



# Care@Home™

## Emergency Pendant Plus

### User Guide

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January 2024

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## 1. Overview

The Essence Emergency Pendant Plus (EPP) and the Emergency Pendant Plus Jewelry (EPPJ) are innovative, wearable, multi-function emergency devices for signaling emergency situations, which are integrated with Care@Home™.

The pendant is meant to always be with the resident. The EPP can be worn around the neck or on the wrist. A lanyard or wristband is provided. The EPPJ is worn around the neck. A chain or lanyard is provided.

If the pendant's button is pressed, the pendant sends an emergency message via a radio signal to the control panel, which, in turn, passes the message to the monitoring station.

Pendant features:

- Fully water resistant (IP67)
- Wireless connectivity with the control panel that can reach 400 m (1,312 ft.) in the open air
- Battery life of up to 5 years
- Configurable emergency press duration
- Lightweight
- LED indicator



## 2. Pairing the Pendant

You need to pair the pendant with the control panel before the pendant can be used.

To pair a pendant:

1. Press and hold the **PAIRING** button on the control panel for three seconds.  
The Activity LED blinks blue.



2. Press the pendant panic button.
3. The **EMERGENCY CALL** button ring blinks blue and the control panel emits a “Device added successfully” voice message.
4. Ensure that the pairing process is successful. The process can have the following results:

| Control Panel Behavior   | Meaning  |
|--|--|
| <b>EMERGENCY CALL</b> button ring blinks blue.   | Pairing is successful  |
| Control panel beeps and <b>EMERGENCY CALL</b> button ring lights up red for two seconds.                                       | Pairing is unsuccessful. Try again.                                |
| Control panel makes a low pitch beep and <b>EMERGENCY</b> button ring lights up blue as <b>EMERGENCY</b> button lights up red. | This pendant has already been paired with this control panel.      |
| Control panel beeps and the <b>EMERGENCY</b> button ring lights up red   | Control panel memory is full. No additional devices can be paired. |

### 3. Operating the Pendant

The resident operates the pendant by pressing the button to get help.



**WARNING!** Swallowing battery contained in this product can cause severe internal burns within two hours and may be fatal.

#### 3.1. Notifications

When the resident presses the pendant button, the pendant sends notifications to the control panel. In addition, depending on how the control panel is configured, the pendant periodically sends information to the control panel, including:

- The temperature
- The pendant battery charge percentage

#### 3.2. LED Indications

The pendant LED lights up as shown in the following table:

| LED                                  | Situation                  |
|--------------------------------------|----------------------------|
| Blinks <b>red</b> for eight seconds. | Pendant button pressed.    |
| Lights <b>green</b>                  | Battery was just replaced. |

#### 3.3. Supervision

The pendant is a supervised device. The pendant periodically transmits its status to the control panel. The frequency of the reporting periods can be configured. If after a predefined time the control panel does not receive a status message, the control panel sends a **Supervision lost** message to the monitoring station.

## 4. Replacing the Battery

The EPP and EPPJ use a 3 V CR2450 lithium battery.

Follow the procedure for your device:

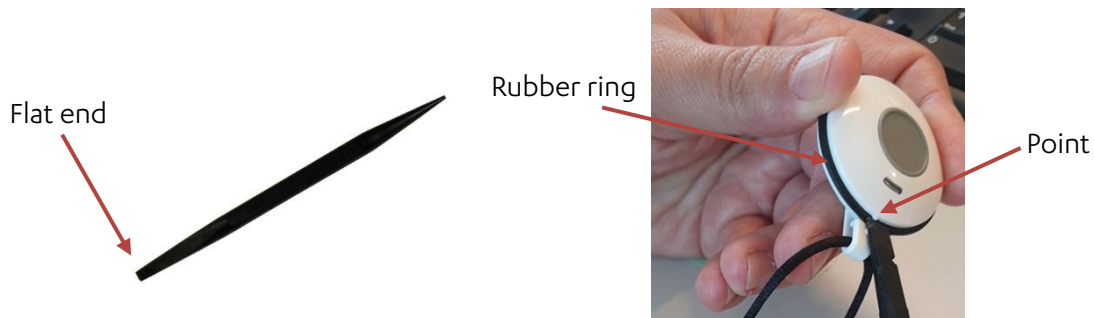
- Replacing the EPP's battery
- Replacing the EPPJ's battery



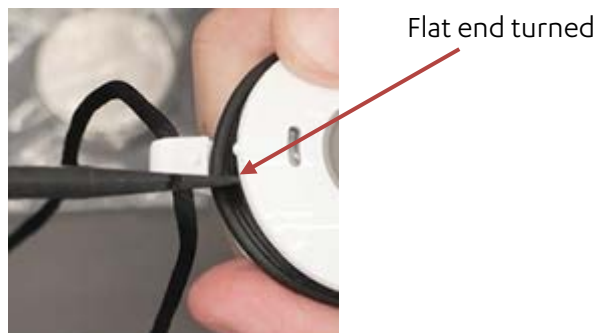
**WARNING!** A new battery can cause damage if it is incorrectly installed. If the battery compartment does not close securely, stop using this product immediately. Always keep new and used batteries away from children.

To replace the battery:

1. Insert the flat end of a plastic flat-headed stick tool (spudger) between the point and the rubber ring, and gently push it inside.



2. Turn the spudger to release the front section of the device.



3. Gently remove the front section of the device and turn it upside down.

4. Remove the old battery.



5. Place the new battery in the upturned front section of the device with the + sign facing up.



6. Place the rubber seal on the upturned front section of the device.
7. Place the back section of the device over the upturned front section.



8. Hold the two sections together gently and turn the device the correct way up, making sure that the rubber seal stays in place.



9. Align the point on the front section of the device with the dot on the back section.



10. Press the two sections together (making sure once again that the black rubber seal is in place) until they click into place.





## 5. Specifications

| Category       | Data   |
|----------------|--|
| Part Number    | ES700EPP, ES700EPPJ  |
| Communications | <ul style="list-style-type: none"> <li>● Proprietary bi-directional radio protocol</li> <li>● FSK modulation:                             <ul style="list-style-type: none"> <li>■ 869.225 MHz (Europe)</li> <li>■ 868.3 MHz (China)</li> <li>■ 916.5 MHz (North America and Australia)</li> <li>■ 916.3 MHz (Israel)</li> <li>■ RF coverage: 400 m (1,312 ft.) – open air</li> </ul> </li> </ul> <p><b>NOTE:</b> Nominal RF coverage is tested over LOS free space in a low interference environment</p> <ul style="list-style-type: none"> <li>● Encoding: 32-bit ID - over 4 billion combinations</li> </ul>  |
| Power          | <ul style="list-style-type: none"> <li>● 1 x 3 V CR2450 lithium battery</li> <li>● Approved manufacturers: Panasonic and Energizer</li> <li>● Up to 5-year battery life</li> </ul> <p><b>NOTE:</b> Nominal battery life is computed according to Essence's standard usage parameters.</p>  |
| Physical       | <ul style="list-style-type: none"> <li>● EPP                             <ul style="list-style-type: none"> <li>■ Dimensions (W x Diameter): 12 x 40 mm (0.47 x 1.58 in.)</li> <li>■ Weight: 15 g (0.53 oz.) including battery, excluding lanyard</li> <li>■ Color options (color appears on the button, wristband, and lanyard)                                     <ul style="list-style-type: none"> <li>■ Marine Blue: ES700EPP-US-M03</li> <li>■ French Rose: ES700EPP-US-M04</li> <li>■ Ash Gray: (wristband and lanyard are black), ES700EPP-US-M02</li> </ul> </li> </ul> </li> <li>● EPPJ                             <ul style="list-style-type: none"> <li>■ Dimensions (W x Diameter): 16 x 42 mm (0.63 x 1.65 in.)</li> <li>■ Weight: 23 g (0.81 oz.) including battery, excluding chain</li> <li>■ Color, excluding decoration:                                     <ul style="list-style-type: none"> <li>◆ Body: White</li> <li>◆ Button: Light Pearl</li> </ul> </li> </ul> </li> </ul> |

| Category                            | Data  |
|-------------------------------------|---|
| <b>Environmental</b>                | <ul style="list-style-type: none"> <li>● Operating ambient temperature range: -10°C - 55°C (14°F - 131°F)</li> <li>● Storage ambient temperature range: -20°C - 70°C (-4°F - 158°F)</li> <li>● Operating humidity: Up to 93% non-condensing</li> <li>● Water and dust resistant: IP67</li> <li>● EN50130-5 Environmental Class 1</li> </ul> |
| <b>Certifications and Approvals</b> | <ul style="list-style-type: none"> <li>● CE</li> <li>● FCC, IC</li> <li>● UL1637</li> <li>● EN 50134-2</li> </ul>   |

This device complies with FCC Rules Part 15 and with Industry Canada’s license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference
- (2) this device must accept any interference received including interference that may cause undesired operation.

For Industry Canada:

*Le présent appareil est conforme aux CNR d’Industrie Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes :*

- (1) l’appareil ne doit pas produire de brouillage;*
- (2) l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.*

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

For Industry Canada:

- This Class B digital apparatus complies with Canadian ICES-003.
- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.



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

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