esse-ti TELECOMUNICAZIONI

CERTIFICATO N. 9110.ESTI
ISO 9001:2008 Certificate

GSM/GPRS/GPS TELECARE SYSTEM

User Quick Guide

HELPY OOPS

13/01/2016

DESCRIPTION

Helpy Oops is an emergency device specifically designed for personal security, especially in relation to people with cognitive or mobility impairment, either temporary or permanent.

Equipped with GSM, GPRS and GPS modules, Helpy Oops allows the remote handsfree communication, to send emergency calls after an accidental fall or by pressing a pushbutton, to send alarms if the end user crosses the borders of geographical safety areas, to detect the position of the end user in trouble.

WARNINGS AND PRECAUTIONS

Helpy Oops has been designed , developed and manufactured according to specific criteria for quality, reliability and top performance adopted by the producer; it must be used as prescribed in the present user manual. Esse-ti declines any liability arising from the improper use of the product. Warning: for correct operation, it is recommended to use the product in areas where GSM coverage is guaranteed by the SIM card provider. Esse-ti declines any liability for improper device operation due to mobile network failures. The SIM card must always be topped up so as to guarantee a sufficient credit for emergency calls. Make sure all above mentioned conditions are met with before using the device. Warning: Helpy Oops is a personal device suitable for notifying emergency and rescue situations which does not relieve users from adopting all other necessary measures prescribed under the specific case.

CONFORMITY DECLARATION

Esse-ti S.r.l. having its seat in Via G. Capodaglio 9, 62019 Recanati (MC), Italy, hereby declares that the device HELPY OOPS **is manufactured in Italy** and complies with the following regulations:

- EN 50385:2002 GSM
- EN 60950-1:2006 +A11:2009 +A1:2010 +A12:2011 +A2:2013
- EN 301489-1 V1.9.2
- EN 301489-3 V1.6.1
- EN 301489-7 V1.3.1
- EN 301511 V9.0.2
- EN 300440 V1.4.1

CE marking applied inside product.

16/06/2015

MAIN FEATURES AND CHARACTERISTICS

- Quad-Band GSM/GPRS Module.
- GPS Module.
- Inertial system: accelerometer / gyroscope / barometer
- Power supply: 3,7 V 1150 mAh rechargeable LiPo battery
- Micro-USB connector for power and PC connection
- Locale configuration:

  - via PC
- Remote configuration:

  - via SMS

- Sending out an emergency call:
  - upon pressing Pushbutton 1
  - upon fall detection
- Emergency-call modes:
  - phone call
  - SMS
  - SMS then call
  - pre-alarm SMS (waiting for callback) and then voice call
- Functions and alerts:
  - SMS for low-battery alert
  - SMS for periodic test
  - SMS for GPS tracking
  - geofencing

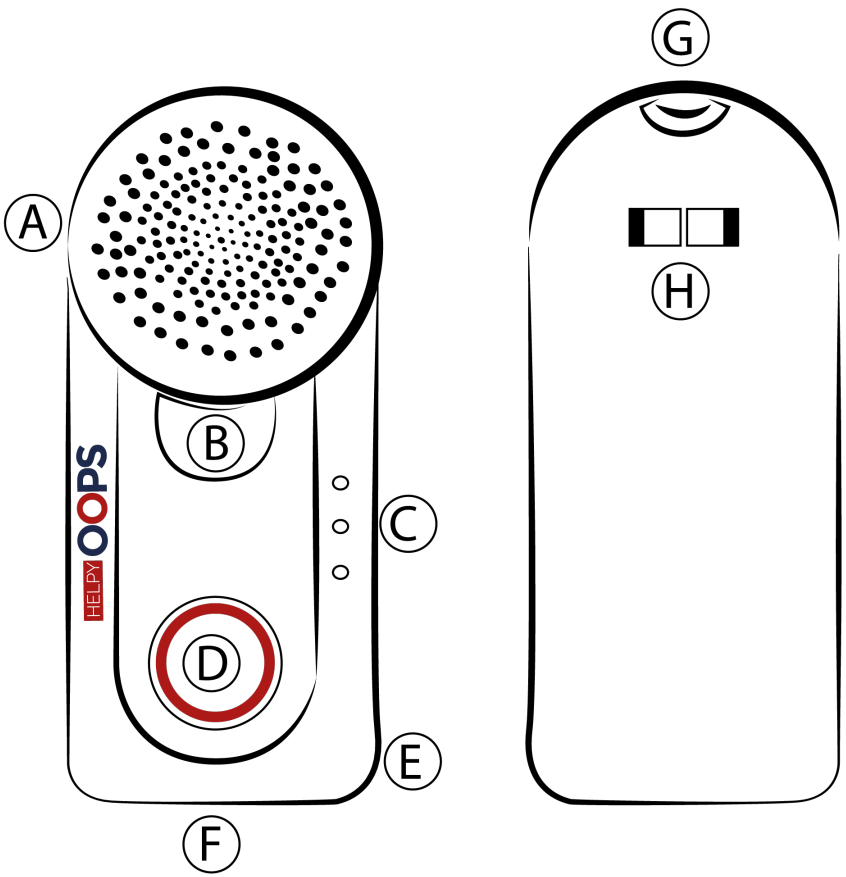
- room-monitor
- standard phone call by pressing Pushbutton 2
- receiving incoming calls automatically or by pressing Pushbutton 2

- Volume adjustment through Pushbutton 2
- Phonebook (12 listings)

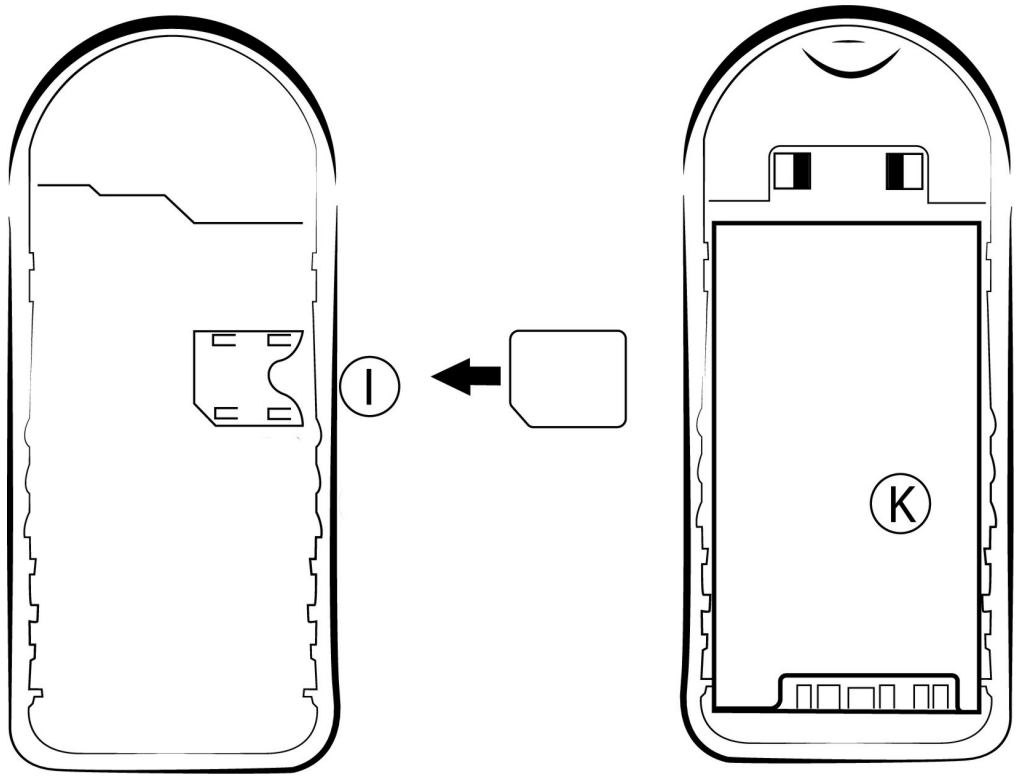
ACCESSORIES INCLUDED

- Fixing clip
- Necklace hole
- Silicone protection
- USB adapter

HARDWARE DESCRIPTION



A	Loudspeaker
B	Pushbutton 2
C	LED
D	Pushbutton 1
E	Microphone
F	Micro-USB connector
G	Necklace hole
H	Clip

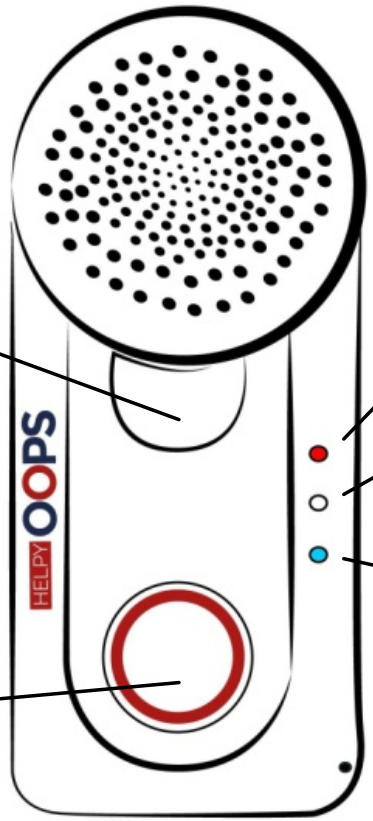


I Micro SIM Card holder

K 3,7V 1150 mAh LiPo battery

Pushbutton 2

- to send or end a standard phone call
- to reset an alarm
- to answer an incoming call
- to adjust the conversation volume
- to visualize the LED status



GSM / ALARM LED

BATTERY / CONVERSATION LED

GPS LED

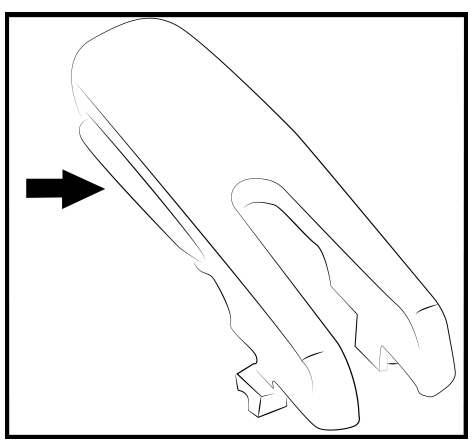
Pushbutton 1

- to power on HELPY OOPS
- to send an alarm

OPERATION

OPENING DEVICE

To open up the Helpy Oops, use the clip coming with the unit (picture 1) by sliding it from the top along the side hole, as shown in the pictures 2 and 3:

1. 

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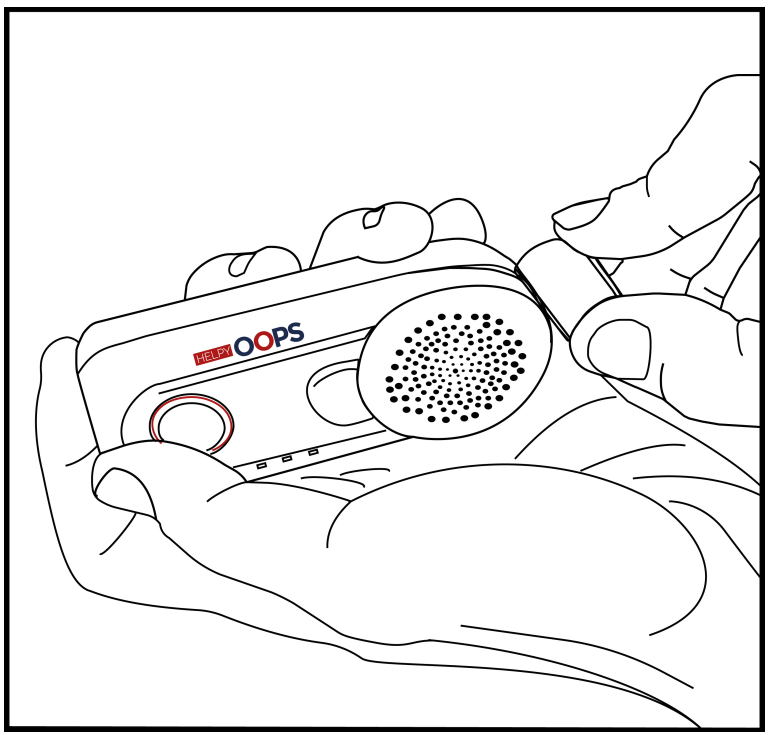

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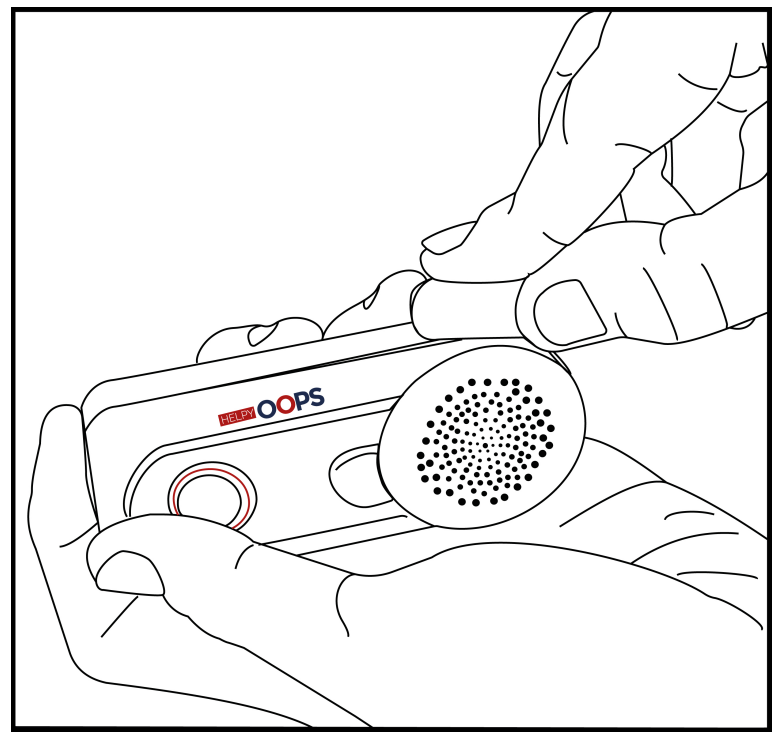


INSERTING SIM CARD

Insert the micro SIM card with the contacts facing down.

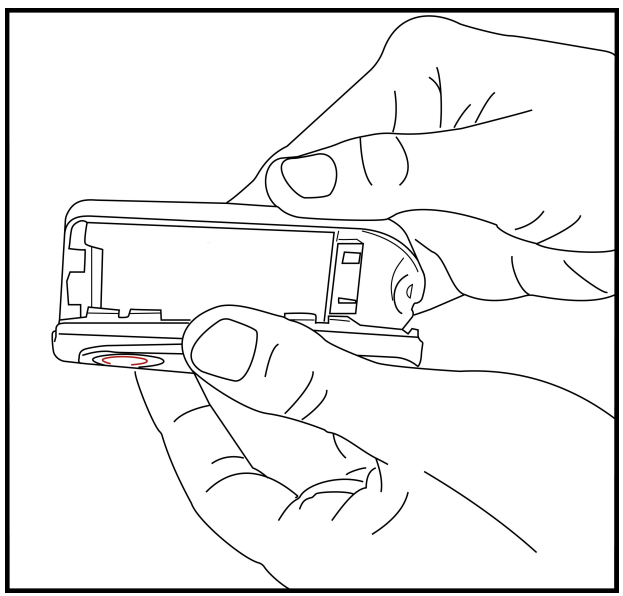
The PIN code of the SIM card must be removed before inserting. The SIM card must support the GSM network and a voice & data contract is highly recommended.

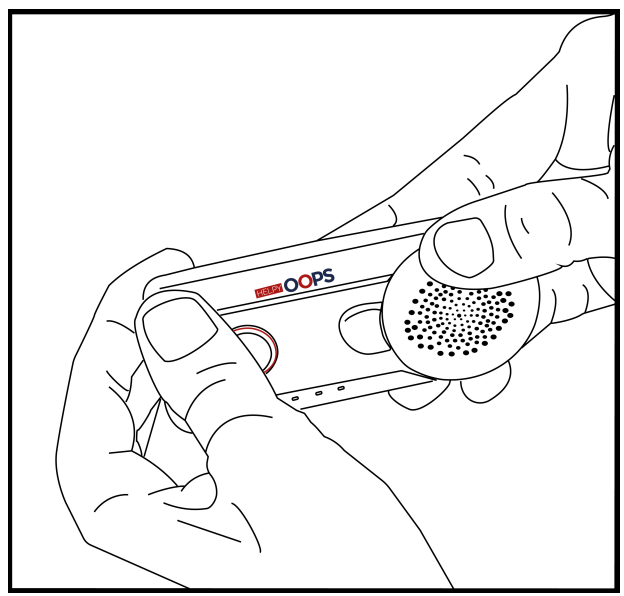
REMOVING BATTERY LABEL

Remove the adhesive label applied to the battery contacts.

CLOSING DEVICE

Press to close the Helpy Oops until you hear it click , as shown in the pictures. Once closed, the Helpy Oops automatically switches on.

1. 

2. 

CONNECTING ACCESSORIES

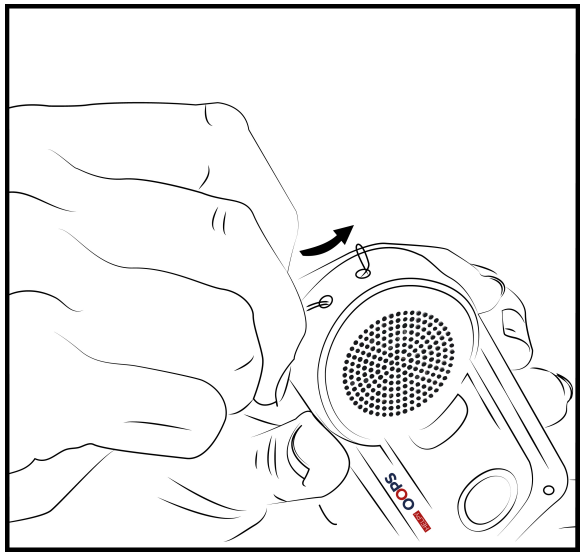
SILICON PROTECTION

Insert the Helpy Oops in the silicon cover to protect the device from shocks and to avoid the opening in case of fall.

NECKLACE

Insert the strap in the dedicated holes and fix it, as shown in the following pictures:

1.



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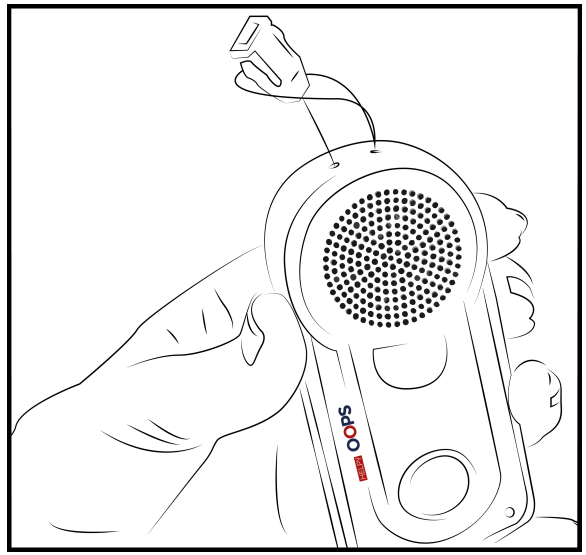

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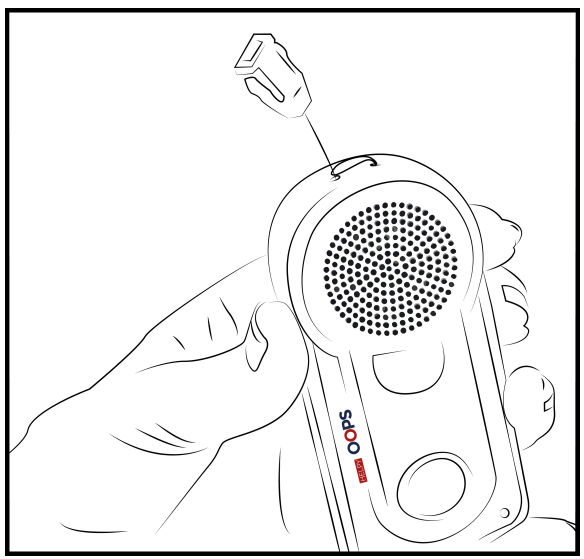

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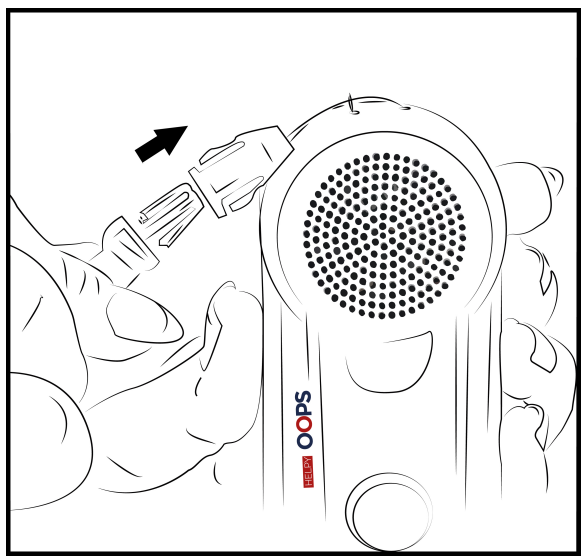

CLIP

Hook the clip to the specific mount on the back of Helpy Oops (see H at page 8).

To unhook the clip push the two ends one towards the other.

POWER ON

Keep Pushbutton 1 pressed for 2 seconds.

All the LEDs will light up.

POWER OFF

Keep pressed Pushbutton 1 and Pushbutton 2 simultaneously for 2 seconds.

All the LEDs will light up steady and will switch off.

LEDS

IDLE STATUS

With full-charge battery, only the white LED blinks slowly.

With low battery, only the red LED blinks slowly.

CHARGING STATUS

While charging, only the red LED is steady lit.

When the battery has been charged, only the white LED is steady lit.

GSM/BATTERY/GPS STATUS

Push shortly Pushbutton 2 to visualize the GSM signal strength (red LED), the battery charging level (white LED) and the GPS signal strength (blue LED).

From 1 to 4 blinks (1: low level, ... , 4: high level).

A continuous blinking of the blue LED means the GSP signal search.

> WARNING
> To connect the GPS signal coming from satellites may need to power on Helpy Oops outside.

ALARM STATUS OR GENERIC CALL

ALARM

The red LED blinks quickly during all the alarm procedure.
The white LED blinks quickly during the call and it lits up fixly during the conversation.

GENERIC CALL

The white LED blinks quickly during the call and it lits up fixly during the conversation.

OPERATION

EMERGENCY CALL

Helpy Oops, properly programmed, sends a rescue call by pressing the Pushbutton 1 or after an accidental fall.

> WARNING
> For proper fall detection, it is recommended that Helpy Oops is anchored to the body and secured through the clip coming with the unit.

Remark
The fall detection systems evaluates, after an impact, the height variation and the Helpy Oops' rotation comparing to the standard vertical position.
The alarm call is not sent if the person gets up within 15 seconds from the impact restoring the correct position of Helpy Oops.

Remark
The Pushbutton 1 delay is programmable.

The alarm can be sent out in the following modes:

CALL MODE

Helpy Oops makes voice calls in a sequence to one or more preset phone numbers until it is answered.

WARNING

To prevent unsolicited interruption of the alarm call cycle make sure the voicemail service is disabled on the preset numbers or, via pc, set the number of calls that you wish to be answered.

SMS MODE

Helpy Oops sends an SMS to one or more preset numbers.

The message text also delivers the latest detected GPS position.

SMS / CALL MODE

Helpy Oops sends an SMS to one or more preset numbers and then makes voice calls in a sequence until it is answered.

PRE-ALARM SMS / CALL MODE

Helpy Oops sends an SMS to one or more preset numbers, expecting to receive a callback. If Helpy Oops is not called back within a programmable timeout, it will start making voice calls in a sequence until it is answered.

GENERIC CALL

Helpy Oops makes a standard phone call to a single preset number upon pressing Pushbutton 2.
The pushbutton delay is programmable.

ALARM RESET OR GENERIC-CALL END

Helpy Oops allows to end a generic call or reset an alarm by pressing twice Pushbutton 2.

INCOMING CALLS

Helpy Oops incoming calls can be answered either by pressing Pushbutton 2 or by automatic answer after a preset number of rings.

CONVERSATION VOLUME ADJUSTMENT

In idle status, Helpy Oops allows to adjust the conversation volume by pressing twice Pushbutton 2; a beep will be heard repeatedly until the desired volume level is achieved.

LOW BATTERY

Helpy Oops can be configured so as to send an SMS notifying low battery to a predefined phone number.

The battery status can be checked remotely by SMS request.

In idle mode, the low-battery status is signaled by the red LED slowly blinking and by a prolonged beep (lasting 4 seconds) repeated every 3 minutes.

PERIODIC TEST

Helpy Oops can be configured so as to send an SMS notifying proper operation to a predefined phone number.

The periodic test can be forced remotely by SMS request.

ROOM-MONITOR

Helpy Oops allows selected remote callers to go into listening mode for environmental monitor purposes.

GPS TRACKING

Upon receiving an SMS request, Helpy Oops sends a return text message delivering GPS location with map links for smartphone users.

GEOFENCING

Helpy Oops, properly programmed, sends an SMS, followed by a voice call if preset, to a stored number. This indicates that the person wearing the unit has entered or exited a predefined geographic area.

PARAMETER CONFIGURATION

PARAMETER SETTING VIA PC SOFTWARE

Advanced programming of Helpy Oops can only be performed via the dedicated **Helpy Oops Assistant** software.

Helpy Oops Assistant is available as a free download on *www.helpyoops.it*.

PARAMETER SETTING VIA SMS

Helpy Oops can be partially configured remotely via SMS.

SMS configuration can be effected by any mobile phone or other tool providing SMS-sending capability. A return SMS will be sent by Helpy Oops delivering confirmation notification.

> **WARNING**
> SMS settings effected via Internet might not be successfully sent if the required text format is not respected.

Below is the quick list of message texts required to configure remotely your Helpy Oops.

CHANGING PASSWORD TO ACCESS PROGRAMMING MODE

Et.h#*old_password***#PASS#***new_password***#***new_password***#**

Factory-default password: 0
New password: max. 7 alphanumeric characters

Example:
To change the factory-default password (0) with a new password (abcd123) , send the following SMS:
Et.h#*0***#PASS#***abcd123***#***abcd123***#**

SETTING THE TELEPHONE NUMBERS TO BE CALLED UPON PRESSING PUSHBUTTON 1

Et.h#*password***#S#***first_telephone_number***#***second_telephone_number***#……#***sixth_ telephone_number***#**

Example:
Accessing by factory-default password (0), in order to program 2 telephone numbers (3338888888 and 3330000000) send the following SMS:

Et.h#*0***#S#***3338888888***#***3330000000***#**

Remark
Each new SMS automatically removes the previously stored numbers.

SETTING THE TELEPHONE NUMBER TO BE CALLED UPON PRESSING PUSHBUTTON 2

Et.h#*password***#P2#***telephone_number***#**

ACTIVATING NOTIFICATION SMS IN CASE OF LOW BATTERY

Et.h#*password***#BATT#***telephone_number***#**

ACTIVATING DAILY SMS OF SELF-TESTS

Et.h#*password***#AT***hhmm***#***telephone_number***#**

where hhmm = hours and minutes

Example:
Accessing by factory-default password (0), send the following message text in order to program the telephone number (3338888888) to be notified the daily self-test and set the time at 10.15:

Et.h#*0***#AT***1015***#***3338888888***#**

ACTIVATING ROOM-MONITOR FUNCTIONALITY

Et.h#*password***#RM#***telephone_number***#**

APN SETTINGS

Et.h#*password***#APN#***APN_gsm_provider***#**

Setting the APN is recommended to reduce the time for locating your Helpy Oops. To avoid undesidered extra-costs, please verify that your SIM card provides a voice & data plan. The correct APN for your SIM card must be requested to your GSM provider.

DELETING A CONFIGURATION

To delete a single configuration (i.e. disabling a function or deleting a previously stored telephone number) send the related activation SMS neglecting the telephone number.

Example:
Accessing by factory-default password (0), send the following message text in order to disable the room-monitor functionality:

Et.h#*0*#RM##

DELETING ALL PARAMETERS

Et.h#*password*#RESET#

REQUESTING GPS LOCATION

Et.h#*password*#POS#

REQUESTING BATTERY STATUS

Et.h#*password*#BATTERY#

REQUESTING DAILY SELF-TEST

Et.h#*password*#AUTOTEST#

CHARGING BATTERY

Low battery is indicated:

- in idle status, by the red LED slowly blinking
- by a prolonged beep (lasting 4 seconds) repeated every 3 minutes.

- To charge the battery, use the USB adapter supplied with the unit or other certified USB adapter.
- To replace the battery, contact your local authorized technical center.
- Do not expose the battery or the device to heat sources.

DISPOSAL

This appliance is marked according to the European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE).

The symbol (above) appears on this product. It indicates that the product should not be disposed of as unsorted household waste, but by means of separate collection.

Electrical and electronic equipment may contain pollutants having a negative impact on both the environment and the human health. The WEEE should be therefore returned to the local collection points, in order to ensure proper treatment, or it should be returned to the reseller upon the purchase of an equivalent product.

Esse-ti S.r.l. wishes to inform its customers that the unauthorized treatment of WEEE is punished by the law and harmful to the environment and the human health.

Esse-ti s.r.l.

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