br>The confirmation window appears, prompting you to confirm the **New Session** action.<br>● Click **Yes** to start a new session.<br>● Click **No** to retain the previous processing. |  |
| **Continue Last Session** | Following a **Pause** action, the message appears in **Red**, prompting you to decide which action to choose.<br>Mark option if you wish to resume processing of the last session. |  |
| **Upgrade Failed Panels** | This option is enabled following the completion of the upgrade process for the **Panel List** file.<br>If the results of the upgrade process include upgrade failure to one or more CPs, the option to restart the upgrade process is enabled.<br>Mark if you wish to run the upgrade process again for the CPs that failed the upgrade process. |  |

## 17.4. Upgrade Progress Reporting

The RMDM main window reports the progress of the process and the upgrade results for each CP as it is upgraded.

There are four areas of progress reporting:

- Panel List Details box
- Current CMS task
- Session Statistics
- Export feature

### 17.4.1 Panel List Details Box

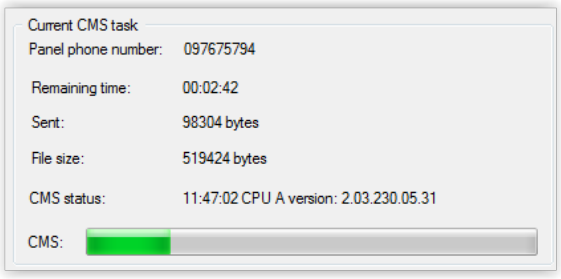
The contents of the **Panel List** file are displayed in the box to the right of the **Panel List** field. The utility updates the status of the upgrade of each CP in the **Panel List** file.

The following table describes the information reported in the **Panel List** details box.

| Column Names | Description | Notes |
|---|---|---|
| **Phone** | The landline phone number of the CP to be upgraded with the chosen firmware | |
| **Status** | The status of the CP **Upgrade** processing<br>Caution: If residents answer the ringing of their landlines when the utility connects with the CPs, **the upgrade process for each of the CPs fails.** | • Successful<br>• Fail<br>• In Progress<br>• Pending |
| **Description** | Additional information about the **Upgrade** process such as:<br>• The number of the retry currently running<br>• The reason for a failed **Upgrade** process | |
| **Target** | Upgrade target: CPU or voice file | |
| **File Name** | File used for upgrade | |
| **Account** | Updated account number | |

### 17.4.2 Current CMS task

The **Current CMS Task** information provides you with the real-time status of the **Upgrade** processing of the current CP.




For example, the **Current CMS Task** information shows:

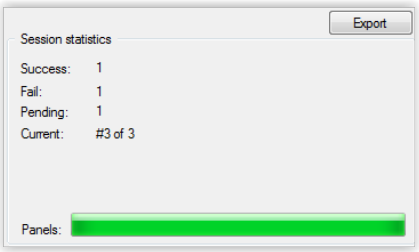
- The phone number currently being processed
- The statistics about the current processing of the firmware file
- The version the CPU of the current CP
- Progress of the current upgrade process

The following table describes the information reported for the **Current CMS Task**.

| Task Information | Description |
|---|---|
| **Panel phone number** | The phone number of current CP in process |
| **Remaining time** | The time remaining to transfer the firmware file |
| **Sent** | The current number of bytes transferred |
| **File size** | The total number of bytes to transfer |
| **CMS status** | Additional information about the CP, such as the version of the CP CPU software |
| **CMS** | The progress bar that represents the status of the current **Upgrade** process. |

## 17.4.3 Session Statistics

The **Session Statistics** reports the overall progress of the **Upgrade** process within the session.




For example, the **Session Statistics** show:

- How many CPs have been processed?
- How many CPs are left to process?
- The overall progress of the upgrade process

The following table describes the information reported for the **Session Statistics**.

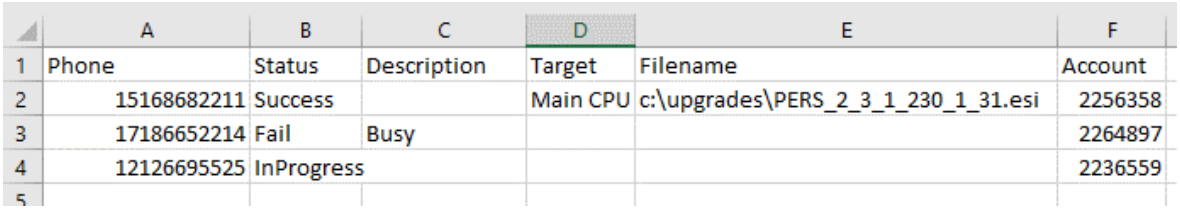
| Statistics | Description |
|---|---|
| **Success** | The number of successful CP upgrades |
| **Fail** | The number of failed CP upgrades |
| **Pending** | The number of CP upgrades remaining |
| **Current** | The position in of the current CP in the **Panel List** file |
| **CMS** | The progress bar that represents the overall status of the **Panel List Upgrade** process. |

### 17.4.4 Export feature

The **Export** feature allows you to generate a report of the CPs **Upgrade** process in the **Panel List**.

To generate the list, click **Export**. The utility generates a ***.csv*** file which includes the information concerning the current **Panel List** file upgrade process.

The following shows an example of an exported CSV file of the upgrade process report.



| | A | B | C | D | E | F |
|---|---|---|---|---|---|---|
| 1 | Phone | Status | Description | Target | Filename | Account |
| 2 | 15168682211 | Success | | Main CPU | c:\upgrades\PERS_2_3_1_230_1_31.esi | 2256358 |
| 3 | 17186652214 | Fail | Busy | | | 2264897 |
| 4 | 12126695525 | InProgress | | | | 2236559 |
| 5 | | | | | | |

The following table describes the information reported in the upgrade process report.

| Column Name | Description |
|---|---|
| **Phone** | The landline phone number of the CP processed |
| **Status** | The status of the **Upgrade** processing of the CP |
| **Description** | Additional information about the **Upgrade** process such as:<br>● The number of the retry currently running<br>● The reason for the failed **Upgrade** process |
| **Target** | The CP or peripheral device for which the upgrade process is running |
| **ESI Path** | The path and name of the firmware file (***.esi***) |

# Appendix A USB to RS232 Adapters

If the PC on which Care@Home™ CMS is installed has no available RS232 COM ports, the user is instructed to use a RS232-USB adapter to connect the CP to the PC.

Essence technical support recommends the following two alternatives:

- USB Gear Serial Adapter
- VScom USB-COM Mini

These are the descriptions and special features of the adapters.

## The USB Gear Serial Adapter

The following is a list of some of the features of this USB to serial adapter:

- Over 500 kbps of data transfer capability
- Works with Modems, PDA's, Cell phones, Digital Cameras and more serial legacy devices
- LED visuals for transmit and receive between devices
- Compatible with: Windows 98, 2000, 2003, ME, XP, Vista, Windows 7 (32/64Bit) Microsoft Certified Drivers Provided/ MAC 8.6, 9.0, 9.1/Linux
- The USB Gear's 12" USB Serial Converter, with its powerful Hi-Speed DB9 Serial adapter, comes with software drivers and a manual. The customer can download the software drivers.

# The VScom USB-COM Mini

The VScom USB-COM Mini adapter provides a high-speed RS232 serial port with 128 byte FIFO to allow for high speed communications, even for heavy loaded systems. The RS232 serial port on this adapter also enables high speed settings such as 500,000 bps.

The following is a list of the key features of this USB to serial adapter:

1 x RS232 DB9 male port

Speed up to 921.6 kps

No external power supply

The customer can access VS Com and more information about this adapter by following this link: http://www.vscom.de/619.htm

# Appendix BVoice Announcements

The following table includes examples of the texts for the vocal announcements listed by group.

| Announcement Group | Announcement Text |
|---|---|
| **Vocal Reminders** | "Attention, it is time to take your medication. Please take them and press the Reset button" |
| | "Attention, your appointment is at [hour, minute AM/PM]. (Please press the Reset button)" |
| | "Attention, your ride will arrive at [hour, minute AM/PM]. Please press the Reset button)" |
| | "Attention, alarm reminder. (Please press the Reset button)" |
| | "Attention, it is time to test your pendant. Please press pendant button" |
| **Medical** | "Emergency alarm" |
| | "Activity alarm" |
| | "Emergency alarm – fall detected" |
| | "Call in progress" |
| **Safety** | "Flood alarm" |
| | "Fire alarm" |
| | "Temperature alarm" |
| | "Gas alarm" |
| **Functional** | "Cellular signal strength is *x* percent |
| | " Control panel on" |
| | "Control panel shutting down" |
| | "Device added successfully" |
| | "Device already paired with control panel" |
| | "Memory full, additional device cannot be added" |
| | "Could not add device, please try again" |
| | "Pendant recognized" |
| | "Activity timer on" |
| | "Activity timer off" |
| | "Activity timer will expire soon. Please press the reset button." |
| | "Signaling mode on" |
| | "Signaling mode off" |
| | "To erase all devices press the pairing button, to exit press the RESET button" |
| | "Successful operation - All devices were erased from control panel" |
| | "Device paired with Control Panel" |
| | "Attention, a device is tampered – control panel" |
| | "Control panel entered test mode" |
| | "Control panel exited test mode" |
| | "Test successful" |

| Announcement Group | Announcement Text | | |
|---|---|---|---|
| | "Bed sensor added successfully" – ES6502HC ADL only | | |
| **Technical** | "Attention, communication with monitoring station is lost" | | |
| | "Battery missing in control panel" | | |
| | "Attention, low battery in console" | | |
| | "Attention, a device is tampered" | | |
| | "Attention, phone line is disrupted" | | |
| | "Could not add device, please try again" | | |
| | "Attention, control panel switched to backup battery" | | |
| | "Attention, low battery in a device was detected" | | |
| | "Attention, control panel backup battery needs to be replaced" | | |
| | "Attention, supervision loss of a device was detected" | | |
| | "Attention, RF jamming Was detected" | | |
| | "RF jamming restored" | | |
| | "Control panel performed software reset" | | |
| | "Malfunction alarm" | | |
| | "Installation test starts" | | |
| | "Installation test ends" | | |
| | "Attention, supervision loss of" | "motion detector" | "was detected" |
| | | "input magnet detector " | |
| | | "magnet sensor | |
| | | "fixed emergency button" | |
| | | "portable emergency button" | |
| | | "smoke Detector | |

# Appendix C 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 |
| Technical | Communication lost with fire or smoke sensors |

| Alert Type | Alert Description |
|---|---|
| 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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