

# eevi Gateway Quick Start Guide

## Powered by Professional Care

1

In an Emergency  
press the Medical  
Alarm Help button

HELP

or

Press and hold  
the Pendant  
Help Button



Pendant

2

Await contact from  
the eeVi operator



3

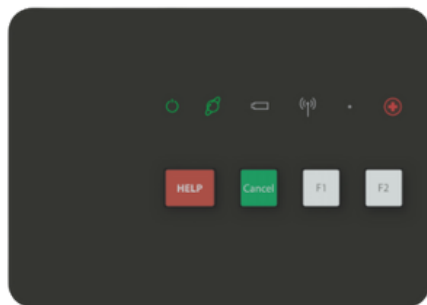
An ambulance will  
be sent if needed



\*

If Help pressed in  
error, press Cancel

Cancel



Medical Alarm

- Alarm triggered
- Alarm sent (flashing red & blue)
- Alarm acknowledged
- Mains power on
- No mains power\*
- Mains fault (or powering on)\*
- Connection available
- Poor connectivity
- No connectivity\*
- Pendant battery okay
- Pendant battery low
- Pendant needs replacing \*
- Pendant signal on
- Pendant not connected\*

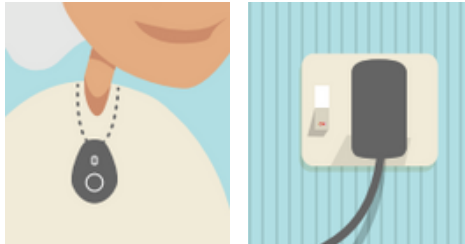
\* Please see 'Problem Solving' (over the page)

Keep this Quick Start Guide near your Medical Alarm

## For your Medical Alarm to work:

Your Pendant should be worn at all times within your home, including at night, in bed and in the bath or shower. The Pendant is waterproof.

Keep your Medical Alarm plugged into a power socket (only use the cable provided).









## Care of your Pendant

**CLEAN** with a non-abrasive, non-polishing cleaning solution.

**AVOID** spraying perfume, insect repellent or other chemicals directly onto the Pendant.

If you suspect that your Alarm system is not working correctly, please call eeVi on Ph: 1300 802 738

## Problem Solving

- 
**Medical Alarm power light is FLASHING orange**  
 The system has a low battery but is connected to mains and is recharging. Can also indicate that the system is properly powering down.
- 
**Medical Alarm power light is STEADY red**  
 The system is powering on. If it doesn't turn green within 5 minutes, call your Medical Alarm provider.
- 
**Medical Alarm power light is FLASHING red**  
 Check that your Medical Alarm is plugged into a power outlet and switched on at the wall.
- 
**Medical Alarm connectivity light is STEADY red**  
 The Medical Alarm has lost mobile connectivity. Alerts may not go through to eeVi. Please call your Medical Alarm provider for a replacement.
- 
**Pendant battery light is FLASHING red**  
 Pendant battery is critically low. Please call your Medical Alarm provider.
- 
**Pendant signal light is STEADY red**  
 The Pendant will not be able to trigger an Alarm. You will need to complete a test call on all Pendants/ call points.

### Disclaimer

Due to external factors, it is possible that in exceptional circumstances the system may not function as expected. Such factors include damage, misuse, power outage or loss of connectivity, and other environmental factors. With normal usage conditions, the system will function properly, but because external factors are outside our control, we cannot accept responsibility for their consequences.