



MHP8002-009H

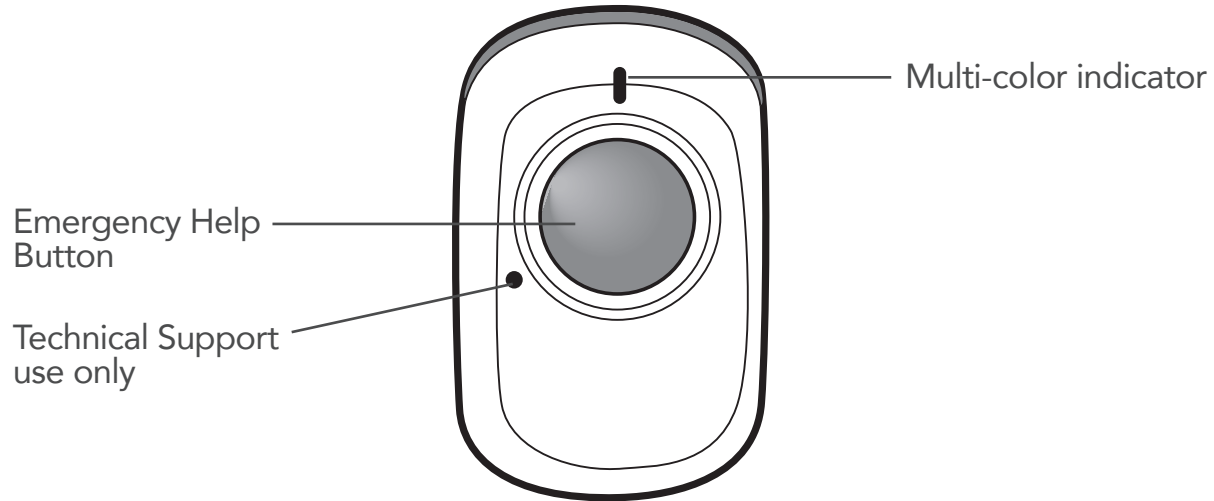
## Fall Button™ | User's Guide

# IMPORTANT NOTICE

**Fall Button™ does not detect 100% of falls. If able, users should always push the Help Button when they need assistance. Fall Button is not intended to replace a caregiver for users dealing with serious health issues.**

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# Fall Detect System Features



NOTE: Fall Button appearance may vary. Equipment subject to change depending on system type.

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MobileHelp Customer Support 1-877-827-6207

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## Welcome

Thank you for choosing MobileHelp! The Fall Button™ Automatic Fall Detect Pendant will trigger a signal for help, even if you can't speak.

You will find instructions on how to set up your system in the Complete User Guide.

The MobileHelp Fall Button™ can be paired with the Cellular Base Station and Mobile Device. It has all of the features of the standard Help Buttons, allowing you to send an alarm to the MobileHelp Emergency Response Center when you need it by pressing the Emergency Button. It also provides extra protection by automatically sending an alarm if you fall and are unable to push your button.

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**Note:** Please handle the Fall Button™ with care when putting it on or taking it off, as it may interpret this movement as a fall and activate. If it does, you will hear a series of beeps and the LED light will begin flashing. You can cancel the alarm by pressing and holding your button for approximately 5 seconds, until the light flashes green once and you hear a series of beeps. If you are unable to cancel, please tell the Emergency Operator that “THIS IS A FALSE ALARM.” If you do not explain that this is a false alarm, EMS will be contacted.

If you have any questions, please call MobileHelp at **1-877-827-6207** and select the Technical Support option. See last page for hours of operation.

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## Testing The Fall Detect Button

- Please have the complete system near you at the time of testing. Press the Fall Detect Button once firmly.
- An alarm will be sent to the Cellular Base Station and/or Mobile Device.
- The Base Station will announce “call in progress” and the Mobile Device will beep, or, depending on the Mobile Device version, it may also announce “call in progress.”
- Once an alarm is received by the MobileHelp Monitoring Center, the Cellular Base Station will announce “please stand by for an operator” and the Mobile Device will beep, or, depending on the Mobile Device version, it may announce “please stand by for an operator.”
- An Emergency Operator will communicate with you through the Base Station or Mobile Device. Please tell the operator that “THIS IS JUST A TEST.” If you do not explain to the operator that you are testing your system, EMS will be contacted.

**Note: It is important that you test your system at least once a month.**

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## Testing Fall Detection

- Fall detection can be tested by dropping the Fall Button from a height of 3 feet.
- The Fall Detect Button can take up to 20 seconds to interpret the movement and determine if an actual fall has occurred. If it determines a fall has occurred, it will send a signal to the Base Station and/or Mobile Device.
- The Fall Detect Button will sound a series of beeps and the light will flash yellow or red.
- When the Fall Detect Button starts flashing red, the Base Station will announce "Fall detected, press and hold button to cancel." The Mobile Device will beep and the red ring around the Emergency Button will start flashing, or, depending on the Mobile Device Version, it will announce "Fall detected, press and hold button to cancel."
- Please do not pick up the pendant before the test is completed, as it may interpret this as normal movement and cancel the test.
- If you want to cancel the test, press and hold the Fall Button until it flashes green once and you hear a series of beeps. If this cancel is performed within 20 seconds of the voice guided alarm announcement on the Base Station or Mobile Device, the operator will not be contacted.
- For Cellular Base Station customers who do not have a Mobile Device, you can also cancel by pressing the blue Reset Button on the Base Station.
- If you do not cancel the alarm in time, the Mobile Device will beep and contact the Emergency Response Center. Depending on the Mobile Device version, it may also announce "Fall detected, contacting Emergency Response Center." The Base Station will announce "Fall detected, contacting Emergency Response Center."
- An Emergency Operator will communicate with you through the Base Station or Mobile Device. Please tell the operator that "THIS IS JUST A TEST." If you do not explain to the operator that you are testing your system, EMS will be contacted.

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## Important Safety Information

- Test your system as instructed in the Complete User Guide.
- The Fall Detect Button does not detect 100% of falls. If you are able, please press the Help Button when you need assistance.
- The Fall Detect Button will work approximately 300 feet from the Mobile Device or 600 feet from the Base Station, depending on the size and construction of your home.

### Helpful Tips to Minimize Activation While Sleeping:

**Tip 1** - To prevent the Fall Detect Button from accidentally activating while you sleep, please shorten the length of your lanyard so that the pendant rests at chest level.

**Tip 2** - Keep the Cellular Base Station or Mobile Device in or close to your bedroom. If the pendant accidentally activates while you are sleeping, an Emergency Operator will communicate with you through the Base Station or Mobile Device. Please tell the operator that "THIS IS A FALSE ALARM." If you do not explain to the operator that this is a false alarm, EMS will be contacted.

**Tip 3** - If the pendant activates frequently when you are sleeping, you may want to wear a regular Neck Pendant or Wrist Button while in bed. Remember to put the Fall Detect Button back on when you get up from bed.

**If you have any questions, please call MobileHelp at 1-877-827-6207 and select Technical Support.**

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## Fall Detect Button Light Indicator

Color	Pattern	Purpose
Off	Off	No alarm detected
Red	Flashes once	Button has been pressed or a fall is detected
Green	Flashes once	Alarm has been cancelled
Amber	One flash every few minutes	Pendant is low on battery

**Warning: Strangulation and choking hazard. The neck pendant button lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.**

**Avertissement: Risque de suffocation ou d'étranglement. La lanière pour bouton pendentif est conçue pour se détacher lorsqu'elle est tirée, cependant, l'utilisateur peut subir une blessure ou la mort si la lanière se mêle ou s'accroche à d'autres objets.**

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# Fall Detect Button Frequently Asked Questions

## What happens if I fall?

If you fall, a signal will automatically be sent for help, unless the button detects normal movement.

### DETAILED PROCESS:

Within a few seconds after a fall, the Fall Detect Button will enter the CAUTION phase. There are two different versions of the Fall Detect Button, which have divergent behavior during the CAUTION phase.

The pendant will either (1) start beeping and flashing yellow for 10 seconds, or (2) be silent and have no indication for a full 20 seconds. For both of these versions, the CAUTION phase is a time period of screening for additional normal movement to potentially self-cancel the alarm.

If normal movement is not detected, the Fall Detect Button will proceed to the ALARM phase, beeping and flashing red for 20 seconds. At the start of the ALARM phase, the Base Station will announce "Fall detected, press and hold button to cancel," and/or the Mobile Device will beep and the red ring around the Emergency Button will start flashing. Depending on the Mobile Device version, it may also announce "Fall detected, press and hold button to cancel."

If the alarm is not cancelled manually after this time, the alert is sent to the Emergency Response Center, just as it would for an Emergency Button press. If you are able to, you should always press the button if you need help, as the Fall Button does not detect 100% of falls.

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## How can I cancel a Fall Detect alarm?

Alarms can be manually cancelled by pressing and holding the pendant's Emergency Button for at least 5 seconds during the CAUTION or ALARM phases described on page 10. You will hear a series of beeps and the light will flash green once.

Cellular Base Station customers who do not have a Mobile Device can also cancel by pressing the blue Reset Button on the Base Station.

If the alarm is not cancelled, an Emergency Operator will communicate with you through the Base Station or Mobile Device. Please tell the operator that "THIS IS JUST A TEST." If the operator cannot hear you or you do not respond, EMS will be contacted.

## Will my Fall Detect Button work outside my home?

Yes, the Fall Button Automatic Fall Detect Button works outside of the home, as long as it is within range of the Mobile Device.

## How do I call for help?

Press the Fall Detect Button firmly, but do not hold. An alarm will be sent to the Monitoring Center through the Mobile Device and/or the Base Station. Once you communicate with an operator, if you are able to speak, please provide your status. If you fall and are not able to push your button, the fall may automatically be detected and an alarm will be sent to the Emergency Response Center through the Base Station and/or Mobile Device.

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## Is the lanyard adjustable?

There are fixed length magnetic lanyards and adjustable length lanyards.

**Adjustable lanyard:** There are two connectors on the lanyard. One that is cone shaped and one that is pear shaped. There are 2 parts of the lanyard coming out of the left side of the cones. Use one hand to hold the cone shaped part. Use the other to pull the top string to shorten the lanyard. Do the reverse to tighten the lanyard.

**Magnetic lanyard:** These lanyards are not adjustable.

## Can a magnetic lanyard cause interference with a pacemaker or other medical device?

If you have a pacemaker or any medical device, consult your manufacturer for information on any possible risk of magnetic interference with the device.

## How long will the battery last?

The battery can last up to 18 months. The visual indicator will flash amber, briefly, every few minutes, to indicate a low battery. If this occurs, please contact MobileHelp Technical Support at **1-877-827-6207**. When a low battery alert is received from the Fall Button, a replacement will be shipped to you at no charge.

## If I fall and stand up, will the button still call for help?

If you fall, but then proceed to start moving around again, the button may cancel the alarm.

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## Is the lanyard breakaway?

Yes, with a tug the lanyard will break away.

## If I accidentally set off the Fall Detect alarm, what do I do?

If you accidentally set off the alarm, you can press and hold your button for five seconds, or until it flashes green, to cancel the alarm. You can also press the blue Reset Button on the Base Station. If you are not able to do this, simply let the alarm go through to the Emergency Response Center. An Emergency Operator will communicate with you through the Base Station or Mobile Device. Please tell the operator that "THIS IS A FALSE ALARM."

If you have a DUO system, an Emergency Operator may try to contact you over the Mobile Device. Please tell the operator that "THIS IS A FALSE ALARM." The operator will disconnect and no further action will be taken.

## Can I replace the Neck Pendant cord?

Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces. However, the risk of choking may increase if you do not use the lanyard provided by MobileHelp.

## Can I speak into my Fall Detect Button?

No, you can communicate with the Monitoring Center through the Mobile Device and/or Base Station only. The Fall Button does not have two-way communication.

## Is the Fall Detect Button waterproof?

The pendant is water resistant and can be worn in the shower.

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## FCC Statement

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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Radio Frequency (RF) All devices frequency transmission = 433MHZ

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# Technical Information

Models	Input	Output	Current Rating
IGB-01, IGB-02	115 V	12 VDC	1.5 A
IGB-01, IGB-02	Battery Backup	9.6 VDC	1.5 A
IGM-01, IGM-02	Internal	3.7 VDC	930 mAh
IGPFD-01	Internal	3.6 VDC	1200 mAh
IGP-02	Internal	3 VDC	230 mAh
IGPWS-02B	Internal	3 VDC	230 mAh
IGPWS-02W	Internal	3 VDC	230 mAh
IGPWC-01	115 V	5 VDC	1000 mA
IGMCA-01	12 V	5 VDC	1 A
MCC-02	115 VAC	5 VDC	1 A
CBS2-01	115 V	5 VDC	3000 mA
CBS2-01	Battery Backup	4.2 VDC	3000 mAh
CBS4-01	115 V	5 VDC	3000 mA
CBS4-01	Battery Backup	4.2 VDC	3000 mAh
MD3-01	Internal	3.7 VDC	930 mAh
MD4-01	Internal	3.7 VDC	1000 mAh
CBS4-02	115 V	5 VDC	3000 mA
CBS4-02	Battery Backup	4.2 VDC	3000 mAh
CBS5-01	Battery Backup	4.2 VDC	3000 mAh
CBS5-01	115V	5 VDC	2000 mA
CBS5-02	115V	5 VDC	2000 mA
CBS5-02	Battery Backup	4.2 VDC	3000 mAh

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# MobileHelp®

## Corporate Headquarters

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## Sales

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**email:** [sales@mobilehelp.com](mailto:sales@mobilehelp.com)

## Emergency Support

Available 24/7 via MobileHelp System

## Technical Support

**phone:** 1-877-827-6207

Monday - Friday 8am to 8pm EST

Saturday and Sunday 9am to 6pm EST

Excluding Holidays

**email:** [support@mobilehelp.com](mailto:support@mobilehelp.com)

## Customer Service

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Saturday 9am to 6pm EST

Excluding Holidays

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