

## FREQUENTLY ASKED QUESTIONS

### EEVI DIRECT PROFESSIONAL MONITORING ACTIONS

#### Emergency Contacts

Please list details of people who have agreed to be contacted in the event you require assistance. Remember your nominated contacts should live within a reasonable distance, have a telephone and will be willing to respond in the event of an emergency if requested/required.

- **An Ambulance will be called if we CANNOT contact you via the gateway and alternate numbers listed. We will also then contact the listed keyholders.**
- **If emergency services must gain entry by force the repair of any damage is the responsibility of the occupant.**
- **If the resident does not respond to the attempts by the response centre to raise them and emergency services are called to attend, when they arrive, if it is found to be in error, depending on the state that you live in may result in a fee payable to emergency services for this call out.**

#### Alarm Actions

##### Alarm Response Process - Successful Voice Contact

1. Alarm activated
2. Call Gateway via two way voice, if no answer
3. Call Resident on number(s) provided, if no answer
4. Call emergency services and advise of alarm per resident details provided.
5. Wait on the call with the resident if they wish until emergency services or a nominated contact are able to attend.
6. We will only call your nominated contacts if you have agreed you would like them called. We will call them in the order that they are listed 1-5. If no answer we will leave voicemail if a message bank is available, continuing to call the next listed contact. We will cease calling the next contact if ONE of your nominated contacts answer. We do not speak to all nominated contacts and as such suggest that your nominated contacts know of each other so that they can liaise if needed. Once we have spoken to ONE nominated contact or called all with no success the calling list is deemed exhausted. If a voicemail is left for any of your nominated contacts they can contact the response centre on the number left (or below) to follow up.

**NOTE:** If you wish to cancel the call please call the response centre on 1300 303 017 (recommend giving this number to your next of kin also)

## Alarm Response Process - No Voice Contact

1. Alarm activated
2. Call Gateway via two way voice, if no answer
3. Call Resident on number(s) provided, if no answer
4. Call emergency services and advise of alarm with no resident voice contact made
5. Call listed nominated contacts 1-5. If no answer we will leave voicemail if a message bank is available, continuing to call the next listed contact. We will cease calling the next contact if ONE of your nominated contacts answer. We do not speak to all nominated contacts and as such suggest that your nominated contacts know of each other so that they can liaise if needed. Once we have spoken to ONE nominated contact or called all with no success the calling list is deemed exhausted. If a voicemail is left for any of your nominated contacts they can contact the response centre on the number left (or below) to follow up.

**NOTE:** If you wish to cancel the call please call the response centre on 1300 303 017 (recommend giving this number to your next of kin also)

## Faults

Professional Monitoring Centre actions on low battery gateway, low battery pendant pendant or mains failure

1. call the Resident on home numbers provided.
2. Notify next of kin Yes / No
3. Notify [support@eevi.life](mailto:support@eevi.life) for follow up with resident

Device offline

This means that the data circuit provided by the Mobile network may not be responding. As a safety feature the gateway uses the voice services on the mobile network. If both are not available you will be notified and need to engage in alternative medical assistance until this resolves. Our team are very thorough and upon seeing a device offline notification response will

1. Call the gateway to establish that the mobile voice network is responding
2. if the mobile network is responding, put the device offline notice on hold and check again in 4 hours.
3. If the mobile voice network is not allowing a connection they will
  - a. call the resident 24 hours a day to advise that their gateway is not operating
    - i. offer welfare calls AM and PM to whilst the mobile network connection is restored
  - b. notify eevee via [support@eevi.life](mailto:support@eevi.life) that there is a network fault that needs review
    - i. eevee support will review in the next business day..

## Maintenance / Gateway faults - Residents

Call 1300 802 738 or email [support@eevi.life](mailto:support@eevi.life)

# How to use your Gateway

## Turning on the Gateway

Plug power into the gateway. Wait for all 4 lights to illuminate GREEN on the top of the gateway. This indicates that the gateway is on and operational.

## Check the alarm signal strength

Press and hold both the white buttons (volume and brightness) until you hear the announcement test mode is active. Press the speaker button (far right white button) signal of Fair, Good or Excellent is needed, if this is not achieved, relocate the gateway to another location to get coverage. Press cancel (green button) to exit test mode.

## Test call to Response

1. Press pendant or HELP button on the gateway,
2. loud siren will sound for 10 seconds,
3. announcements will be heard, 'Alarm has been sent', Flashing cross will be Red and Blue
4. 'Alarm has been acknowledged' this means that the response centre has the alarm and will dial back into the gateway shortly, the gateway will have a GREEN flashing cross located on the front right hand side, this indicates that the alarm is waiting to be answered.
5. Response centre will attempt to dial back into your gateway, if not successfully answered they will call your contact numbers as supplied.
6. When you speak to the response centre, advise that this is a TEST call.

Once the alarm call has been completed with the response centre this GREEN cross will flash for a further 10 minutes to allow dial back into the gateway. This is a safety feature to allow a dropped call access back into the gateway to support the resident.

## Gateway Reboot Process

Press and Hold the cancel button until you hear 5 beeps, after the 5<sup>th</sup> beep, whilst still holding the cancel button, disconnect the power cord, gateway will now advise that the 'unit is powering down', all 4 lights on top will cease to be illuminated. The gateway is now successfully turned off.

## YouTube Tutorials

<https://youtu.be/4tksUaXjqdY> How to install your gateway

<https://youtu.be/i7tWNp8nIVE> How to use your gateway