

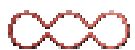
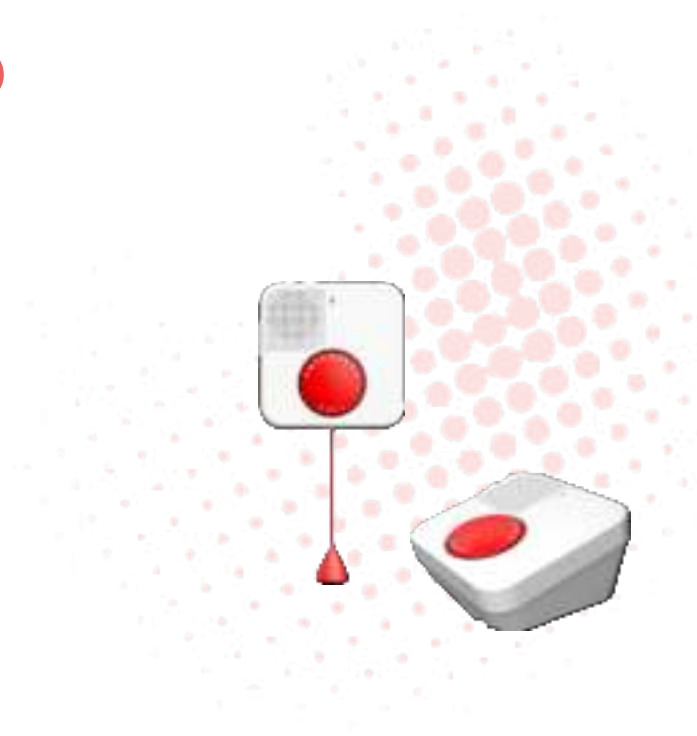


# Care@Home™

## Communicator 2.0

Model: ES700VPD2

### User Guide



October 2021

 essence

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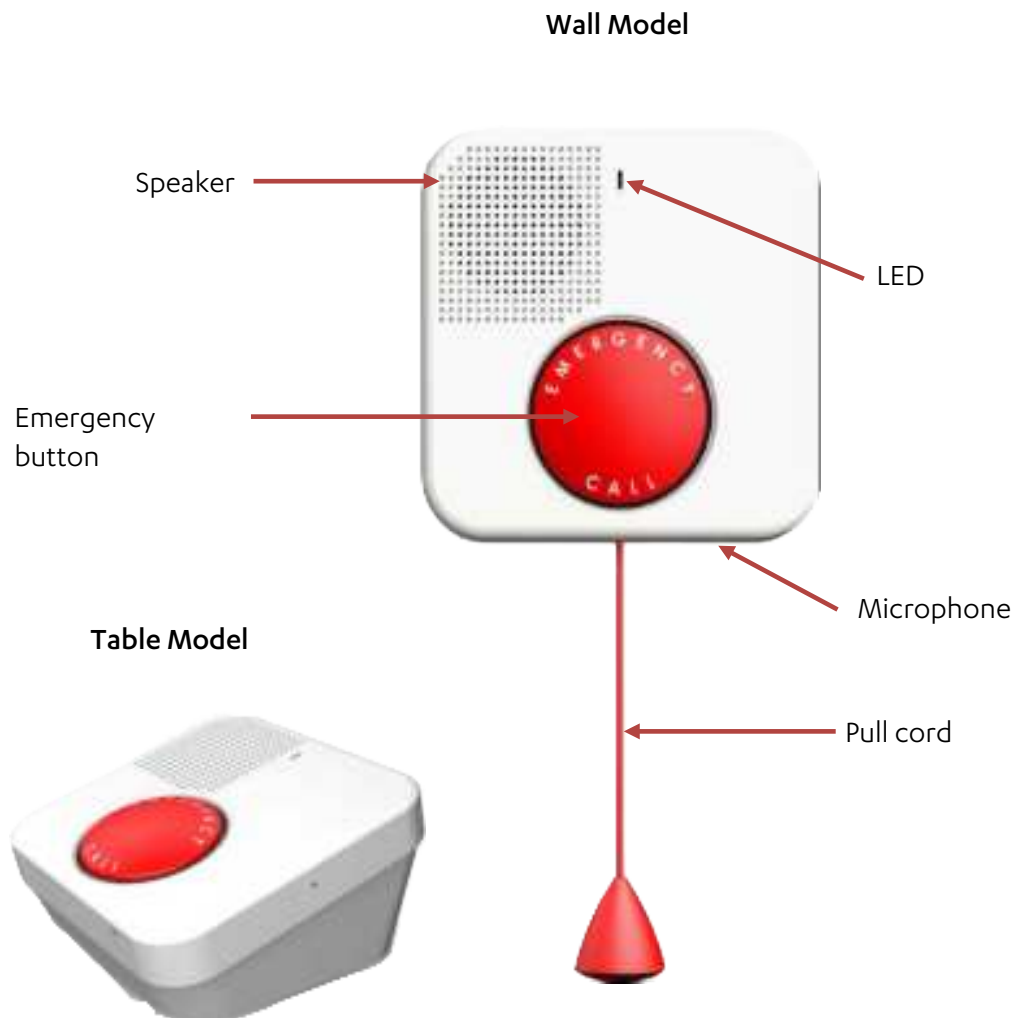
## 1. Overview

The Communicator 2.0 is a stationary emergency button with:

- Intelligent Voice Activation™ (IVA) technology - Recognizes a specific spoken phrase and triggers an alarm
- Voice extender capability – Enables caretaker or monitoring station to speak with the resident

There are two models of Communicator 2.0

- Desk model
- Wall model



You can install multiple Communicators in a residence.

## 2. Setting Up the Communicator

To set up the Communicator:

- [Determine the best location](#)
- [Prepare the required equipment](#)
- [Install the Communicator](#)
- [Test the installation](#)

### 2.1. Determining the Best Location

The desk model can be installed on a table or on a wall. The wall model can be installed only on a wall.

Choose a location that is:

- Up to 700 m (2,297 ft.) – open air from the control panel
- In a bathroom, living room or bedroom
- If mounting on a wall
  - At a height of 1.4 to 1.5 m (4.6 to 4.9 ft.)
  - On a clean, dry and smooth surface

### 2.2. Preparing the Required Equipment

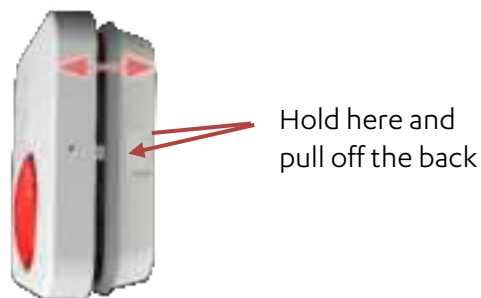
Prepare the following:

- Six new 1.5V AA alkaline or lithium batteries – not included  
For recommended battery manufacturers and models, refer to 5 Specifications on page 13
- Small Phillips screwdriver
- Two K2.2X8 screws - included

## 2.3. Installing the Communicator

To install the Communicator:

1. Release the back cover of the Communicator.



2. On the control panel, press the **PAIRING** button for five seconds. The control panel beeps and the ring around the control panel **Emergency** button lights blue.



3. Insert six 1.5V AA batteries, observing the correct polarity. The Communicator LED lights red.

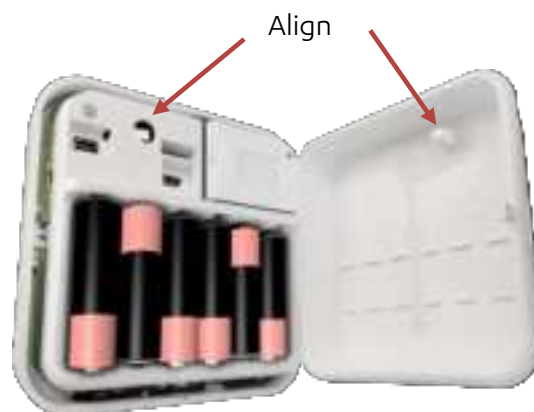




**Caution:** A new battery can cause damage if it is incorrectly installed.

**Attention:** Une nouvelle batterie mal installée peut faire des dégâts.

4. Replace the back.



5. Insert the screws into the screw holes and tighten.



## 2.3.1 Wall Model

1. To install with screws. Refer to Appendix B Installing with Screws on page 17.
2. To install with tape:

- a. Clean the mounting surface.
- b. Peel the protective strips off the tape.



- c. Press the Communicator into place.

### 2.3.2 Table Model

To install the table model:

- a. Place the Communicator into the desk mount.



- b. Place the Communicator in a convenient place, like a living room table or bedroom nightstand.

You can also install the table model on a wall. Refer to 2.3.1 Wall Model on page 6.

## 2.4. Testing the Installation

Verify that the Communicator has been installed correctly.

To test the Communicator:

1. Press the emergency button, or pull the cord, or call out the trigger phrase.

2. Verify that the Emergency button on the Communicator lights.
3. Verify that the Emergency button on the control panel flashes and an announcement is heard.
4. Verify that the monitoring station receives an emergency message from the control panel.



## 3. Operating the Communicator

The Communicator sends status and event messages to the control panel.

### 3.1. Calling for Help

To get help:



Call out the trigger phrase

OR



Press the **Emergency** button

OR



Pull the cord, if included

### 3.2. Notifications

The Communicator sends notifications to the control panel when:

- An emergency alert is triggered.
- The Communicator's battery is low.
- The tamper switch is activated.

Use Care@Home CMS to configure the parameters to define how the Communicator issues notifications to the control panel. Refer to the ESUG05074 Care@Home CMS Reference Manual.

### 3.3. Supervision

The Communicator is a supervised device. The Communicator periodically transmits its status to the control panel. If after a pre-defined time the control panel does not receive the status message, the control panel sends a supervision lost message to the monitoring station.

## 3.4. Disabling/Enabling Voice Detection

If the Communicator issues false alarms, you can disable voice detection.

To disable and enable voice detection, use CMS. Refer to ESUG05074 Care@Home CMS Reference Manual.

## 3.5. Transferring Voice Calls

The monitoring station or caregiver can use the Communicator or control panel to speak with the resident. A residence may have more than one Communicator. Voice calls can be transferred from one device to another.

To transfer a call from one device to another, from your phone's keypad:

- To transfer to the next device, Press **6**.
- To transfer to the control panel, Press **5**.

The keypad numbers used to transfer calls can be changed. Refer to ESUG05074 Care@Home CMS Reference Manual.

## 4. Maintaining the Communicator

Maintaining the Communicator includes:

- [Battery replacement](#)
- [Cleaning the Communicator](#)

### 4.1. Replacing the Batteries

Battery status is reported automatically to the monitoring station. Replace the batteries when they are low.

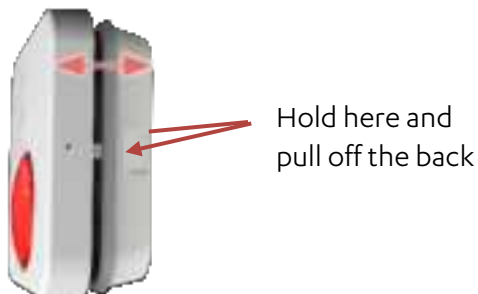
For approved battery manufacturers and models, refer to 5 Specifications on page 13.

To replace the batteries:

1. If you secured the back cover to the Communicator, remove the screws.



2. Release the back cover of the Communicator.



3. Insert six 1.5V AA batteries, observing the correct polarity.



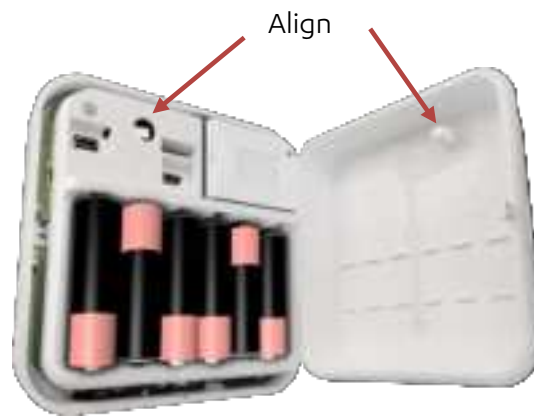
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**Caution:** A new battery can cause damage if it is incorrectly installed.

**Attention:** Une nouvelle batterie mal installée peut faire des dégâts.

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4. Replace the back.



5. Insert provided screws into the screw holes and tighten.



## 4.2. Cleaning the Communicator

Clean the Communicator as necessary. Use a cleaning cloth, without any cleaning sprays or liquids.

## 5. Specifications

Following are the Communicator technical specifications.

Category	Data
<b>Part Number</b>	ES700VPD2
<b>Communications</b>	<ul style="list-style-type: none"> <li>● Maximum RF range: up to 700 m (2,297 ft.) – open air</li> <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> </ul> </li> <li>● Data security: 32 bit ID, over 4 billion combinations</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>● Six new 1.5V AA alkaline or lithium batteries – not included</li> <li>● Battery life: up to two years</li> <li>● Recommended manufacturers and models: <ul style="list-style-type: none"> <li>■ Duracell Ultra Power MN15600</li> <li>■ Procell PV1500</li> <li>■ Procell PX1500</li> <li>■ Energizer Ultimate Power L91</li> </ul> </li> </ul>
<b>Physical</b>	<ul style="list-style-type: none"> <li>● <b>Size</b> (H x W x D) 109 x 109 x 36 mm (4.3 x 4.3 x 1.4 in.)</li> <li>● <b>Weight:</b> 190 g (0.42 lb.) not including batteries and accessories</li> <li>● <b>Pull cord length:</b> 60 cm (23.6 in.) including the plastic grip</li> </ul>
<b>Environmental</b>	<ul style="list-style-type: none"> <li>● <b>Operating ambient temperature range:</b> -10°C - 55°C (14°F - 131°F)</li> <li>● <b>Storage temperature range:</b> -20°C - 70°C (-4°F - 158°F)</li> <li>● <b>Operating humidity:</b> up to 93% humidity</li> <li>● <b>Water resistance:</b> IP54 compliant</li> </ul>
<b>Certifications and Approvals</b>	<ul style="list-style-type: none"> <li>● FCC, IC</li> <li>● CE</li> <li>● SRRC</li> <li>● AS4607</li> <li>● EN50134-2</li> <li>● EN50130-5 Environmental Class II</li> <li>● UL 1637</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.

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.

## Appendix A LED Indications

The Communicator LED lights as shown in the following table.

LED	Situation
Lights red for 2 seconds	<ul style="list-style-type: none"> <li>● The <b>Emergency</b> button is pressed</li> <li>● The trigger phrase is recognized</li> <li>● The cord is pulled</li> <li>● On power-up</li> </ul>
Blinks green	Emergency call connected
Blinks red five times	Voice detection is disabled
Blinks red twice	Voice detection is enabled



## Appendix B Installing with Screws

You can install the Communicator on a wall with screws.

Prepare the following equipment:

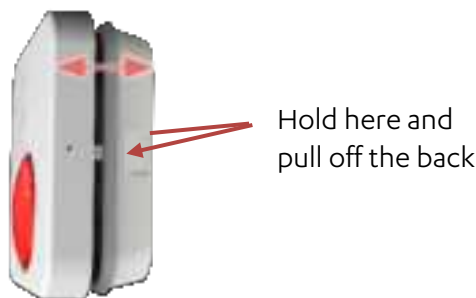
- Drill
- Two 3 X 35 DIN 7982 C screws and wall anchors – not provided
- Philips screwdriver

The mounting-base has two holes. One is the tamper pin, triggering a tamper event if the Communicator is disturbed.

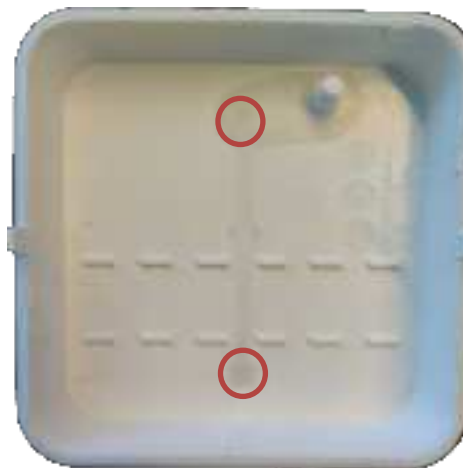
The rubber seal covering the holes is for waterproofing the Communicator. The seal allows you to screw through the holes and retain the waterproofing capability.

To install the Communicator using screws:

1. Remove the back cover of the Communicator.

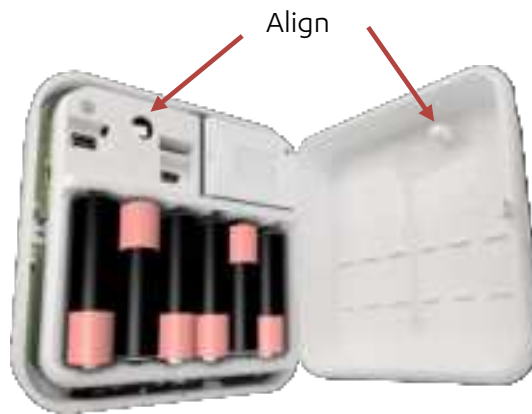


2. Mark the drilling spots on the wall by screwing the screws slightly through the wall mount and tapping them until a mark appears on the wall.



3. Drill holes where marked and insert the wall anchors.

4. Align the wall mount with the inserted wall anchors, insert and tighten the screws.
5. Align the Communicator over the wall mount.



6. Press the Communicator into place.
7. Insert and tighten side screws.

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For more information, please contact:

Essence SmartCare Ltd.  
12 Abba Eban Avenue,  
Ackerstein Towers Bldg. D  
Herzliya Pituach, 4612001 Israel  
[www.essence-grp.com](http://www.essence-grp.com)  
Tel: +972-73-2447777  
Fax: +972-9-7729962