

# Fall Detector

User Manual



[seenyor.com](https://seenyor.com)



## Important

Please carefully read this User Manual, the User Agreement, and the Privacy Policy within the Seenyor APP before utilizing the device or the services we provide. Failure to adhere to these instructions may significantly impact the product's performance or result in damages.

## Hazzards

- 1** The Fall Detector can be installed in a bathroom; however, do not position or store the device in close proximity to water sources such as bathtubs or sinks. Avoid immersing the device in water or any other liquids.
- 2** Ensure the device is kept away from corrosive liquids and hot surfaces.



## Warnings

- 1** Always use the provided power cord and adapter with Seenyor to ensure proper functionality and prevent damage.
- 2** Do not attempt to repair, disassemble, or modify the product without authorization.
- 3** Avoid direct impact with hard objects.
- 4** When cleaning the device, use a clean, soft cloth to wipe the surface. Avoid using water, alcohol, or detergent.
- 5** This product is not intended for use by children.

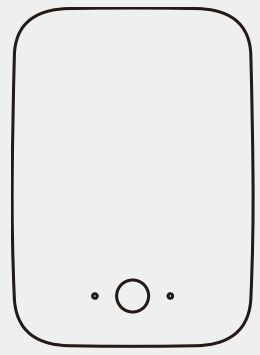


## Cautions

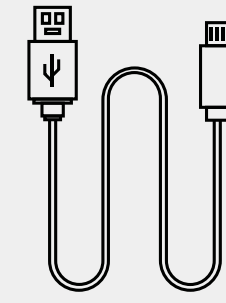
- 1** The height and angle of installation significantly impact the performance and accuracy of the device. It is essential to follow instructions for optimal results.
- 2** The Fall Detector only supports 2.4GHz wireless networks.
- 3** The Seenyor Care app is compatible with iOS 13.0, Android 6.0, and above.
- 4** Seenyor complies with safety standards for electromagnetic devices. If you have medical issues, consult your physician before use.
- 5** The Fall Detector cannot monitor through walls. Install the device in the room to be monitored, ensuring the best line of sight (LOS) is obtained. Avoid obstructing the device's "view" (e.g., behind large wardrobes, doors, curtains, or large plants).
- 6** When disassembling or reinstalling the device, follow the provided instructions.
- 7** The Fall Detector operates best when there is only one person in the room. The presence of a second moving target, such as another person, a child, or a pet, may result in false or missed alerts.



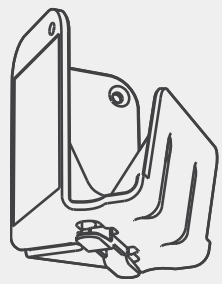
## Package Contains



Fall Detector device



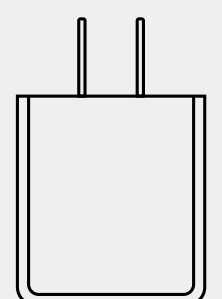
Cord



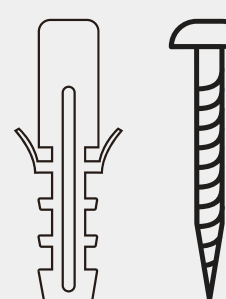
Mount



Stickers



Power Adapter



Screws and Wall Plugs



# About Device

## INTRODUCTION

Utilizing cutting-edge mmWave radar and gesture recognition technologies, along with our intelligent algorithm, machine learning, and data prediction/analysis, the Seenyor Fall Detector excels at tracking numerous metrics of daily living for senior citizens. It provides valuable insights to healthcare professionals and loved ones alike.

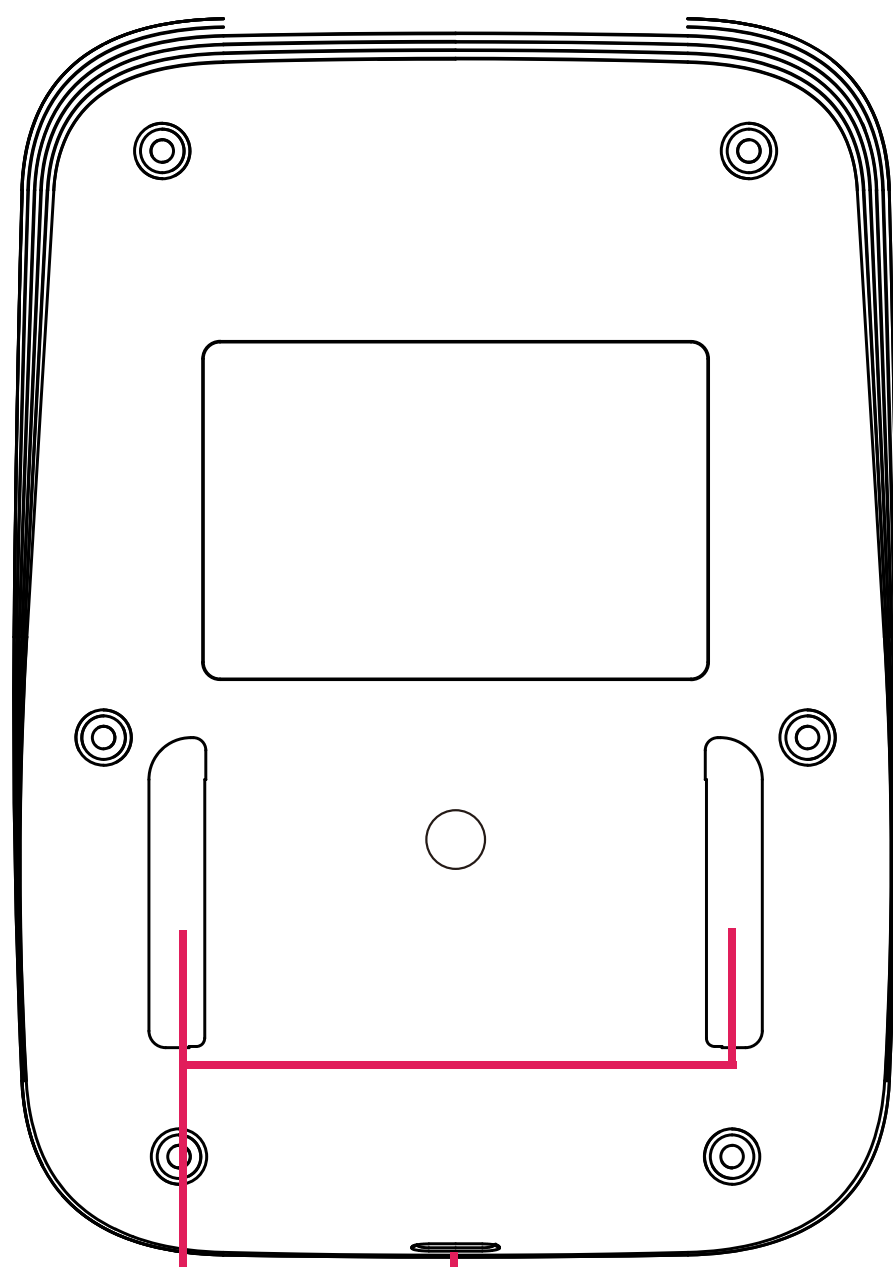
The device generates integrated health alerts, intelligently identifies various postures, and detects high-risk events such as falls, prolonged periods of inactivity, abnormal wandering, and even potential intrusions. Additionally, it actively alerts healthcare workers or emergency contacts via calls and text messages in the event of an incident.

Through machine learning, the Seenyor Fall Detector learns the daily habits of elderly residents and identifies changes such as sleep abnormalities, trends in insomnia/hypersomnia, reduced mobility, prolonged periods of sedentary behavior, and much more.



## About Device

### BACK VIEW



Mounting slot

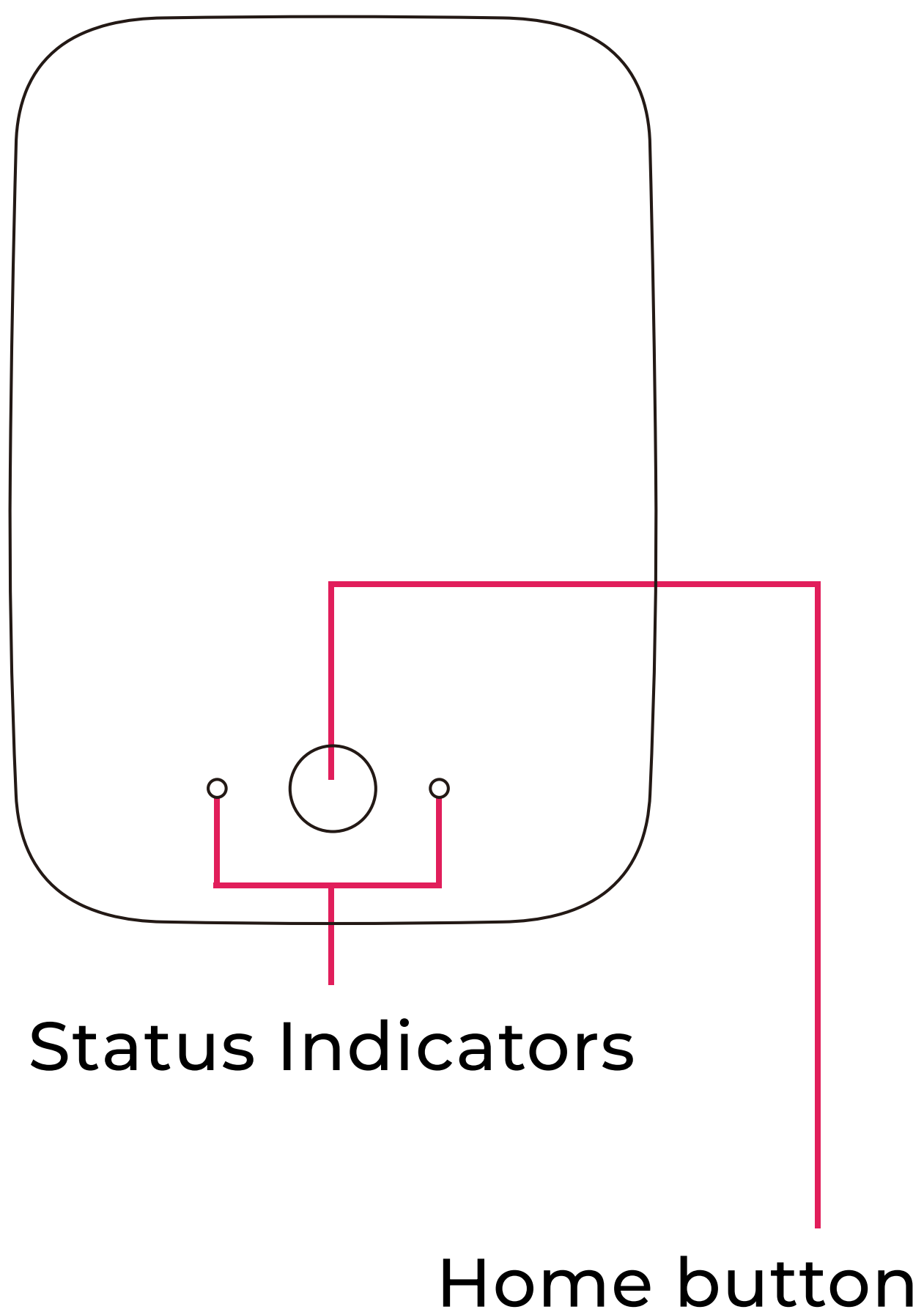
Type-C Adapter Port

<b>Product Model</b>	Refer to the label located on the back of the device.
<b>Voltage Rating</b>	DC 5V 2A Max
<b>Power Consumption</b>	3W
<b>Storage Temperature</b>	10°C ~ 70°C (14°F ~ 158°F)
<b>Operating Temperature</b>	-10°C - +50°C (14°F - 122°F)
<b>Effective Detection Range</b>	Up to 7m (23ft)
<b>Communication Interface</b>	Wi-Fi access to the home network



# About Device

## FRONT VIEW



<b>Blue Light (Flashing)</b>	Device in Setup Mode
<b>Blue Light (Solid)</b>	Configuration has been successful, and the device is now operating correctly.
<b>Red Light (Flashing)</b>	A potential fall is detected.
<b>Red Light (Solid)</b>	The device has disconnected from the server or the Wi-Fi network.
<b>Light OFF</b>	After successful setup, the indicator will remain blue for 30 seconds before automatically turning off. To wake up the indicator, users can press the HOME button.

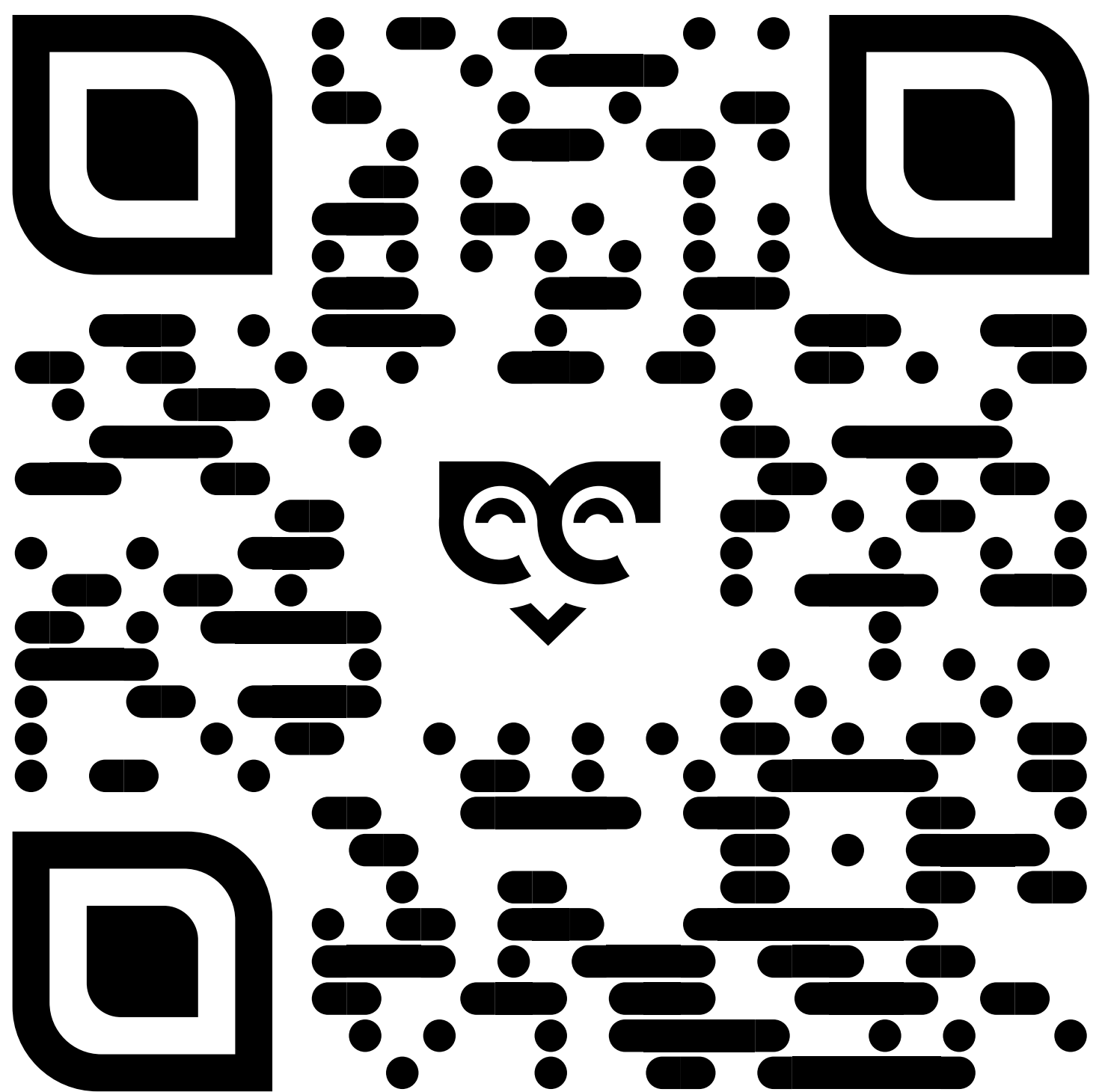




## Product Installation

### Tips:

- 1** The height and angle of the bracket's installation are crucial factors. Improper installation can significantly impact the user experience. Ensure to follow the instructions for optimal performance.
- 2** Enter the correct installation height and working distance during device configuration to maintain detection accuracy.
- 3** Install the Seenyor Fall Detector in an area with a stable Wi-Fi signal to ensure proper device functionality.

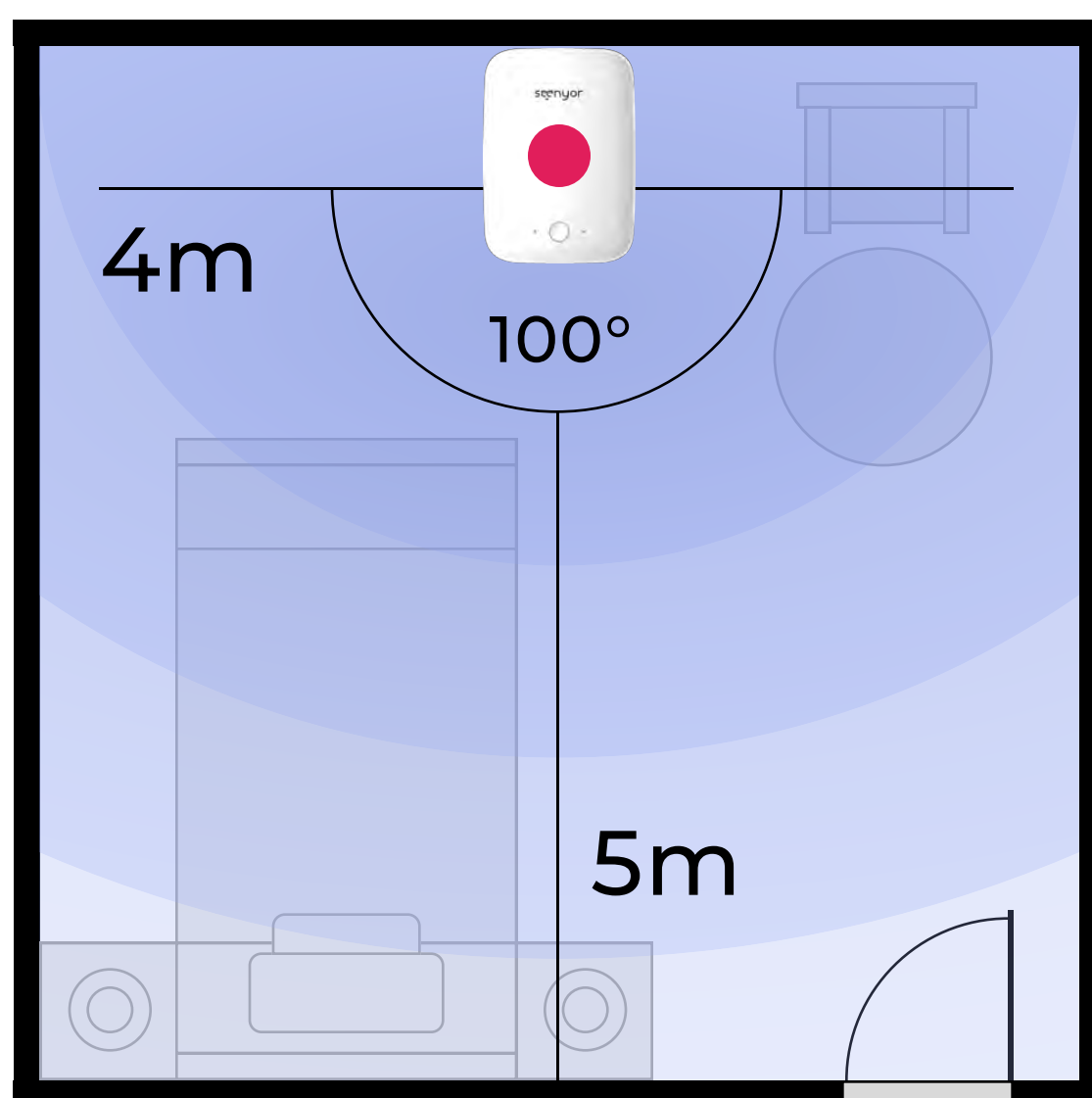


Scan to download the app  
or visit [seenyor.com/app](https://seenyor.com/app)

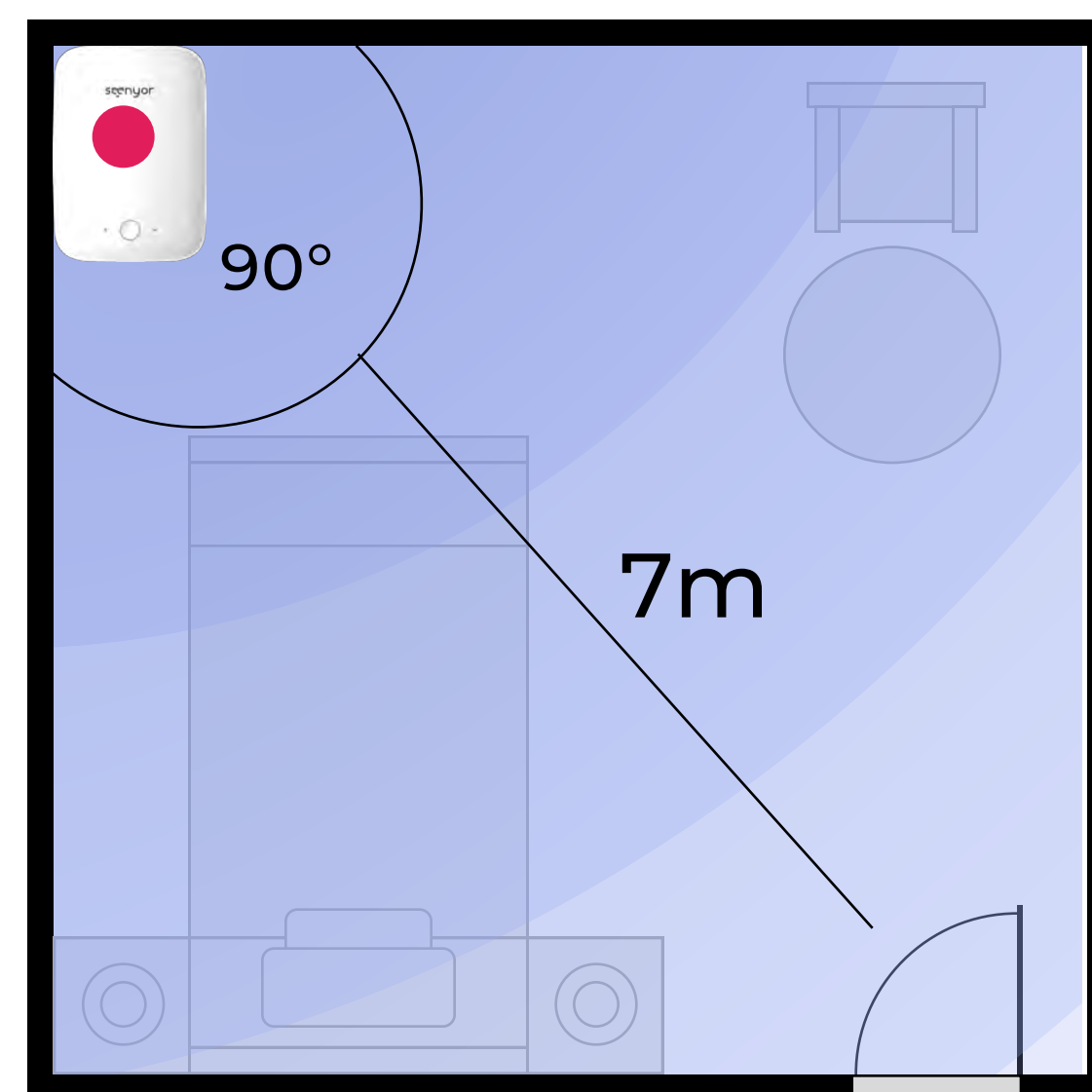


## Where to install the device?

- 1 Find an appropriate open-view position to install the device.
- 2 The device can detect within a 90-degree range up to 7 meters when installed in a corner and within a 100-degree range up to 5 meters when installed on a wall.
- 3 For optimal performance, install the device at a height of 1.8 meters (5.9 ft).



Install on  
the wall



Install in room  
corner



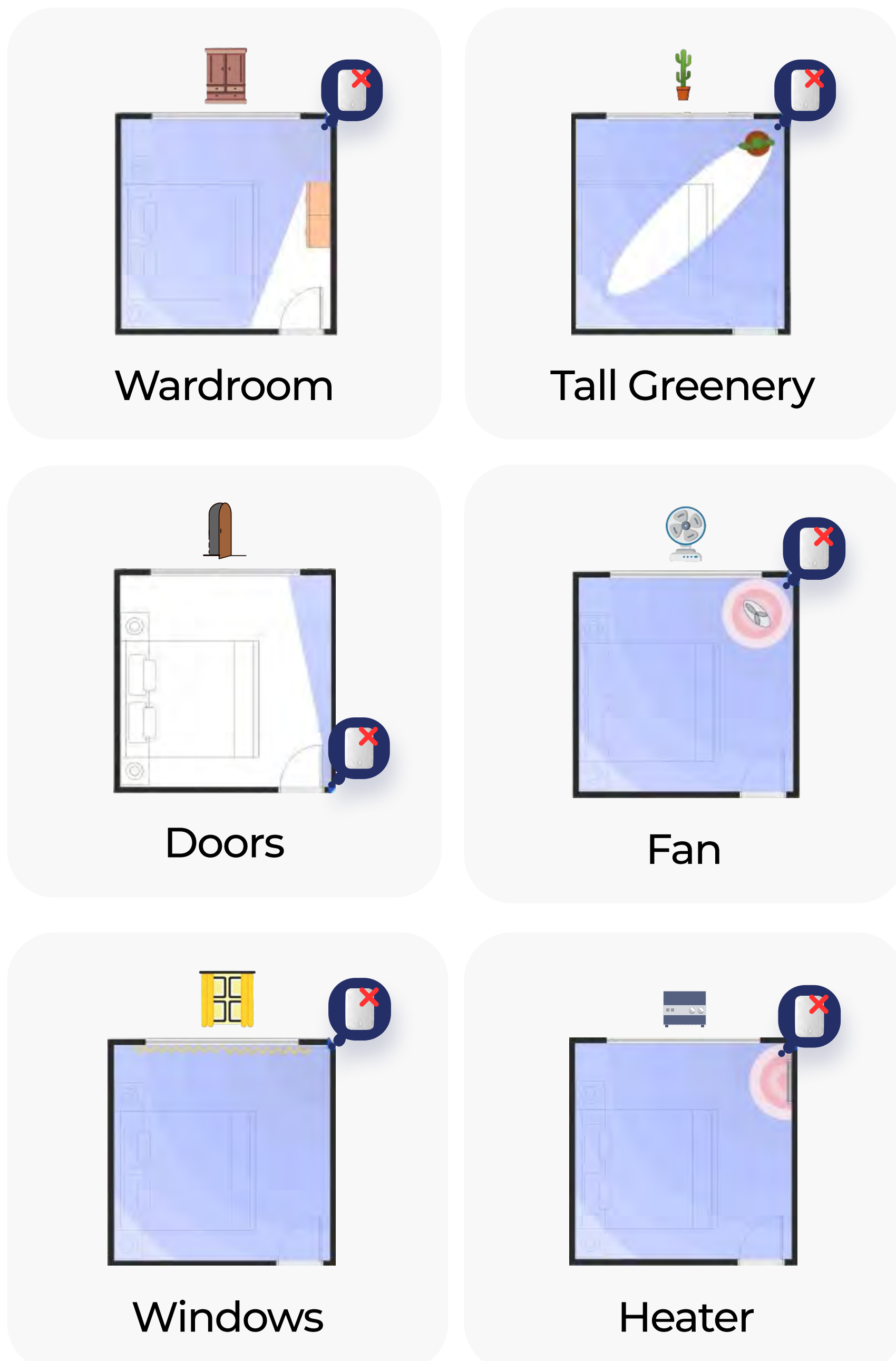
Installation Height  
MUST BE 1.8m (5.9ft)



# DONT'S

Please avoid installing the device near fans, air conditioning units, or swinging curtains, as they may impact detection performance and trigger false detections.

## Installing in Corner



## Installing on Wall





## Secure the Mount

### Installing in Corner

Remove the protective adhesive layer from the bracket (Fig. 1), align it against the wall, press firmly to ensure adhesion (Fig. 2), and if the wall is uneven or has wallpaper or plaster, secure the bracket with nails as needed.

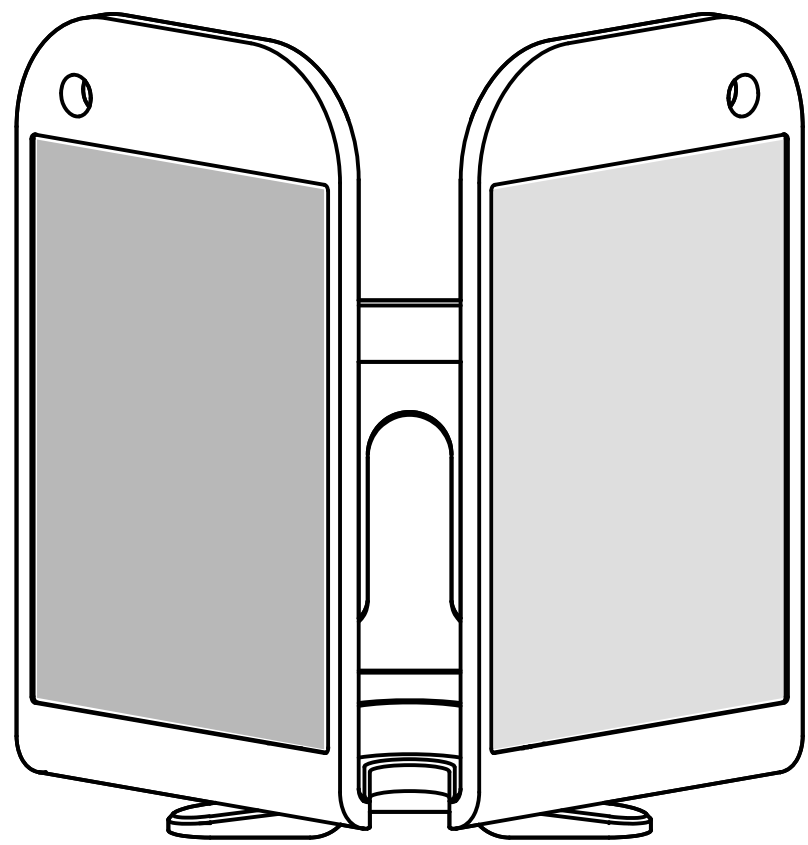


Fig 1.

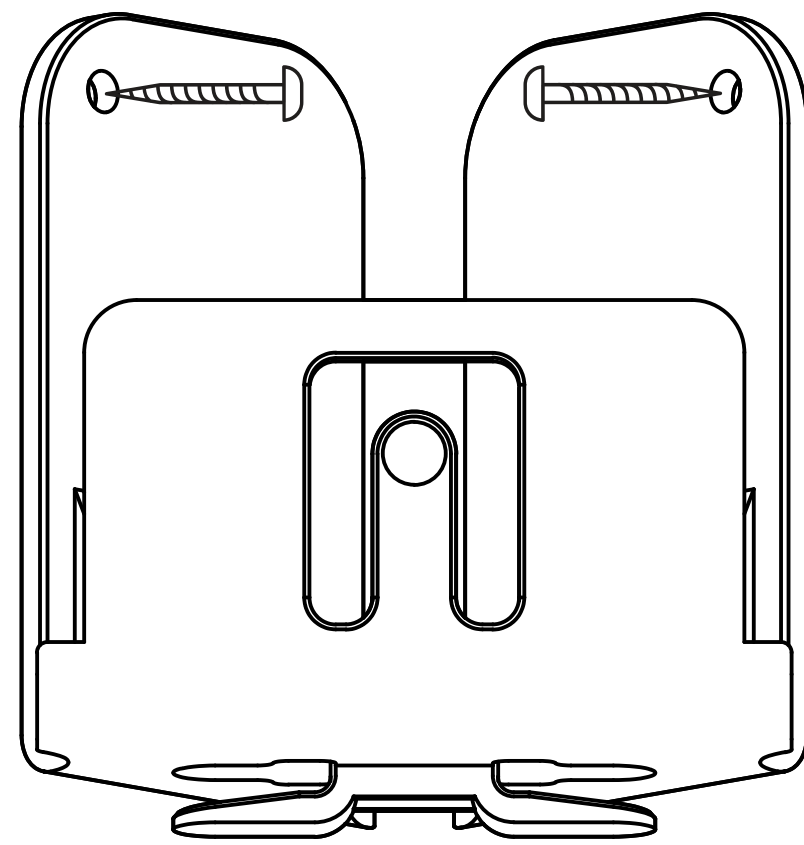


Fig 2.

\* Ensure the base is positioned at 1.8m (5.9 ft) above the ground.

### Installing on Wall

Remove the protective adhesive layer from the bracket (Fig. 1), align it against the wall, press firmly to ensure adhesion (Fig. 2), and if the wall is uneven or has wallpaper or plaster, secure the bracket with nails as needed.

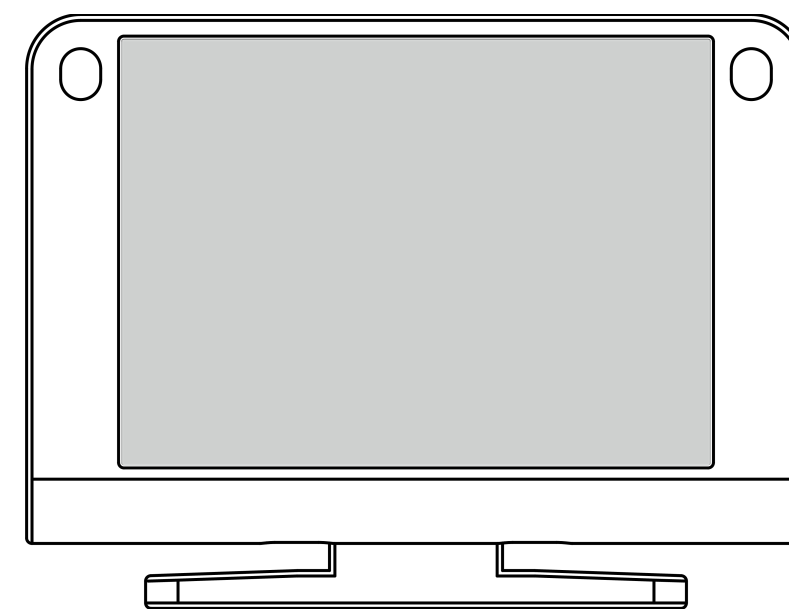


Fig 1.

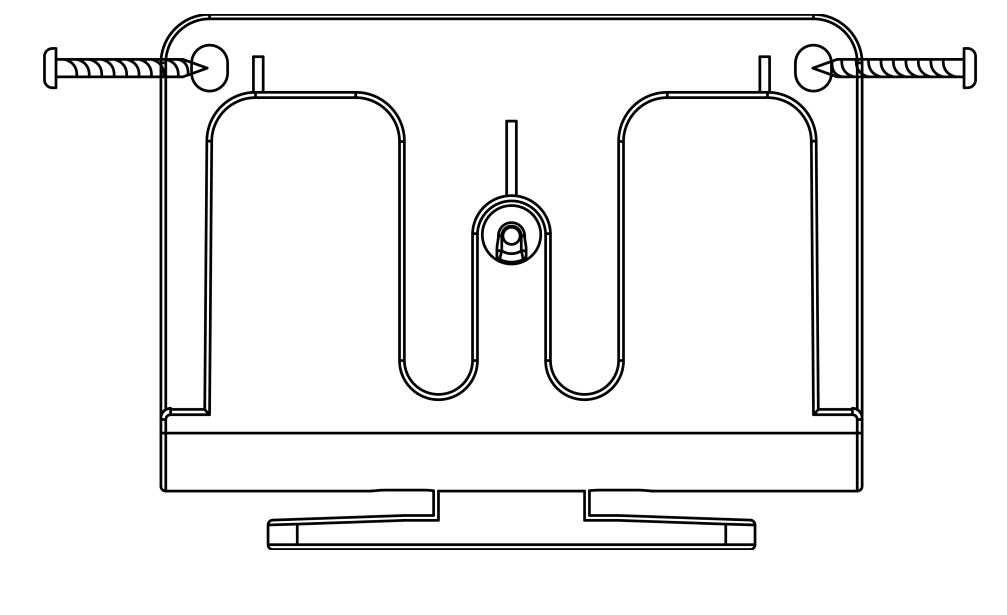


Fig 2.

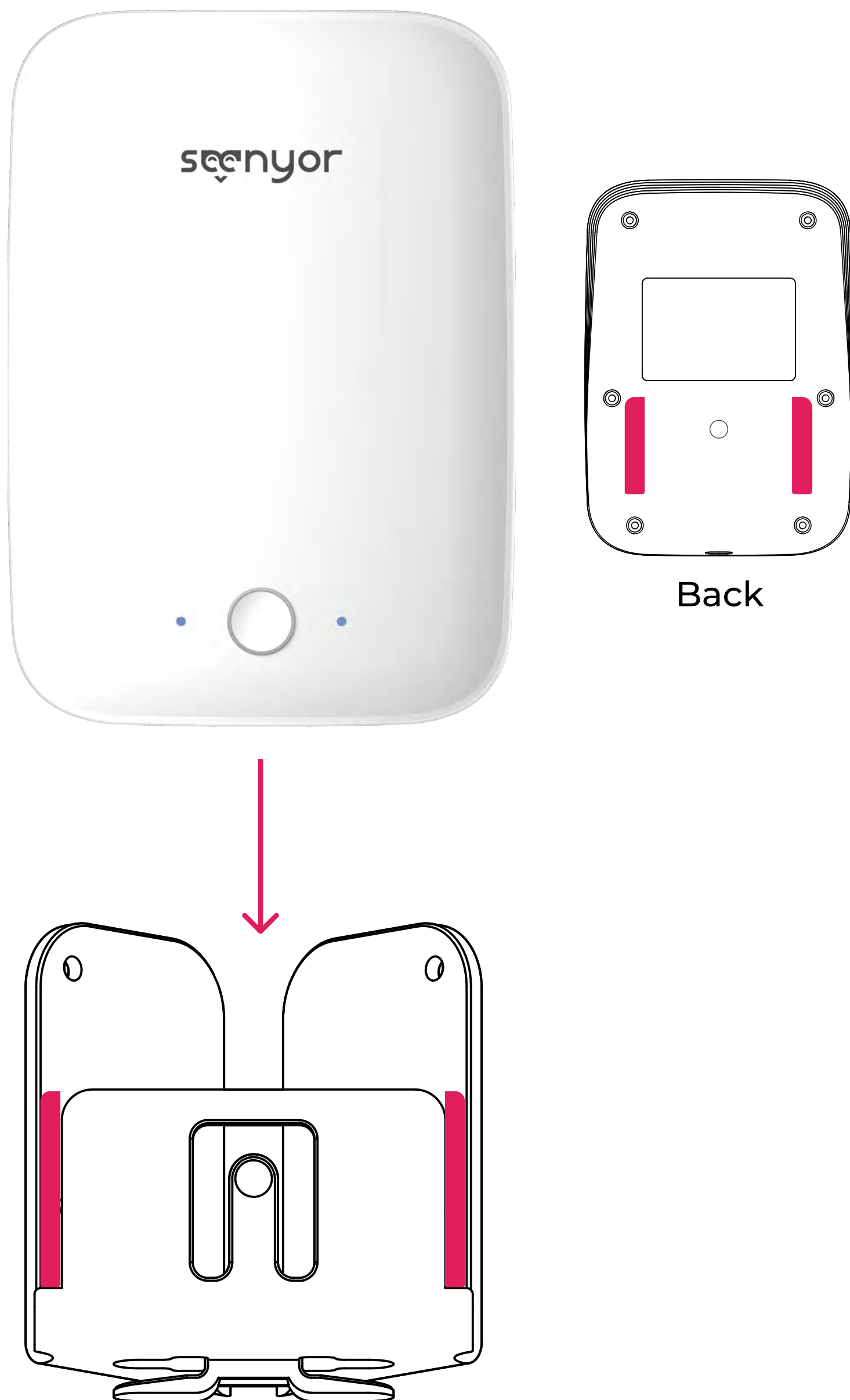
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## Installing the device

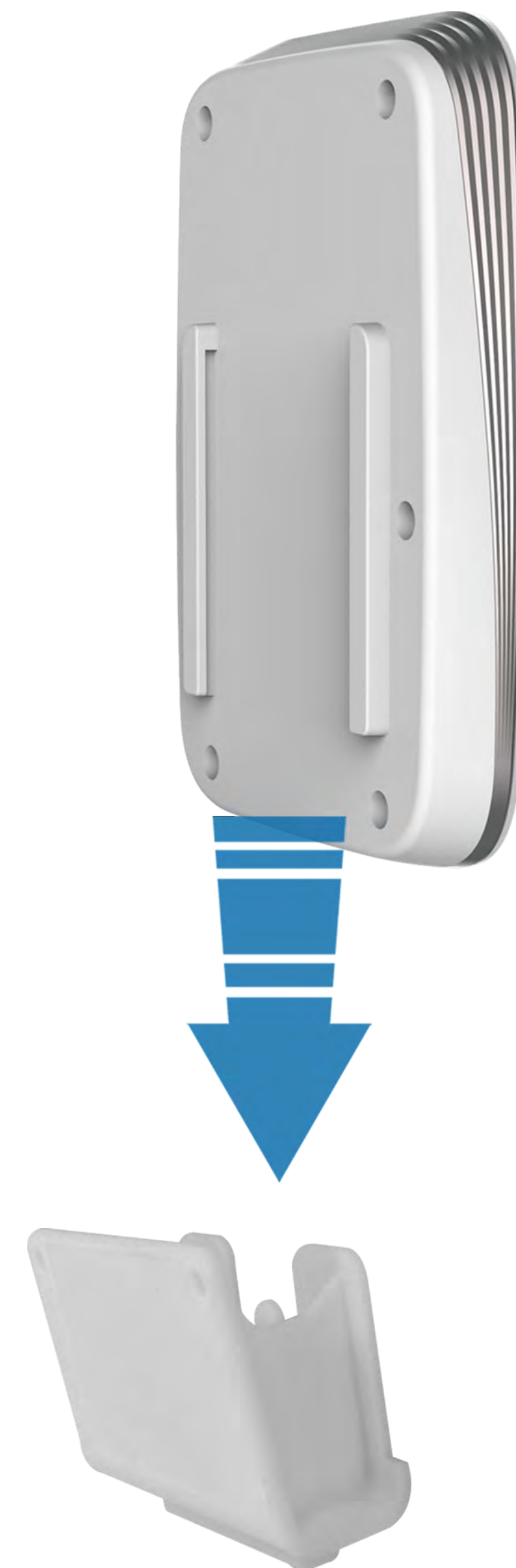
### Installing in Corner

Slide the device downwards onto the bracket until you hear a light snap, indicating it is securely in place.



### Installing on Wall

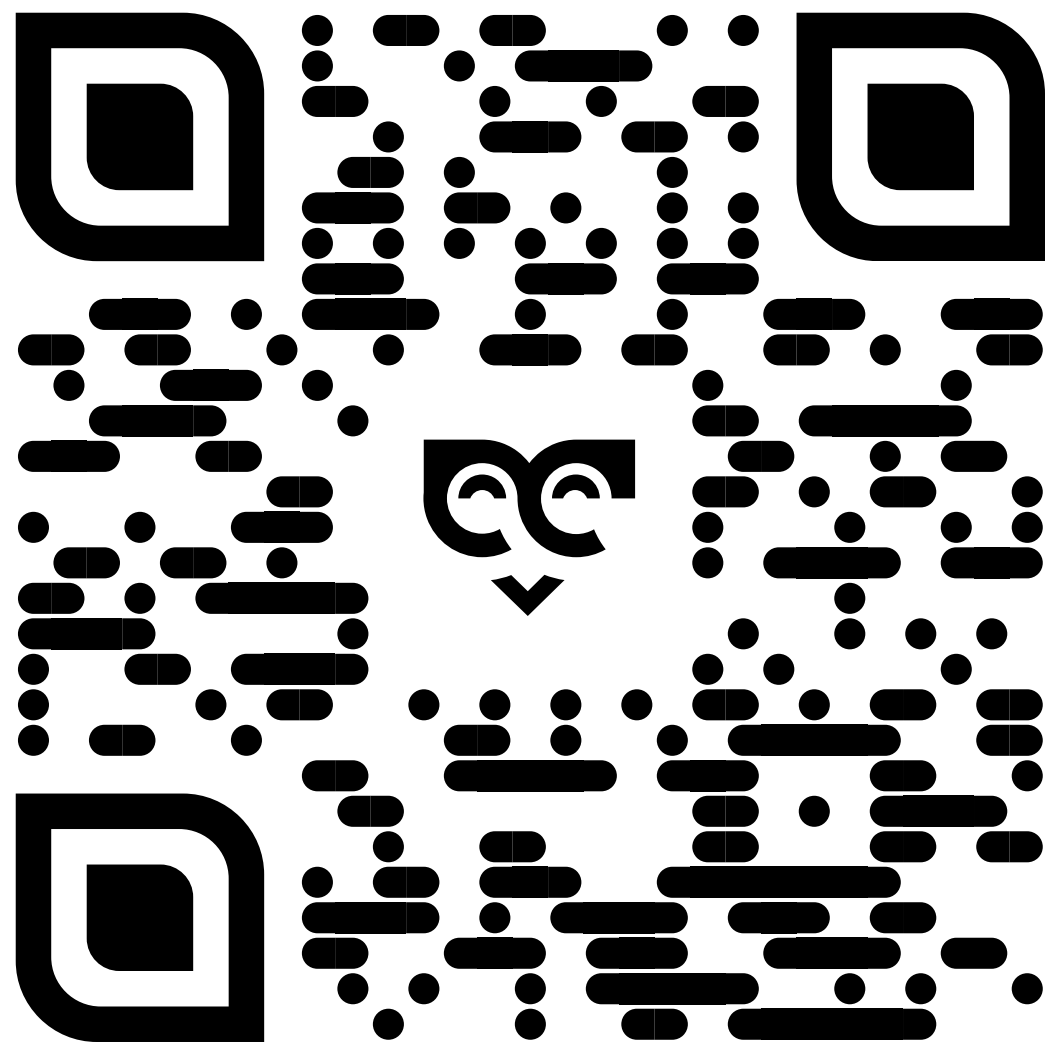
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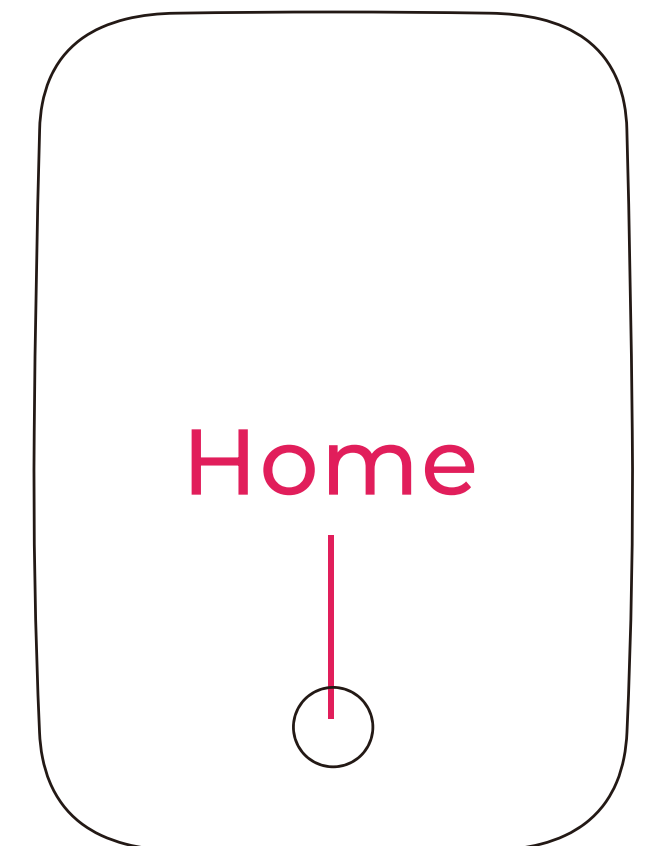


## Device Configuration

- 1 Download the Seenyor Care app available on Google Play or the iOS App Store by scanning the QR Code below (Fig. 6).



Scan to download the app  
or visit [seenyor.com/app](https://seenyor.com/app)



- 2 Power on the device, and the status indicator will flash blue.
- 3 Follow the steps in the app to complete the device configuration.
- 4 Once the device is properly set up, the status indicator will remain blue for about 30 seconds before automatically turning off.

If it displays red, press and hold the **HOME** button for 3-5 seconds until the status indicator flashes blue. Repeat the configuration steps if necessary.



## Tips

- 1** The Seenyor Fall Detector currently operates solely on 2.4GHz wireless networks. If your router supports both 2.4GHz and 5GHz bands, ensure to select the 2.4GHz network during setup.
- 2** Disable mobile data in your phone's settings. Ensure your phone is connected to the correct home Wi-Fi network and that you've entered accurate Wi-Fi credentials during configuration to avoid red status indicators.
- 3** Select the appropriate installation height during device setup.
- 4** Proper pairing of the Seenyor Fall Detector to a room is essential for its functionality, as different room types require different services. Optimal performance is achieved by selecting the correct room type during configuration.
- 5** The Seenyor Fall Detector employs deep learning technology to learn the room's layout and the user's daily routine over approximately one week. Following this period, expect significantly improved accuracy and device performance.



## Moving the device

**If the user needs to relocate the device, please follow the steps below:**

- 1** Power off the device and remove both the device and the mount.
- 2** Secure the mount and the device in the new location.
- 3** If the new location has the same Wi-Fi network as the original one, the device will automatically resume operation once powered back on.

Otherwise, you will need to press and hold the HOME button for 3-5 seconds until the blue light flashes, and repeat the device configuration steps as outlined above.





## Warranty and Service

When purchasing a new or certified refurbished device, we provide a warranty against defects in materials and workmanship under normal consumer use for 1 year from the original purchase date. This limited warranty covers hardware components of the device that have not been subjected to accidents, misuse, neglect, damages of any kind, alteration, repair, or commercial use.

## Disclaimer

- 1** This product does not constitute a medical device and does not guarantee 100% accuracy.
- 2** Avoid installing the device in areas prone to water splashes, such as directly above bathtubs, sinks, or showers, as this may void the warranty.
- 3** Always utilize the cables and power adapter provided with the device to ensure proper functionality and prevent potential damage due to inadequate or excessive power supply.
- 4** Maximum field of view is ensured when the device is correctly installed at the intersection of two walls as instructed in this manual. Failure to do so may result in blind spots and missed alerts. The monitored room should maintain the same plane (e.g., steps and slopes) for optimal device performance.



## Disclaimer

- 5** While the Seenyor Fall Detector can effectively recognize most common falls, some types, such as slow slips while leaning against walls or supports, may go unnoticed.
- 6** To enhance accuracy and user experience, there is an interval between fall detection and alarm transmission (adjustable by the user during configuration), contingent upon internet availability. Upon fall detection, the device flashes red. If the user stands, sits up, or if other individuals enter the room during this timeframe, the alarm is automatically canceled, and the red lights dim. Otherwise, an alarm is sent to the emergency contact.
- 7** Common causes of false or missed alerts include obstructed device views, curtain movements, presence of children, pets, or multiple individuals, as well as objects with high reflectivity to mmWave, such as fish tanks or large water containers.
- 8** The Seenyor Fall Detector can monitor through glass, but moving objects on the opposite side of glass partitions or doors may result in false or missed alerts.
- 8** In rooms with multiple occupants, certain features like fall alerts may not activate, assuming another individual will assist the resident, thus deeming an alert unnecessary.



## Frequently Asked Questions

**Q1**

**I'm experiencing issues with device configuration.**

1. Ensure you select the 2.4GHz Wi-Fi network.
2. During configuration, if prompted by your phone to use the current network, select YES. It's also advisable to disable your mobile data.
3. Confirm that both Wi-Fi and local networks are enabled in the Seenyor Care app settings on your mobile device.
4. If the status indicators are red due to no Wi-Fi, unstable Wi-Fi signal, or incorrect Wi-Fi password, press and hold the HOME button for 3-5 seconds until the lights flash blue. You can then proceed to repeat the configuration process.
5. Make sure your Seenyor Fall Detector device isn't connected to another phone. If it is, delete the device from the other phone and repeat the configuration process.
6. If the device still isn't configured, power it off and repeat the process.

**Q2**

**I'm not receiving messages.**

Ensure notification permissions for the Seenyor Care app are enabled in your mobile phone settings.



## Frequently Asked Questions

### **Q3 I'm not receiving texts or calls.**

Check if texts or calls are blocked on your phone's blacklist settings.

1. Verify the availability and functionality of internet, mobile network, or cloud service. Ensure your phone is not powered off or out of service area.
2. Confirm the correct emergency contact number is entered, including the country code.
3. If applicable, you may have exceeded the maximum limit for voice calls or text messages to the same mobile phone number per day.

### **Q4 Can I use one account to control multiple devices?**

Yes, you can add as many devices as you'd like.

### **Q5 Can I log in to the same account using different mobile phones?**

The Seenyor app supports up to 5 different mobile logins, but only one at a time. You can view all connected phones in your app settings under "Manage devices."

### **Q6 How do I know if the device is working?**

Normally, when the device is operating correctly, the status indicators are off. You can press the HOME button to awaken the indicators, and they will illuminate blue.



## Frequently Asked Questions

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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 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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

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.

**Caution:** Any changes or modifications not expressly approved by AI CARE TECH DMCC for compliance could void the user's authority to operate this equipment.

The antennas used for this transmitter must be installed to provide a separation distance of a least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.