iHelp

always with you

User Guide

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Contents

iHelp Information

1. Introduction

The iHelp Smart Fall Detector is a product which can detect when a fall has taken place. iHelp can monitor the status of their users in real time – so if a fall happens, iHelp will automatically send a text message to the mobile phone of the authorised emergency contact, so that help can be provided immediately. If the iHelp user is feeling unwell, she or he can press the control button for three seconds to make a call to the emergency contact for help.

2. Main Functions

Voice prompt at site and automatic warning through SMS when the wearer falls;

•Manual one press button to send SMS in

an emergency

•GPS and LBS Positioning;

•Voice call with one button

•Pill reminder

•SMS check for user's status

•SMS reminder when low on battery

•SMS reminder when switching on

•Remote power off

3. Appearance

Power Light

Buckle

Speaker

iHelp

Charging Slot

Function Key

Power Switch

Network Light

4.Wearing Manner

User can wear Fall Detector with the belt as shown.

5. Specification

Network: GSM
Frequency bands: 850/1800MHz, 900/1900MHz
Operation temperature: -10C- 50C
Standby time: 110-120h
Weight: 69g
Size: 73x53x16mm

6. Operation

Step 1: Buy SIM card
User should buy a SIM card (must be GSM network) with call credit.

Step 2: Insert the SIM card and battery
Insert the SIM card and battery as following:
1. Lift the buckle as the white arrow indicates, then remove the buckle as the black arrow indicates.
2. Open the back cover.
3. Put SIM card in the card slot, and then tighten the card with slot cover.
4. Put the battery into the battery slot.
5. Fix the back cover.
6. Fasten the buckle.

Step 3: Power on
Pull the power switch to "ON" at the side of Fall Detector, and then the network LED will flash, about 15-20 seconds later it will then only flash every 3 seconds. This means that Fall Detector has connected to the network successfully. After 60 seconds the Fall Detector will be ready to use. If the network LED flashes at intervals of every second, this means that the Fall Detector has not connected to the network. If this occurs, first check that the SIM card is correctly in place. If the problem persists check the type of SIM card. Alternatively the Fall Detector may not be receiving signal from the network.

Step 4: Bind
Binding is when the Fall Detector makes a communication link with the phone number of a guardian or carer. The phone number of a guardian is called the 'binding phone number', the commands sent from the binding phone number are sent to the Fall Detector.
The binding phone number sends "KBD" to the Fall Detector, after this the binding phone number will receive the message "Open binding is successful" about 10-15 seconds later.
The iHelp Fall Detector can be used in conjunction with the iHelp App. Users who have a smart phone (iOS and Android) that is connected to the Fall Detector can download the App and utilise the full potential of the iHelp Smart Fall Detector.

7. Charge

When the battery LED turns red connect the Fall Detector with the charger. The Charging is completed once the battery LED changes to green.

8. Warnings

Please switch off the device while on a flight;
In combustible or explosive environments, switch off the device;
Switch off the device in hospitals to comply with the hospital regulations;
Only trained iHelp professionals can fix the device;
Only authorized spare parts and battery can be used;
Please make sure the device is kept dry;
Please disconnect the device and charger before removing battery.

9. Explanations

a) Error warning
Any of following actions may cause error warning:
a) The device is not switched off while user is asleep;
b) User falls asleep in the chair;
c) Other special conditions.

In any situation, press the function button to cancel warning.

b) Missing warning
Any of the following situations may cause missing warnings:
a) SIM card is damaged, or SIM card is not properly installed.
b) The device is switched off or its power is exhausted.
c) The GSM wireless network signal is weak or blocked.
d) The device owner falls down on the stairs.
e) Other special situations.

Notice: In some conditions which affect the device's performance, we will not bear the responsibility for slight error or missing warning.

iHelp User Guide

1. Attention

In order to use this device, you should establish a binding connection between the mobile phone and the Fall Detector. Each Fall Detector can only be set to one binding phone.
Apart from the binding command message, the other messages can only be sent by the binding phone.
Messages can be written in both uppercase and lowercase letters.
Recommend using the "iHelp" mobile App to edit and send command messages.

2. Binding

Binding establishes a connection between guardian's phone and the Fall Detector. Guardian's phone number is named as binding phone number. Only the binding number can send command messages to Fall Detector.

2.1 Establish binding
Any phone which sends the "KBO" message to Fall Detector will receive this message: "Close binding is successful"

2.2 Unbind
When a Binding phone sends the "GBD" message to Fall Detector, the phone will receive "Close binding is successful. Thank you for using our products." Then, all functions of Fall Detector will be restored to the factory settings.

3. Function Introduction

3.1 Warn automatically after falling down
When the Fall Detector detects falling down, it will say "Attention please, Falling has been detected. Warning information will be sent immediately." If the user does not need help, they can push the function key to cancel.
The voice will last for 20 seconds, and then the Fall Detector will send a warning message automatically to the binding phone every minute. Meanwhile, Fall Detector will play an audio alarm: "It is an emergency. I need help." The device will continually send the message and play the voice alarm until the owner cancels it.
While falling down and after the alarm message has been sent, "Automatic alarm, the owner may fall accident occurs, please contact. User's probable location is *****." After user releases the alarm, the phone will also receive another message: "The device carrier is in a normal condition." Whether the alarm is released, binding phone will receive a text message within 10 minutes about the user's location: "User's accurate location: ****."
User can gain the current position from the location information on Google Earth or "iHelp" software.

3.2 Call Function
Hold down function key for 5 seconds until you can hear Fall Detector play the voice prompts: "It's calling now, please hold on." And then release the function key, the Fall Detector will call the binding phone automatically. When the Broadcast numbers are set, Fall Detector will call to Binding phone first, if the binding phone is disabled or has no answer, the Fall Detector will automatically call to another broadcast number in order. If the entire broadcast numbers are unable to connect or if there is no answer, the Fall Detector will terminate the dialling. In the continuous dialling process, the owner can push the function key to terminate the dialling at any time.
Everyone can directly call the Fall Detector, if it rings, we can Press the function key to answer, and hang up the phone by Pressing the function key again.

3.3 Pill Reminder

Binding phone sends "KCYxx: xx; xx: xx; xx: xx; yy: yy" to Fall Detector to set the reminder time of taking medicine. The 3 times are divided by ";", "yy:yy" means the phone's current time. You can set up reminders to take medicine three times a day. If the time you set is less than 3, the unnecessary time can be set to 24:00.

When it's time to take medicine, Fall Detector will sound "Hello, it's time for medicine, please confirm." Then user can Press the function key to turn off voice prompts if he/she has taken the medicine on time. Then, a voice alarm will play saying "Wish you get well soon." If you do not turn off voice prompts, a voice will be sounded continuously for one minute, then Fall Detector sends SMS to binding phone saying "User hasn't validated taking medicine, please connect." Fall Detector will also play once every one minute the voice prompt "Hello, it's time for medicine, please confirm." until the function key is Pressed. Binding phone will send the "GCY" message to Fall Detector to turn off the reminder for taking medicine.

3.4 Inquire status by SMS

Binding phone sends "CX" message to Fall Detector, and after a while the owner's status information will be sent to the binding phone.

3.5 Remind timely

Binding phone sends "KTSxx: xx; yy: yy" message to Fall Detector to set the reminding time, and to activate these functions. "xx:xx" means the time of reminding, "yy:yy: is the phone's current time. Binding phone sends "GTS" message to the Fall Detector to turn off regular reminders.

3.6 Broadcast

Binding phone sends "KQF xxxxxxxxxxxxx, xxxxxxxxxxxx; xxxxxxxxxxxx; xxxxxxxxxx; xxxxxxxxxxxx;" to the Fall Detector to set up the broadcast group, and the length of the phone number should have no more than 11-digits , input "00000000000" if you have no phone number. We can bind 5 phone numbers at most to each Fall Detector.

Binding phone sends "GQF" message to Fall Detector to turn off the broadcasting function. After the broadcast number is configured, alarm functions have changed as followed:

1) Warn automatically after falling down
If there is a falling alarm, the alarm message will be sent to the binding number and the configured broadcast numbers.

2) Call
When the carrier makes the call, the Fall Detector will call the binding phone first. If the binding phone is disabled from the others or fails to answer, the Fall Detector will automatically dial the group in order. If all of the numbers are unable to connect or have no answer, the Fall Detector will terminate the call. In the continuous dialling process, the owner can press the function key to terminate dialling.

3.7 Remote power off

Binding phone sends "GJ" message to Fall Detector. Fall Detector will shut down all functions into hibernation. After the remote power is off, if you want to power on Fall Detector, you must re-open Fall Detector by power switch to power on the Fall Detector.

3.8 GPS

The GPS is off in default, and it will switch on while there are some falling actions or if it's inquired.
Binding phone sends "KGPS" message to the Fall Detector to turn on GPS. It can last for 16 hours at this status.
Binding phone sends "GGPS" message to the Fall Detector to turn off GPS.

3.9 Low battery SMS alert

When the battery is charged fully, the battery indicator turns off.
When the battery is low, the battery indicator flashes and sends text messages to binding phone once every 30 minutes "Low battery has less than 20% please charge the battery!", at the same time it will sound "Power is low, please charge the battery."
When the battery runs out, it plays an alert, "Power runs down, please charge the battery". The Fall Detector sends this message to binding phone: "The power is used up. All functions are shut off. Please recharge." Then Fall Detector goes to sleep.

3.10 The boot message prompts

Once Fall Detector regains power, one minute later a prompt will be sent to binding phone with the message "the user has switched on."

4. Support

If you want to learn more about how to use this product, or if you are not sure of the product's features, please call

0114 2576600

If this does not solve your problem, do one of the following:
Restart your device. Turn off the device and remove the battery. After about a minute, replace the battery and turn on the device;
Send unbind command to restore the factory settings.

iOS Software

1. Definitions

iHelp Smart Fall Detector _____ Fall Detector;
Phone number of guardian _____ Binding phone number;
Message to Fall Detector _____ Command message.

2. App Download and Setup

Using a smart phone with Android system download the iHelp App software, following the below method

1) Download from the following website: www.ihelpu.com.cn;
2) Setup according to the enclosed CD;
3) Download setup from Apple App store by searching for 'iHelp'.

3. Operation

The software should be bound with the Fall Detector device in order to confirm the communication between the binding phone number and Fall Detector before use. Every Fall Detector can only bind with one phone number.
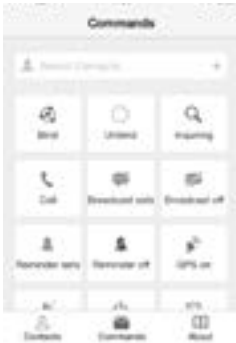
3.1 New Contact

Press "Contacts" and skip into interface 1, then Press "New Contact" to skip into interface 2 (New Contact), input the number of the Fall Detector and the name of the user, then press "Sure". Press "Edit" to enter into the interface 3 (Edit Contacts), press * to edit the contacts, press * to delete the contacts.

3.2 Bind

Press "Commands" to enter into interface 4, and press 🔲 at the top right. Then choose related contact and press "OK". After this, press * to skip to the "new message" interface of iPhone, press "send", the binding phone number will then receive the message "Open binding is successful." After 5-10 seconds.

4. Functions

4.1 View Messages

All of the messages from Fall Detector can be viewed in the message box of an iPhone, for example, "Automatic warning. The device carrier may fall down. Please contact. User's probable location: https://maps.google.com/maps?q=N3.198275.E108.856831" The location will be shown on the map after the user presses the link in the message.

4.2 Call

User press 📞 to call the chosen Fall Detector after they have chosen a contact in interface 4.

4.3 Pill reminder

Press ⬛, then press "Add times" and open interface 5 to set a time. Press * to confirm the setting. The frequency of the pill reminder can be no more than 3 times a day. Press "Sure" to skip into the new message interface, and finally press "Send" to finish this setting.

Press * in interface 4 and open the new message interface. Press "Send" to close the pill reminder function.

4.4 Inquiring

User press ⬛ in interface 4 to skip into the new message in ⬛ ice, then Press "Send" to finish the action, after several seconds the user will receive the state message in the iPhone's message box.
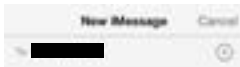
4.5 Reminder Settings

Press ⬛ in interface 4, and set the time of the reminder. Press * to skip into the new message interface and to send the message. After this, the time of the reminder will be set.

Press * in interface 4 and skip into the new message interface. Press "Send" to switch off the reminder.

4.6 Broadcast Settings

Press ⬛ to set the broadcasting number in interface 4, input the phone number in the box and Press "Add", it will lead you to input the next number. The broadcast number can be set up to 5 times. After this, press "Sure" and skip into new message interface, after pressing "Send", the broadcasting number will be set.

User can also press ⬛ to turn off the function of broadcasting in interface 4, then it will turn into the new message interface. Press "Send" to switch off the function of broadcasting.

After the broadcast setting, the function of Fall Detector has changed as following:

a) Warn automatically

While the device detects the falling action, Fall Detector will send warning message to Binding phone number and broadcasting numbers.

b) Call

While the user makes a call, Fall Detector will dial the Binding phone number, if this number is

blank or receives no answer, Fall Detector will dial the broadcasting numbers orderly until communication is made. If all of those numbers are blank or receive no answer, the call will end.

Cancel	**Broadcast sets**	Sure
Please enter the phone...		Add

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

4.7 Power off
User can press 🔘 in interface 4 and open the new message interface then Press "Send". Fall Detector will switch off long-distance messaging. All functions will be disabled if you should reset the switch of Fall Detector.

4.8 GPS Settings
The GPS is off by default and will be on in the state of warning or inquiring. Press * in interface 4, and skips into new message interface, then press "Send", the GPS will be switched on. The device will not last for more than 16 hours in this state.

	New iMessage	Cancel
▶ ██████████		⊕

📷 GJ		Send
Q W E R T Y U I O P		
A S D F G H J K L		
⬆ Z X C V B N M ⌫		
.123	space	@ .	return

4.8 GPS set
The GPS is off in default, and it will switch on while there are some falling actions or if it's inquired.
Binding phone sends "KGPS" message to the Fall Detector to turn on GPS. It can last for 16 hours at this status.
Binding phone sends "GGPS" message to the Fall Detector to turn off GPS.

	New iMessage	Cancel
▶ ██████████		⊗

📷 KGPS		Send
Q W E R T Y U I O P		
A S D F G H J K L		
⬆ Z X C V B N M ⌫		
.123	space	@ .	return
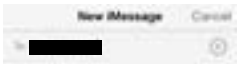
4.9 Unbind
Press 🔘 in interface 4, and open new message interface, then Press "Send", the connection between Fall Detector and Binding phone number will then be cut. this function is in default mode.

Attention: Please don't exchange the text of the message in the new message interface after Pressing the commands, otherwise the setting will not be successful.

Android Software

1. Definitions
Fall Detector named iHelp _____ Fall Detector;
Phone number of guardian _____ Binding phone number;
Message to Fall Detector _____ Command message.

2. App Download and Setup
To use the smart phone with an android system, download the App software and follow the below methods:

1) Download from the website; www.ihelpu.com. cn

2) Setup according to the enclosed CD;

3) Download setup from the Android App store.

3. Operation
After setting up successfully, first Press the software icon to run it.

Before using iHelp, the software should be bound with Fall Detector to make sure there is communication between Binding phone number and Fall Detector phone number. Every Fall Detector can only bind with one phone number.

3.1 Add Contacts
After running the software, press the contact button to open the interface 1. Then press into the box on the top, inputting the phone number and name of Fall Detector. Press ✅ to confirm this action.
About 10 to 15 seconds later, the user will receive this message in the interface 4:"open binding is successful" This means that binding is successful.
If user doesn't receive this message, dial the number of the Fall Detector. When the Fall Detector rings, this means that the Fall Detector is ready to receive calls and commands, please hang up the call again.
Attention: Device will only function correctly with a SIM card.

4. Function

User can do the following operations after the binding is successful. If a problem occurs, user can cancel an action.

4.1 Message Management

Press ▣ at the bottom of the interface 4 and can view all of the messages, such as 'Automatic warning. The device carrier may fall down. Please contact. User's probable location: https://maps. google.com.maps?q=N3.19827, E108.856831'' the location will be shown in the map after user Press the link in the message.

Press ▣ to delete some messages in interface 4, by either choosing some of them to delete or press "Delete All" to delete all messages.

4.2 Call

To skip into the interface 3 then press and choose one of the Fall Detector, and then press to confirm this action, and then dial the Fall Detector of your choice.

4.3 Medicine Reminder Setting

Press ▣ to open the interface for medicine reminder setting. Then set the time of the medicine. The form covers 24 hours, and left means hour while right means second. The frequency of the medicine reminder can be no more than 3 times every day.

4.4 Inquiring

The user can then inquire the current status of Fall Detector. The status message will be displayed in the Alarm Messages Box. Press the ▣ text button to view all of the alarm messages.

4.5 Reminder setting

User can press ▣ at the bottom of the software reminding time. The time can only be set once. User can also shut off the function of reminder in the interface 3.

4.6 Broadcast Settings

User can press ▣ at the bottom of software to skip into interface 3, press. There is a white box on the top, input the phone number in this box then press ▣ to finish adding this action. The broadcast number should not be used for more than 5 recipients. After this, user press ▣ to finish the broadcast setting.

User also can press ▣ at the bottom of software to skip into interface 3.

After the broadcast setting, the functions of Fall
Detector have been changed as following:
a) Automatic SMS Warning
While the device detected the falling action, Fall
Detector will send a warning message to binding
phone number and broadcast numbers.
b) Automatic call
While the user makes a call, Fall Detector will dial
the binding phone number, if this number is blank
or theres no answer, Fall Detector will dial the
mass text numbers in sequence until a communi-
cation is made. If all those numbers are blank or if
there is no answer, the calling will end.

4.7 Remote Power Off

User can press at the bottom of software to
skip into interface 3. Press the power off icon to
make the Fall Detector power off and make all
functions unavailable.
Recovering all the functions can be done if user
turns on the iHelp Smart Fall Detector.

4.8 GPS settings

The GPS stays off by default and will be turned
on when in the status of iHelp is warning or in-
quiring. Press to switch on the GPS and then
press to confirm this action, then the GPS will
be turned on.

4.9 Unbind

Press to unchain the binding between Fall
Detector and Binding phone number, then
press to confirm this action. After that, all of
the functions of Fall Detector will be restored to
factory settings.

For more info call:

0114 2576600