

Recommended Procedures

SEVEN Event Reporting - Contact ID CSV



Contact ID codes that can be sent from SEVEN base units are described in this document, along with a recommended response process and the level of urgency that should be assigned to each event.



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1 Disclaimer

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3 Introduction

This document details events that SEVEN can send through to the monitoring centre using the Contact ID CSV protocol. Each event is given a 'Priority' based on the importance and nature of the event code that has been reported. The 'Description' provides a brief background detailing the reason for the occurrence of the event. 'Immediate' and 'Service' actions can be used to help determine your monitoring centre's procedures and guidelines. This document is a guide and should not be used as your monitoring centre's response procedures.

*** An asterisk throughout this document denotes a configurable option** and the values mentioned may differ depending on the configuration file that has been applied to the base unit.



4 Events

The following sections detail each event, what it is, and a recommended course of action. Each report is given a priority level of URGENT, HIGH, MEDIUM, LOW or IGNORE. This priority level should be used to determine your response level in your monitoring centre processes.

4.1 1602 OR 1617 – BASE UNIT TEST SIGNAL

Priority	IGNORE
Description	This is the periodic base test signal. It is sent to confirm that the base unit is still functioning. Chiptech recommends that the base unit be set to send a test report every 24 hours*.
ContactID Code	1602 or 1617
Immediate Action	None.
Service Action	None.

4.2 NO CODE – BASE UNIT FAILED TO TEST

Priority	HIGH
Description	The base unit has not sent a test signal within the expected allocated time window. If daily test signals have been configured in the base unit, a 26 hour alert can be set to show missing base test signal (depends on your base unit and receiver system settings). This is an alert that something is wrong, and an emergency report will not be able to be sent to monitoring.
ContactID Code	Receiving System Event, no codes from unit.
Immediate Action	None.
Service Action	Check report <u>daily</u> . Every customer failing to test should be contacted, the full system tested, and if not working a replacement scheduled.

4.3 1301 – BASE UNIT AC MAINS FAIL

Priority	MEDIUM
Description	The AC mains power has been removed from the base unit. This report is sent randomly between 1 and 4 hours* after the mains power is no longer detected by the base unit.
ContactID Code	1301
Immediate Action	None.
Service Action	If no AC mains restore report is received within 12 hours, contact the customer during day time hours to see if the base unit has been unplugged, or if there is a power failure.

4.4 3301 – BASE UNIT AC MAINS RESTORE

Priority	IGNORE (Restore Only)
Description	This is a restore report to cancel the AC mains fail. Once power is restored this report is sent between 1 and 4 hours*. NOTE: This report will NOT be sent if the base unit is reset or turned off during the power failure, before the 1301 report is sent. This will only be sent if AC Mains Fail is previously sent.
ContactID Code	3301
Immediate Action	None.
Service Action	None.

4.5 1309 – BASE UNIT BATTERY FAILED TEST

Priority	MEDIUM
Description	The base unit has tested the battery with a load test and found that its battery capacity has been reduced (it won't last as long during AC mains fail). This full maintenance cycle is performed 5 days after reset, and then every 90 days.
ContactID Code	1309
Immediate Action	None.
Service Action	The base unit should be scheduled to have the battery replaced within a month.

4.6 1311 – BASE UNIT BATTERY DEAD

Priority	HIGH
Description	The base unit has detected that the battery is severely damaged or has been removed. NOTE: This error must be detected for a predetermined period of time before this report is sent. A restore report will be sent if the situation is corrected.
ContactID Code	1311
Immediate Action	Contact the customer to see if the battery has been removed. Inform customer that the base unit may not work if there is an AC mains failure.
Service Action:	If no restore report has been sent, the battery should be replaced as soon as possible.



4.7 3311 – BASE UNIT BATTERY DEAD RESTORE

Priority	IGNORE (Restore Only)
Description	Following a Base Unit Battery Dead report, the base unit has detected that the battery is working correctly again.
	NOTE: It will take a predetermined period of time before this report is sent.
ContactID Code	3311
Immediate Action	None.
Service Action	None.

4.8 1302 – BASE UNIT BATTERY LOW VOLTAGE

Priority	MEDIUM
Description	This report is sent if the battery voltage falls below approximately 20% of the battery capacity remaining.
ContactID Code	1302
Immediate Action	Unless it is a widespread power outage, contact the customer to reconnect the power supply. If this is not done, then the base unit will stop working soon and the customer will lose the ability to send an emergency activation. Connecting to AC mains power will begin to recharge the battery.
Service Action	If the report is related to AC power failure then no action is required. If there was no prior related AC mains power failure report, then this indicates a charging fault (typically plug pack related), or battery pack failure. Schedule to replace the plug pack, if reports continue then replace the base unit.

4.9 1552 – BASE UNIT NO RF DEVICES

Priority	HIGH
Description	The base unit does not have ANY RF devices learned in. This can occur if no RF devices have been learned in, or if all devices have been intentionally deleted.
ContactID Code	1552
Immediate Action	Contact the customer and ask them to press their personal help button. If this does not activate an emergency alert, you need to inform them their personal help button(s) will not work. Tell them to use the 'HELP' button on the base unit in the event of an emergency. If they are capable, talk the customer through the learn in process so their RF device(s) will work again.
Service Action	If required, schedule an appointment to learn in RF device(s).

4.10 1100 – BASE UNIT ALERT ACTIVATION

Priority	URGENT
Description	The user has pressed the 'HELP' button on the base unit and the monitoring centre has received the report.
ContactID Code	1100
Immediate Action	The customer should be contacted. If there is no reply or contact over speakerphone, then the emergency response procedure should be followed.
Service Action	None.

4.11 1210 – DAILY CHECK

Priority:	IGNORE
Description:	Daily Check is an optional setting and can be set to occur after power on/restart, or at a predefined time set in the configuration. When enabled the Connect button can be pressed to send a report to monitoring that the user is okay. The Daily Check function does not require any interaction from an operator. A voice message will play during this process to inform the user that the report is being sent. The Daily Check can be triggered to start at a specific time of day*.
ContactID Code:	1210
Immediate Action:	None.
Service Action:	None.

4.12 NO CODE – DAILY CHECK MISSING

Priority:	HIGH
Description:	A 'Daily Check' report is missing, which means either the user has not pressed the Connect button or the base unit was unable to send the report. An automated process should be used to notify an operator about a missing 'Daily Check' report. This report indicates there is something wrong.
ContactID Code:	Receiving System Event, no code from base unit.
Immediate Action:	The customer should be contacted immediately and ask the customer to press their Connect button to send a Daily Check report. If they cannot be contacted, their contacts list should be informed, and the customer needs to be checked on as soon as possible.
Service Action:	None.

4.13 1102 – REMINDER ACKNOWLEDGED

Priority:	IGNORE
Description:	A timed daily reminder has played on the base unit and the user has pressed the Cancel button to acknowledge the reminder and clear it.
ContactID Code:	1102
Immediate Action:	None.
Service Action:	None.

4.14 1140 – REMINDER NOT ACKNOWLEDGED

Priority:	MEDIUM
Description:	A timed daily reminder has played on the base unit and the user has NOT pressed the Cancel button to acknowledge the reminder and clear it within the specified time period.
ContactID Code:	1140
Immediate Action:	The customer should be contacted, and asked to acknowledge the reminder and perform the follow up action required e.g. take medication. If they cannot be contacted, their contacts list should be informed, and the customer needs to be checked on as soon as possible.
Service Action:	None.



4.15 1666 - AWAY MODE ENABLED

Priority:	LOW
Description:	The 'Away Mode' has been enabled by the user. This allows the base unit to disable personal help button tracking, and informs the monitoring centre that the user has gone away for an extended time. This is not a function that should be used when going out for a day.
ContactID Code:	1666
Immediate Action:	None.
Service Action:	None.

4.16 3666 - AWAY MODE DISABLED

Priority:	LOW
Description:	User has disabled Away mode on the base unit by holding down the Cancel button. The customer will be informed when Away mode has been disabled, as the base unit will announce, "Away mode disabled, welcome back home."
ContactID Code:	3666
Immediate Action:	None.
Service Action:	None.

4.17 1101 – RF ACTIVATION

Priority	URGENT
Description	The user has pressed their personal help button and the monitoring centre has received the report.
ContactID Code	1101, zone code gives learned RF device position 001-016.
Immediate Action	The user should be contacted, if there is no reply or contact over the base unit speakerphone, then the emergency response procedure should be followed.
Service Action	None.

4.18 1111 – RF SMOKE ACTIVATION

Priority:	URGENT
Description:	The smoke alarm or heat detector at the user's premises has been activated and the monitoring centre has received the report.
ContactID Code:	1111, zone code gives learned RF device position 001-016.
Immediate Action:	The user should be contacted, if there is no reply or contact over the base unit speakerphone, then the response procedure for a fire event should followed.
Service Action:	None.

4.19 1199 – RF FALL DETECTION ACTIVATION

Priority:	URGENT
Description:	The fall detector has been activated by a fall and subsequent impact, and the monitoring centre has received the report.
ContactID Code:	1199, zone code gives learned RF device position 001-016.
Immediate Action:	The user should be contacted, if there is no reply or contact over the base unit speakerphone, then the emergency response procedure should be followed.
Service Action:	None.

4.20 1654 – RF INACTIVITY

Priority:	HIGH
Description:	The RF device with activity monitoring has detected and reported that it has not been moved for a significant period of time*. The user may not be moving, or may have removed the RF device.
ContactID Code:	1654, zone code gives learned RF device position 001-016.
Immediate Action:	The user should be contacted (avoid night time hours, to limit user disturbance). If there is a response, ask the user to press their personal help button to test their system, this will determine if they are wearing it. If they have removed their RF device, gently remind them about the importance of wearing it to keep themselves safe. If there is no reply then the standard emergency response procedure should be followed. NOTE: Please be aware if someone has left their RF device at home, and is away for an extended period, you may receive multiple inactivity alerts. This will not send if Away Mode is enabled.
Service Action:	None.

4.21 1384 – RF DEVICE LOW BATTERY

Priority:	MEDIUM
Description:	An RF device has reported that its battery voltage is getting low. NOTE: RF devices may falsely detect a low battery in extremely cold conditions.
ContactID Code:	1384, zone code gives learned RF device position 001-016.
Immediate Action:	None.
Service Action:	Schedule replacement within a week.





4.22 1389 – RF DEVICE FAILED TO TEST

Priority:	HIGH
Description:	<p>The base unit has not received any of the 'RF Test' reports sent from an RF device, over a set period of time. (Pearl personal help buttons and SID devices have a 7-hour test report). The recommended time to set the base unit for a Device Fail to Test time is either 28 or 55 hours*.</p> <p>NOTE: This can occur if the RF device has stopped working, or if the user has taken the RF device off site for a prolonged period. It can also occur if a second RF device is learned at installation and then taken off site.</p>
ContactID Code:	1389, zone code gives learned RF device position 001-016
Immediate Action:	<p>Contact the user and ask them to activate all their personal help buttons to ensure that they are operational. If an RF device is not working, schedule immediate replacement, and inform user their RF device is NOT working, and to use the 'HELP' button on the base unit should they require help.</p> <p>If the RF device is working, and they are capable, talk the user through the RF device learn in process. This will ensure the only RF device reporting to the unit is the one they learn in during this process.</p> <p>NOTE: This will not occur if Away Mode is enabled.</p>
Service Action:	Chiptech recommends that if there is a repeated report sent, that the RF device is replaced.

4.23 3389 – RESTORE FOR RF DEVICE FAILED TO TEST

Priority:	IGNORE
Description:	<p>This restore report is used to clear the RF Device Failed to Test report from the monitoring alerts, when communication between the RF devices and base unit has resumed. The base unit must receive the RF Test reports or activations from <u>all</u> RF devices learned into it, before the restore report is sent. This report only occurs following an RF Device Failed to Test report being sent.</p>
ContactID Code:	3389
Immediate Action:	None.
Service Action:	None.

4.24 1150 – SID DEVICE ACTIVATION

Priority:	URGENT > HIGH (depends on the SID device)
Description:	A SID device has changed state, been activated. The response procedure for that SID device needs to be followed.
ContactID Code:	<p>1150, zone code gives learned RF device position 001-016.</p> <p>This zone code is used to identify the device (code is noted during install) and will determine the actions to be taken by monitoring.</p>
Immediate Action:	<p>Depends on device. Please refer to the specific SID information for more details.</p> <p>If it is a SID Connect with external switch, then the emergency response procedure should be followed immediately.</p>
Service Action:	None.

4.25 3150 – SID DEVICE RESTORE

Priority:	IGNORE (Restore Only)
Description:	<p>Following a SID Device Activation, the SID has changed state again, and a restore code is sent.</p> <p>This report is only generated by some SID devices and is used for particular applications, such as occupancy sensors. For example, when a user leaves their bed during night time hours and does not return within the predefined time, an activation is sent. When the user returns to bed the SID Device Restore report is sent. The restore report is confirmation that the event that caused the activation has been resolved.</p>
ContactID Code:	3150, zone code gives learned RF device position 001-016.
Immediate Action:	None.
Service Action:	None.

4.26 1355 – BASE UNIT CELLULAR FAIL

Priority:	HIGH
Description:	<p>The cellular system has detected a communication fault. This could be a problem with signal dropout, SIM card failure, or the wrong network configuration. If the error persists for one hour* then a report will be sent and the Connect button light on the base unit will flash. The report will then be sent every 24 hours* until resolved.</p>
ContactID Code:	1355
Immediate Action:	This report can only get through once the fault is restored. The base unit log should be checked to see what caused the cellular connection to fail. If this report occurs multiple times within a month a service call should be booked.
Service Action:	Contact the user and ask them to press their personal help button. If activation is not received, book replacement of the base unit immediately. If the base unit reports an activation, read the log to determine if there is an on-going or short-term error.

4.27 1601 – VIRTUAL TEST PENDANT

Priority:	IGNORE
Description:	<p>This is an automated client self-testing report and only applies to units with Virtual Test Pendant enabled in the configuration. The 'Info' button on the base unit will illuminate, and when pressed it will ask the user to test their pendant. When the pendant test is received at the monitoring centre the base unit will announce to the user that the test pendant activation has been successful.</p>
ContactID Code:	1601
Immediate Action:	None.
Service Action:	None.



4.28 NO CODE – VIRTUAL TEST PENDANT MISSING

Priority:	HIGH
Description:	A 'Virtual Test Pendant' report is missing, which means either the user has not pressed the Info button and then their pendant, or the base unit was unable to send the report. An automated process should be used to notify an operator about a missing 'Virtual Test Pendant' report. This report indicates there is something wrong.
ContactID Code:	Receiving System Event, no codes from unit.
Immediate Action:	The customer should be contacted during daytime hours and asked to press their Info button, followed by a pendant press to send a Virtual Test Pendant report. If they cannot be contacted, their contacts list should be informed and the customer needs to be checked on as soon as possible.
Service Action:	None.

4.29 1802 – PATHWAY TEST FAILURE - SIM A, LIST A

Priority:	MEDIUM
Description:	An automatic Communication Pathway test has been undertaken by the base unit at the scheduled interval, in place of the Base Unit Test Report. The test has failed to communicate through to the receiver over the Cellular Network on SIM A to the number assigned in List A.
ContactID Code:	1802
Immediate Action:	Check that there has been no change to the installation of the base unit i.e. moved out of cellular coverage, or SIM A removed, SIM card deactivated. The Wizard can be used to trigger another communication pathway test.
Service Action:	If the installation has not changed, and there has not been a cellular outage, send a service technician to check the pathway can still be used to communicate to the monitoring centre.

4.30 1803 – PATHWAY TEST FAILURE - SIM A, LIST B

Priority:	MEDIUM
Description:	An automatic communication pathway test has been undertaken by the base unit at the scheduled interval, in place of the Base Unit Test Report. The test has failed to communicate through to the receiver over the Cellular Network on SIM A to the number assigned in List B.
ContactID Code:	1803
Immediate Action:	Check that there has been no change to the installation of the base unit i.e. moved out of cellular coverage, or SIM A removed, SIM card deactivated. The Chiptech Wizard can be used to trigger another Communication Pathway test.
Service Action:	If the installation has not changed and there has not been a cellular outage, send a service technician to check the pathway can still be used to communicate to the monitoring centre.

4.31 1804 – PATHWAY TEST FAILURE - SIM B, LIST A

Priority:	MEDIUM
Description:	An automatic Communication Pathway test has been undertaken by the base unit at the scheduled interval, in place of the Base Unit Test Report. The test has failed to communicate through to the receiver over the Cellular Network on SIM B to the number assigned in List A.
ContactID Code:	1804
Immediate Action:	Check that there has been no change to the installation of the base unit i.e. moved out of cellular coverage, or SIM B removed, SIM card deactivated. The Chiptech Wizard can be used to trigger another Communication Pathway test.
Service Action:	If the installation has not changed and there has not been a cellular outage, send a service technician to check the pathway can still be used to communicate to the monitoring centre.

4.32 1805 – PATHWAY TEST FAILURE - SIM B, LIST B

Priority:	MEDIUM
Description:	An automatic Communication Pathway test has been undertaken by the base unit at the scheduled interval, in place of the Base Unit Test Report. The test has failed to communicate through to the receiver over the Cellular Network on SIM B to the number assigned in List B.
ContactID Code:	1805
Immediate Action:	Check that there has been no change to the installation of the base unit i.e. moved out of cellular coverage, or SIM B removed, SIM card deactivated. The Chiptech Wizard can be used to trigger another Communication Pathway test.
Service Action:	If the installation has not changed and there has not been a cellular outage, send a service technician to check the pathway can still be used to communicate to the monitoring centre.

Chiptech

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