Smartfall-Blue

The intelligent pendant with auto fall detection & blue tooth LE capabilities
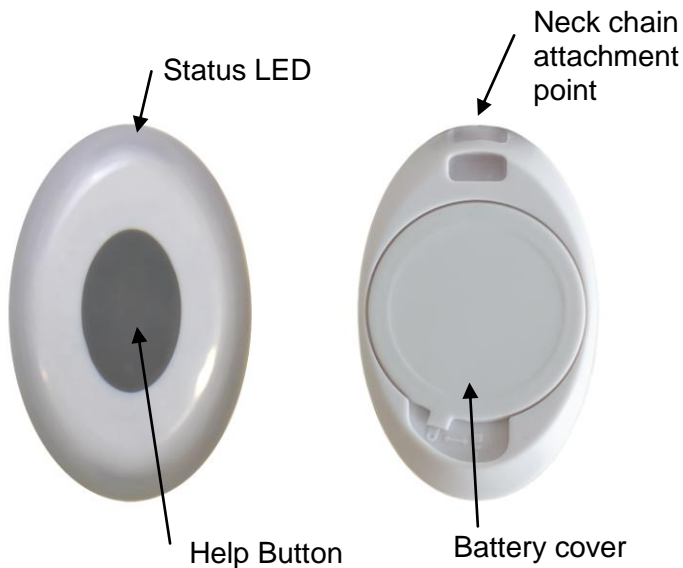
User Guide

Contents

Intended use

This device is intended to enable a user in a non-medical setting to request assistance by providing a method of activating their home base unit, from within the operating range, in the event of a potential medical emergency. The device also provides an additional automatic request for assistance to the home base unit if it detects that the user has fallen while wearing it on a neck cord, clipped to the chest or on a belt clip using the wearing options provided. (Also has inbuilt Blue tooth functions for further enhancement if required – Please refer to supplier for this extra capability if required)

☛ **Please read this user guide carefully**

What is the Smartfall?

Your Smartfall is an intelligent pendant. Like other pendants, it allows you to press a help button to generate an alarm call when you need help. The Smartfall also provides an added layer of protection by automatically generating a call for assistance if a fall is detected and you are unable to push the help button.

Status LED

Neck chain attachment point

Help Button

Battery cover

What is in the box?

The box contains this user guide, a Smartfall intelligent pendant and neck chain,

Smartfall intelligent pendant	Neckchain

Before first use

Ensure the Smartfall is programmed correctly to your home base unit. To test this, press the help button and ensure that it generates an alarm call to the monitoring center. Tell the monitoring centre that you are making a test call and follow their instructions.

☛ It is important to test the Smartfall in all the areas of your home, including the bathroom, basement and garage. Environmental conditions such as furnishings, building structure, presence of moisture or liquid may affect the range of the Smartfall. A help call will NOT be initiated if the Smartfall is activated while out of range of the home base unit. If the Smartfall is not programmed correctly, please contact your supplier.

Wearing the Smartfall ...

Your Smartfall will have been setup with a specific wearing accessory. Once setup you should not change the wearing accessory without contacting your supplier.

The correct wearing positions for the different wearing accessories available are shown on the following pages.

☛ Wearing the Smartfall in line with this guidance is important as it helps to ensure it is in the most optimum position to detect falls while also helping to reduce the chance of incorrect activations.

☛ Please remember to wear your Smartfall at all times when you are at home, including in the shower or bath. You may also wear your Smartfall in bed. This will help to ensure the Smartfall is at hand if you require it at night. However it may not detect a fall from a lying position in bed to the floor.

WARNING – if you wear the Smartfall under your clothing ensure you do not restrict access to the help button.

... on a neck chain "Recommended"

A neck chain is provided which may be adjusted to ensure the Smartfall is worn at the same height as your sternum and at least one metre [3 ft.] from floor level.

Avoid adjusting the length of the chain each time you put the Smartfall on.

Tip - Clipping it to clothing using any brooch/clothing type clip while worn on a neck cord may also help to reduce false alerts.

> **WARNING** – only use the neck chain supplied with the Smartfall as it includes safety break links to reduce the risk of entanglement or injury.

Taking off/Putting on the Smartfall

Avoid trying to adjust the length of the neck chain each time you take off/put on the Smartfall.

… as a brooch/clipped to clothing

Although not recommended (Should always be around the neck if possible) the Smartfall can be worn in either of these orientations using any type of clothing clip or safety pin in order to clip it to the top of a shirt pocket or to shirt/blouse openings etc.

☛ The Smartfall must be worn at chest height and at least one metre [3 ft.] from the floor when using a clothing clip.

... on a belt

If any type of belt clip is used (Not Supplied) please ensure that the belt clip is fixed to firmly hold the Smartfall in place.

☛ The Smartfall must be worn at waist height and at least 0.8 metres [2ft 8in] from the floor.
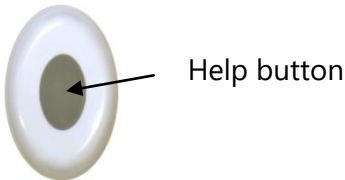
Important things to remember

☛ Remember, the Smartfall will only detect a fall if you are wearing it.

☛ **Due to the wide variety and type of falls, some falls may not be detected**. For example, a slow gradual slide out of a chair is unlikely to be detected as a fall. In the event of a fall you should always try to press the help button on the Smartfall.

☛ The Smartfall must be worn in accordance with the wearing instructions, do not change the wearing option once your preferred method has been chosen.

☛ If you fall and the fall is detected but you cannot press the help button, the Smartfall will generate a call for assistance within 10 seconds.

☛ Test the Smartfall monthly by pressing the help button.

☛ Regularly check the status LED on the Smartfall (see page 26).

How it works

The Smartfall is a simple to use device that includes a help button to enable you to generate a call for help if you require assistance or fall. If you are unable to press the help button, the Smartfall has intelligent sensors that will automatically generate a call for assistance if a fall is detected.

Manual alarm operation

1) Press the help button on the Smartfall to generate a call for help.

Help button

2) The red LED indicates the Smartfall is sending an alarm call as well as 3 rapid beeps to indicate that the alarm has been received (One long beep indicates that it did not get through to the main unit)

3) If the red LED flashes, the Smartfall is still sending an alarm call, but is also indicating to you that the battery needs to be replaced (see battery replacement).
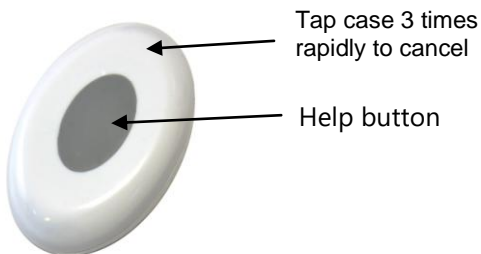
What happens if you fall

Stage 1   The Smartfall detects an event and analyses it for a few seconds. If the Smartfall determines that the event is a fall, Stage 2 is started.

Stage 2   The green LED starts to flash and the sounder rapidly beeps high/low/high every second. This warns you that a fall alarm will be made after 10 seconds. If you have not fallen or do not require assistance, you can cancel the call during this stage to cancel the alarm.

Stage 3   If the alarm is not cancelled, the LED goes red for 2 seconds and the sounder plays three short beeps indicating that a fall alarm has been sent and received from your home base unit.

NOTE: At any time during the above process you can press your help button to generate an alarm call.

Cancelling an automatic fall alarm

If the Smartfall lights flashes the green LED and plays high/low/high tones every second when you know you have not fallen, you can stop the Smartfall from generating an alarm by tapping the case 3 or more times rapidly.

Tap case 3 times rapidly to cancel

Help button

☛ The cancel tap function is designed to avoid accidental presses. If you cancel the alarm by mistake you can always still generate an alarm call by pressing the help button anytime.

Taking care of the Smartfall

☛ Your Smartfall is fully water resistant and should be worn at all times including in the shower and bath. When wearing in the bath you should avoid submerging the Smartfall in water for more than a minute.

☛

☛ If your Smartfall does get wet, dry it gently using a soft towel being careful not to press the help button. If you do press the help button by accident, don't worry, just inform the operator. They will be happy to hear from you and it will act as a useful test of the system.

Cleaning

If required, the Smartfall may be cleaned periodically with a damp cloth and mild detergent or an alcohol wipe.

☛ Remember that the Smartfall will not detect falls while it is not being worn therefore you should put the Smartfall back on again as soon as you have finished cleaning it.

Spares and accessories

The following replacement parts are available. Please contact your supplier for more details.

Battery (CR2430)
Battery cover

Battery replacement

The battery will need replacing approximately every 12 to 24 months.

- When a low battery is indicated the battery should be replaced immediately/as soon as possible.
- If it is necessary for you to change the battery, the fall detector uses a CR2430 3 Volt lithium battery.

NOTE: Dispose of used batteries only in accordance with your local laws and regulations. Do not dispose of in household waste.

WARNING – During battery replacement the Smartfall will not be able to generate a help call.

To replace the battery

1) To access the battery, turn the battery cover anti-clockwise to the unlocked position, replace the battery then replace and lock the battery cover in a clockwise rotation.

2) NOTE. Insert the new battery with the Positive (+) side facing downwards in the lid.

Battery compartment, turn anti-clockwise to open

Insert CR2430 battery, positive side down in the lid.
Replace the lid and lock clockwise.

Frequently asked questions

Can I wear the Smartfall in the shower or bath?

Yes, the Smartfall is fully water resistant and should be worn at all times including in the shower. When wearing in the bath you should avoid submerging the Smartfall in water for longer than a minute. Submersion in water may also reduce the range of the Smartfall meaning that the help call may not be received by your home base unit.

When should I wear the Smartfall?

You should wear your Smartfall at all times when you are in your home and within receiving range of your home base unit.

Can I wear the Smartfall under my clothes?

Yes, the Smartfall can be worn under clothing however please make sure you can easily press the help button if you need assistance.

What happens if I accidentally press the help button?

The Smartfall will generate a call to the monitoring center. Tell the operator that you pressed it by accident and do not need assistance. Don't worry they will be happy to hear from you and it will act as a test of the system.

Will the Smartfall call for help if I drop it accidentally?

If the Smartfall starts to beep if accidently dropped you can cancel the alarm to stop it from sending a call for help if required.

If I stand up again after falling, will the Smartfall automatically call for help?

Possibly, the Smartfall is designed to allow a short period of time after a fall for you to recover. Don't forget when the Smartfall starts to beep and the green LED is flashing you can cancel the alarm to stop it from sending a call for help.

What should I do if I fall but do not need help?

When the Smartfall starts to beep and the green LED is on you can cancel the alarm to stop the Smartfall from sending a call for help. If you decide that you need help press the help button. The monitoring center is always happy to hear from you so if you are in any doubt let the Smartfall call for help and speak to the operator.

What happens if I cannot press the cancel button to stop the alarm?

The cancel function has been designed to prevent accidental cancellation of alarm calls. The Smartfall has also been designed to avoid activation when you have not fallen. If you cannot cancel the alarm for any reason, don't worry, just inform the monitoring center operator that you are ok and do not require assistance.

Will the Smartfall send a call for help without me knowing?

No, the Smartfall has been designed to inform you before it sends a call for help. The Smartfall will always beep and flash the green LED to notify you that it has detected a fall and is about to send a call for help. When the Smartfall is beeping you can cancel the alarm

to cancel the alert and stop it from sending a call for help.

Can I wear the Smartfall in bed?

Yes, if you wish you can wear the Smartfall in bed. This will help to ensure the Smartfall is to hand if you require it at night. However it may not detect a fall from a lying position in bed to the floor.

Test Conditions

The Smartfall has been tested under the following user height conditions:

Neck worn – minimum user height 4ft 6in (137cm)
Waist worn – minimum user height 5ft (153cm)

A reduction in performance may be experienced with users below these heights.

NB: Fall detector option is disabled from the factory. To enable and or disable fall detection please refer below

- Press and hold the button for 10 seconds to go into program mode.
- Entering program mode there will be 3 beeps and the lights will constantly flash yellow.
- After 5 seconds if no action is taken it will drop out of program mode, back into normal operation mode
- If however the button is pressed again 3 times within 5 seconds of entering program mode then the status of the Fall Detection will toggle and 2 beeps will be given, and it will immediately go back to normal mode.
- Enabled: If Fall Detection is enabled after this sequence then the green light will turn on for 2 seconds.
- Disabled: If Fall Detection is disabled after this sequence then the red light will turn on for 2 seconds.

Troubleshooting

If the area around the button becomes damaged please contact your supplier.

LED operation

Event	LED/Sounder action	Action
Alarm button pressed	Red LED on for 2 seconds and unit beeps rapidly 3 times . If Red LED flashes battery is low.	If possible, speak clearly to the monitoring centre
Fall detected (cancellation period)	Green LED flashing and high/low/high tones being played every second.	Tap pendant case 3 times rapidly to cancel if help is not required
Fall alarm generated	Red LED on for 2 seconds and 3 rapid alarm tones played. If Red LED flashes battery is low.	If possible, speak clearly to the monitoring centre
Error – problem detected	Smartfall emits one long beep and flashes blue for 30 sec. after activation indicates pendant signal did not reach the main alarm unit.	Pendant is out of radio range or not programmed in. Contact your supplier.

Specifications

The Smartfall operates on a frequency of 902 to 928 MHz (USA and Canada).

Technical information

Weight:	25g [0.88oz]
Dimensions:	52 x 32 x 12mm [2.1" x 1.3" x 0.45"] (WxHxD)
Battery:	CR2430 (3v Lithium cell)
Battery Life:	12 to 24 months
Radio Freq:	902 to 928 MHz
Type:	Crystal Stabilised
Radio Range:	Up to 300 metres open air (Subject to environmental conditions)
Water resistance:	IP67 (up to 1 metre [3ft.] for 30 minutes)
Bluetooth:	Blue tooth LE (BLE) **NB:** Refer to Manufacturer for blue tooth extra functions and uses

Environmental

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

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To the best of our knowledge, the information contained in this manual is correct at the time of print. SmartLink "A division of NESS CORPORATION PTY LTD" reserves the right to make changes to the features and specifications at any time without prior notice in the course of product development.

EQUIPMENT NAME: Smartfall Blue Pendant
Model: TRMBF915
FCC ID: O2K-TRM915

CANADA IC: 2290B-TRM915

Contains:

FCC ID: SH6MDBT42V

IC ID: 8017A-MDBT42V

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