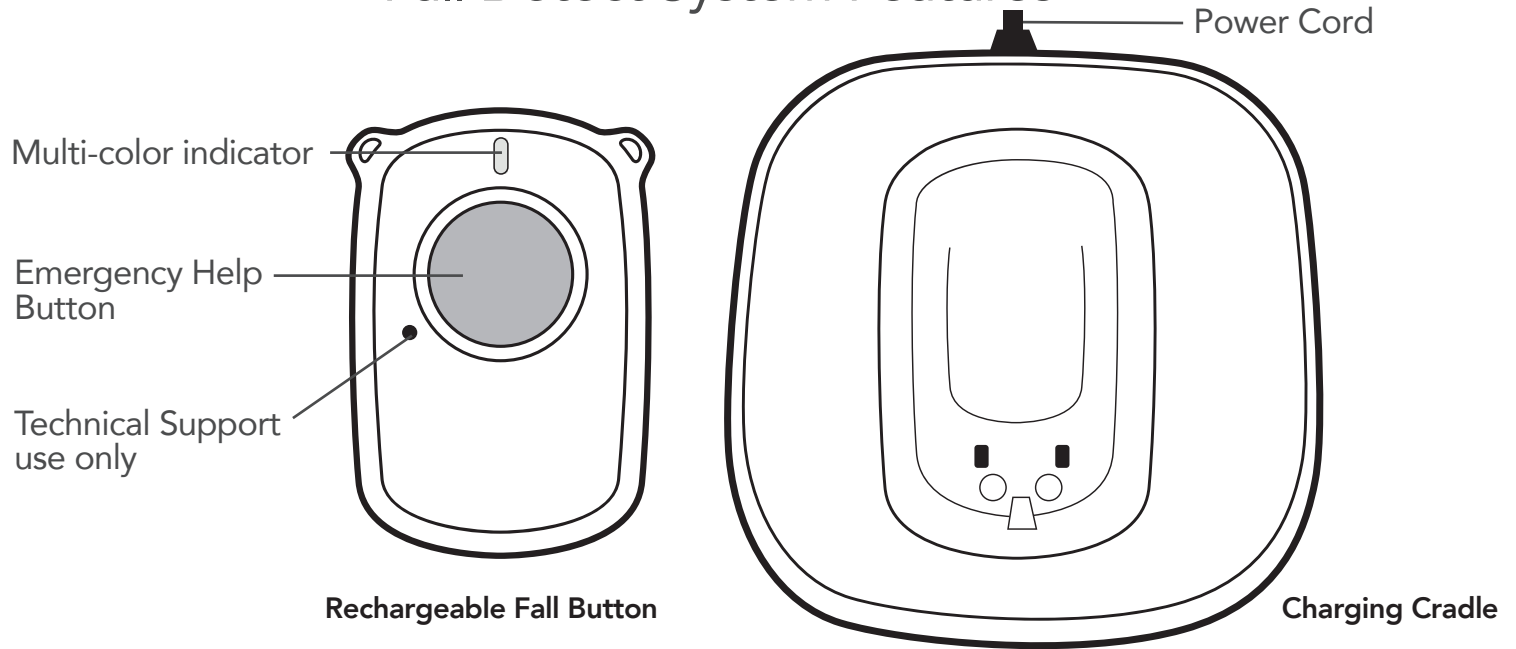SRDR-00016 Rev. 1

Rechargeable 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

Power Cord

Multi-color indicator

Emergency Help Button

Technical Support use only

Rechargeable Fall Button

Charging Cradle

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

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Welcome

Thank you for choosing the Fall Button™ Automatic Fall Detect Pendant which 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 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 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.

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 Technical Support.
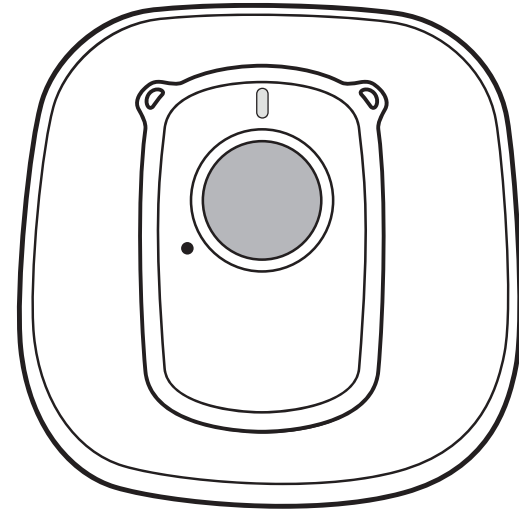
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Charging Instructions

To charge your Fall Button, please place your Fall Button flat on the charging cradle, with the Blue button facing up. We recommend you charge the Fall Button weekly.While it is charging be sure to wear your neck pendant or wrist button.

It will take the Fall Button about 1 hour 45 minutes to fully charge if the battery is completely drained.

Please see information below regarding light indicators on your Fall Button:

- **Solid Red:** The Fall Button is currently charging.

- **Solid Green:** The Fall Button has reached a full charge – charging complete.

- **Blinking Red:** There is an error while charging. *Try removing and placing the pendant back into the charge cradle. You can also try a different wall electrical outlet for the charge cradle plug. If the blinking red light persists, please call Technical Support.*

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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 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 4 feet. Once dropped, do not pick up the pendant right away.

- The Fall Detect Button can take up to 4 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 Versions, it will announce "Fall detected, press and hold button to cancel."

- 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 of the Base Station and/or Mobile Device, the operator will not be contacted.

- If you do not cancel the alarm in time, the Cellular Base Station and/or 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 question, please call Technical Support.

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Fall Detect Button Light Indicator

Color	Pattern	Purpose
Off	Off	No alarm detected
Red	Flashes and beeps	Button has been pressed or fall is detected
Red	Flashes every five minutes, beeps every two hours	Battery is low and pendant must be charged
Red	Long beep and flash	Battery is critically low, pendant is shutting down
Yellow	Flashes and beeps	Early warning of fall detected, about to alarm
Green	Flashes and beeps	Alarm has been cancelled
All	Red, yellow, green, beeps	Pendant power is turned on or restarting

Warning: Strangulation and choking hazard. The Fall Detect 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 Fall Detect Button est conçue pour se détacher lorsqu'elle est tirée. Cependant, l'utilisateur peut subir des blessure ou la mort si la lanière se mêle ous'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. 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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DETAILED PROCESS:

Within a few seconds after a fall, the Fall Detect Button will enter the CAUTION phase. The pendant will start beeping and flashing yellow for 10 seconds. The CAUTION phase is an early warning to cancel before the voice guidance on the Base Station and/or the Mobile Device begins to alert that a fall has been detected and help will be contacted.

Next, 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.

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.

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 don't respond, EMS will be contacted.

Will my Fall Detect Button work outside my home?
Yes, the Automatic Fall Detect Button works outside and away from home, as long as it is within range of the Cellular Base Station or Mobile Device.

How do I call for help?
Press the Fall Detect Button firmly, but do no 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?

Yes. 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 (cords) coming out of the side of the cones. Use one hand to hold the cone shaped part and use the other to pull the top string to shorten the lanyard. Do the reverse to lengthen the lanyard.

How long will the battery last?

The battery on a single charge can last up to 45 days. When the Fall Button reaches low battery status, the visual indicator will flash red, briefly every 5 minutes. It will also beep 3 times every two hours. When the Fall Button reaches a critically low battery status, the device will emit a 5 second long beep, followed by a 5 second long red light, and then completely shut down.
NOTE: The Fall Button will beep 3 times every two hours when it has reached low battery, and will eventually turn off if the power becomes too low.

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 still call for help. Many variables are considered in fall detection, for example how hard the fall is or how quickly you get back up.

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. 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.

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.

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

Technical Information
Please refer to the website listed on the contact information card that came with your system.

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PLEASE REFER TO THE CUSTOMER SERVICE NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.

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