



## EVE 3G

Future Proof Telecare



A market leader in cellular communicating telecare systems, EVE 3G offers the flexibility of choosing any combination of phone line, cellular analogue or cellular data reporting, when connecting to an Alarm Receiving Centre.

**TECHNICAL SPECIFICATIONS**

## What is it?

Social alarm providers are facing increasing challenges as many homes are transitioning from traditional telephone based systems, to digital communications.

The EVE 3G Personal Emergency Response System (PERS) is a future proof solution, utilising both phone based reporting and data communication capabilities.

EVE 3G can be installed with a phone line, and dual micro SIM cards, which allows for automatic fail over to the next specified network provider, in the event of a network outage. This provides for multi-path monitoring to maximise reliability, and reassure the end user.

There are a number of communication pathways to choose from, and these can be updated on site through the installer menu, or remotely via the Chiptech Wizard.

As an additional safety measure, EVE 3G has the ability to fail over to the 2G network if 3G is not available.

## Who is it for?

Advanced technology has been smartly wrapped in an easy to use system that provides peace of mind to people who are living independently. For those in the community who are frail and feeling vulnerable, they can be safe and secure in the knowledge that help is only a button press away.



## How does it work?

When help is needed at any time of the day or night, press and hold the button on Pearl and count to three. The outer rim of Pearl will flash red to let the user know that the call for help has been received by the base unit, and will be sent to the Alarm Receiving Centre (ARC).

When an alert for help is activated, a loud ten second pre-alarm will sound from the base unit. If it is a false activation for any reason, then the alert can be cancelled during this period by pressing the 'Cancel' button on the base unit.

Once the pre-alarm has finished, voice messages will play to keep the user informed while they are being connected to the ARC. When the help alert has been received by an operator, they can call back and speak to the user through the automatic speakerphone, and organise the assistance that is needed.



## Features

- EVE 3G features easy plug and play technology.
- EVE 3G has been designed to ensure end user safety, while maintaining user friendly interactions. The focus on safety checks ensures the telecare system performs as expected in an emergency event.
- EVE 3G has dual micro SIM sockets accessible under a secure battery cover (to prevent tampering). This allows for SIM card replacements to make best use of future mobile plans.
- Automatically updates to changes in time zone and daylight saving, using the cellular network time.
- The ability to quickly upgrade voice, firmware, and configuration settings remotely through the 3G cellular data network, utilising the Chiptech Wizard. Log files can also be downloaded remotely for quick diagnostics of issues.
- EVE 3G is also available for purchase as an extended aerial variant (EVE 3GX) to enable larger cellular antenna to be fitted, if the installation location is in a low coverage area.

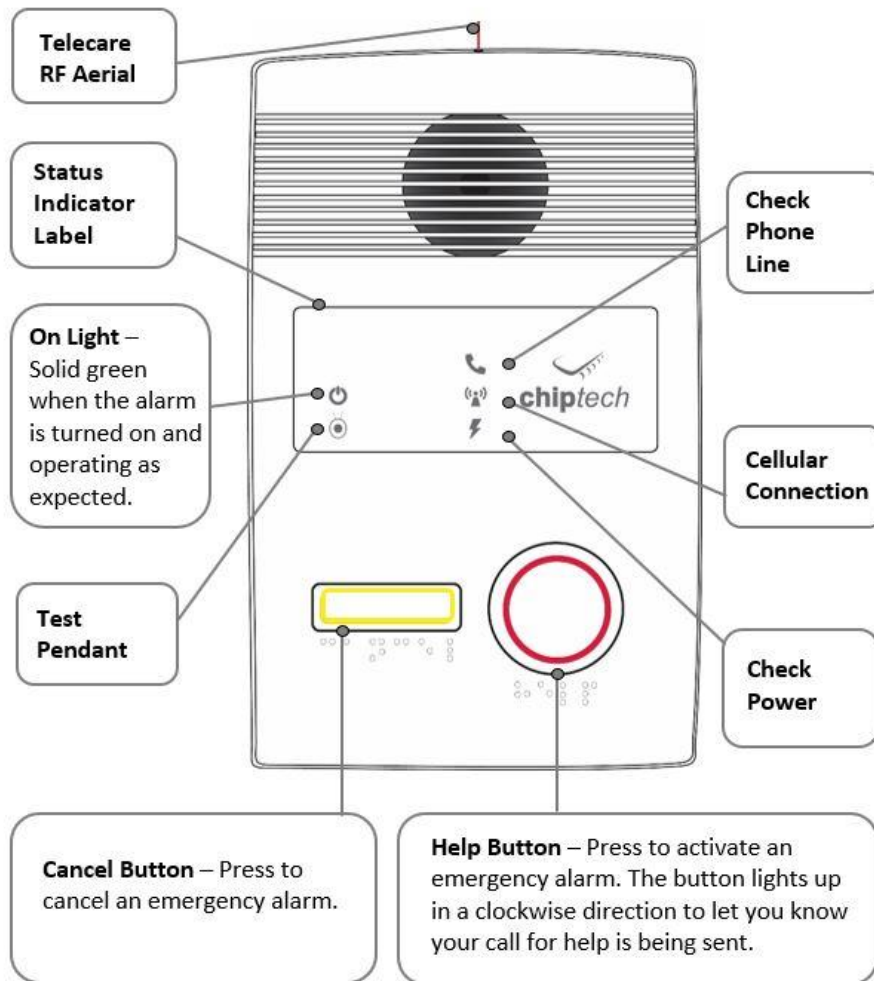
Future proofed with reporting on both analogue and digital networks, EVE 3G paves the way to digital telecare.



Safety Features	EVE 3G
<b>Automated Personal Help Button Testing</b> – RF tests are logged every 7 hours from the telecare devices learnt into EVE 3G. Multiple missing RF tests are reported to the ARC and can be notified locally. This ensures a telecare peripheral is still in range and able to communicate with EVE 3G. If the telecare device reports again, a restore report is sent. RF battery status is also reported to the ARC.	✓
<b>Bi-directional</b> – The personal help button transceiver sends an emergency activation to the base unit, EVE will confirm back to the personal help button that it has received the activation. The personal help button will flash red on the outer edge.	✓
<b>Exceptional Battery</b> – Capable of running solely off its battery pack for up to 70 hours when fully charged to provide peace of mind in the event of a power outage.	✓
<b>Mains Only</b> – EVE 3G can run solely off its DC plug pack, which means that in the event of the battery being discharged or removed, it is still fully functional.	✓
<b>Dual SIM and Phone Line</b> – Multiple options for redundancy fail over. EVE 3G has the unique ability of having dual SIM cards, allowing automatic failover to the next specified network provider in the event of a network outage. This allows EVE 3G to provide multi-path monitoring, maximising reliability.	✓



## Overview



User Features	EVE 3G
<b>Friendly User Notifications</b> – Status indicator lights are accompanied by voice messages during daytime hours to notify a user to a potential issue with the system. Voice messages do not repeat unnecessarily or play at night. All status indications are reported to the ARC.	✓
<b>Personal Help Buttons</b> – The Pearl pendant and watch variants are IP68, while the Pearl Advanced Fall Detector is IP67. All are hot waterproof, allowing them to be worn at all times, including in the shower or the bath.	✓
<b>Large tactile buttons</b> – The HELP button on the base unit is circular and backlit, making it easy to find in the dark, and has a large surface area with braille below, so it can easily be identified by users with limited sight.	✓
<b>Braille</b> – Is moulded below the buttons to assist in identifying button functions for those who may be vision impaired.	✓



Installer Features	EVE 3G
<p><b>Learn Mode</b> – Up to 16 Pearl or other telecare devices can be paired with an EVE 3G. Learn Mode optimises safety by adding personal help buttons to an ‘active’ list when paired within a learn session. Previous personal help buttons learned will be ‘inactive’, but if they are found and used at a later date, they can still activate the base unit, and will resume testing (active). Personal help buttons are not deleted through Learn Mode, but ‘inactive’ devices can be over written when the list is full.</p>	✓
<p><b>Test Mode</b> – Enabled for ten minutes before automatically timing out. This mode displays the cellular coverage via lights under the Help button, and provides range testing to the peripheral products, with no reports to monitoring. Pearl products flash when within range of the system, which also announces the number of activations received.</p>	✓
<p><b>Installer Mode</b> – Ability to choose volume, button brightness, what communication pathway is enabled, from a simple voice guided installer menu - no special tools required.</p>	✓
<p><b>Communication pathway test</b> – Using a combination of button presses an automated test is initiated to check every unique reporting destination; this is ideal for testing phone line and cellular reporting. The base unit plays a success or failure message for each report sent and logs this in the background to ARC, without the need for operator interaction.</p>	✓

## Compatible Products



GO - mPERS



Pearl Pendant



Pearl Watch



Pearl Advanced Fall Detector



Pearl Brooch



Pearl Easy Press Sleeve



Pearl Wall Mount



Wall Mounted Help Button



SID Door and Gate Connect

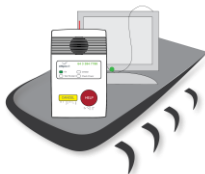


SID Connect



Monitoring Features	EVE 3G
<b>Half duplex speaker system with operator priority</b> – Volume from the operator’s side takes priority over volume on the user’s side so operators can speak over any loud sounds that may be coming from the home.	✓
<b>Comprehensive reporting is sent to ARC</b> – Fail and restore signals are sent for battery capacity and battery removal, mains power, and communication changes.	✓
<b>System log</b> – Problem solving is made easy with the ability to pull a log of approximately 1200 events from the base unit over the cellular network or phone line, using the Chiptech Wizard software.	✓
<b>Cloud management</b> – Connection to SmartCare Cloud enables an overview of all Chiptech data connected products, and the ability to globally update a fleet of EVE 3G base units to ensure optimal operation.	✓
<b>Keeping time</b> – The base unit automatically updates to changes in time zone and daylight saving using the cellular network time.	✓

## Compatible Software



**wizard**

Chiptech Wizard



SmartCare Relay



SmartCare Cloud





## Technical Details

- System:** EVE 3G is supplied with Pearl Pendant or Watch, a plug pack, rechargeable battery pack, and user guide, custom packaged in recyclable cardboard. Micro SIM(s) fitted at factory. (Phone cable can be included)
- Dimension:** 200 x 125 x 50 mm (L x W x H) and weighs 0.41kg.
- Packaged:** 215 x 175 x 55mm (L x W x H) and weighs 0.65kg with all components included.
- Environment:** Operating temperature of 0 - 40°C, 90% humidity (non-condensating).
- Mounting Options:** Vertically wall mounted via screw slots or adhesive pads, or table top.

### Radio

- Frequency:** 869MHz European Social Alarm Frequency.
- Range:** 300 metres+ typical in open air with Pearl transceivers.

### Battery and Power

- Power:** High efficiency 3W plug pack.  
Mains fail reporting after random 1-4 hour delay with restore signal.
- Battery:** Backup NiMH battery packs, providing up to 70 hours backup capacity when new and fully charged (using recommended configuration).  
Fully charged in under 24 hours.  
Regular battery maintenance (every 90 days) ensures high capacity and life of battery (typically 5 years).  
Low capacity battery pack is detected and reported. A missing or non-functioning battery pack is reported.  
Low battery warning following mains failure at approximately 20% of capacity remaining.

### Communication/Protocols

- Cellular Module:** Quad-Band 3G module (UMTS/HSPA), fail over to 2G network if 3G is unavailable.
- Analogue reports:** Contact ID, DTMF over phone line (PSTN) and cellular analogue; two cellular formats available with the ability to enforce strict DTMF tone spacing to improve reliability over low quality analogue connections.
- Digital reports:** Contact ID in CSV format TCP over cellular data. SCAIP over cellular data.

### Product codes

Code:	Description:
EVE3G	EVE 3G base unit with dual SIM slots, phone socket and Pearl Pendant
EVE3GX	EVE 3G base unit with extended aerial connector, dual SIM slots, phone socket and Pearl Pendant

### Standards

**EVE 3G complies with:**  
 EN 300 220-3-1  
 EN 301 489 (-1,-3,-24,-52)  
 EN 301 908-1  
 EN 50130-4  
 EN 50134-1  
 EN 50134-2  
 EN 55032  
 EN 60529 (IP32)  
 EN 62311  
 EN 62368-1

**ROHS:** compliant  
 Radio Equipment Directive  
**(RED):** Compliant  
**CE:** Compliant

**Manufacturing Quality Assurance:**  
 ISO 9001:2015