



Connect Care Medical Alert is Owned and Operated By:

Halton Healthcare  
A Not-for-Profit Program Associated with the  
Oakville Trafalgar Memorial Hospital

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## AUTO FALL DETECTOR USER GUIDE



**HELP!**  
AT THE TOUCH OF A BUTTON

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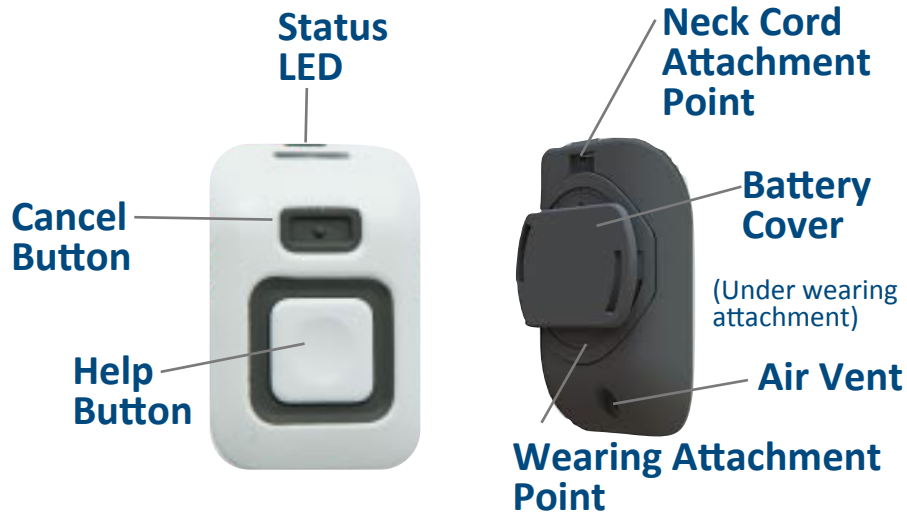
Hospital Owned & Operated



**PLEASE READ THIS USER GUIDE CAREFULLY**

**What is the Auto Fall Detector**

Your pendant, like other pendants, allows you to press a help button to generate an alarm call when you need help. The Auto Fall Detector 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.



**Before First Use**

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

It is important to test the Auto Fall Detector in all the areas of your home, including the bathroom, basement and garage. In an apartment or condominium, test within your unit and near your elevator and garbage chute. Environmental conditions such as furnishings, building structure, presence of moisture or liquid may affect the range of the Auto Fall Detector. **A HELP CALL WILL NOT BE GENERATED IF THE AUTO FALL DETECTOR IS OUT OF RANGE OF THE HOME BASE UNIT.** If the Auto Fall Detector is not programmed correctly, please contact Connect Care.

**1-800-665-7853 OR AFTER HOURS  
24 HOUR MONITORING CENTRE 1-866-561-6433**

**Trouble Shooting Guide**

The LED on the Auto Fall Detector provides the status of the button based on the information below.

Event	LED/Sounder Action	Action
Alarm Button Pressed	<ul style="list-style-type: none"> <li>• Red LED on for a few seconds</li> <li>• If Red LED flashes battery is low.</li> </ul>	<ul style="list-style-type: none"> <li>• If possible, speak clearly to the monitoring centre.</li> </ul>
Fall Detected (Cancellation period)	<ul style="list-style-type: none"> <li>• Green LED flashes and ascending tones being displayed.</li> </ul>	<ul style="list-style-type: none"> <li>• Press cancel button if help is not required</li> </ul>
Fall Alarm Generated	<ul style="list-style-type: none"> <li>• Red LED on for a few seconds and alarm tones played. If Red LED flashes battery is low.</li> </ul>	<ul style="list-style-type: none"> <li>• If possible, speak clearly to the monitoring centre.</li> </ul>
Error Problem Detected	<ul style="list-style-type: none"> <li>• Fall Detector beeping and orange LED flashing once every 30-40 seconds.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact your supplier immediately.</li> </ul>



**Language Line - Over 170 Languages!**

When you activate your button, the monitoring centre would call the language line, once we confirm you are ok, we will give them information about you so the interpreter can relay a response to you and take appropriate action.\*

\* Some languages may not be available at the time of your call. Not all languages are available in all regions. Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment.

## To Replace Battery

### To Replace The Battery

1. To access the battery, remove shirt clip accessory from the back of the Auto Fall Detector by turning the clip counter clockwise until it clicks, then remove clip.



2. Remove the battery cover by inserting a Toonie into the slot and turning it counter clockwise to the 2PM position then remove cover.
3. Remove the battery and replace it with the new battery (CR2450), remember to observe the correct orientation i.e. positive (+) side facing you. When the battery is reconnected to the Auto Fall Detector will beep.

Place the battery cover and test the Auto Fall Detector by pressing the help button. Inform the operator that you have replaced the battery and are testing the Auto Fall Detector.

If the device fails to make a test call then check the orientation of the battery and repeat the test by pressing the help button.

## Wearing The Auto Fall Detector

The correct wearing positions for the different accessories available are shown on the following pages. Please remember to wear your Auto Fall Detector at all time when you are at home. You may also wear your Auto Fall Detector in bed. This will help to ensure the Auto Fall Detector 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.**

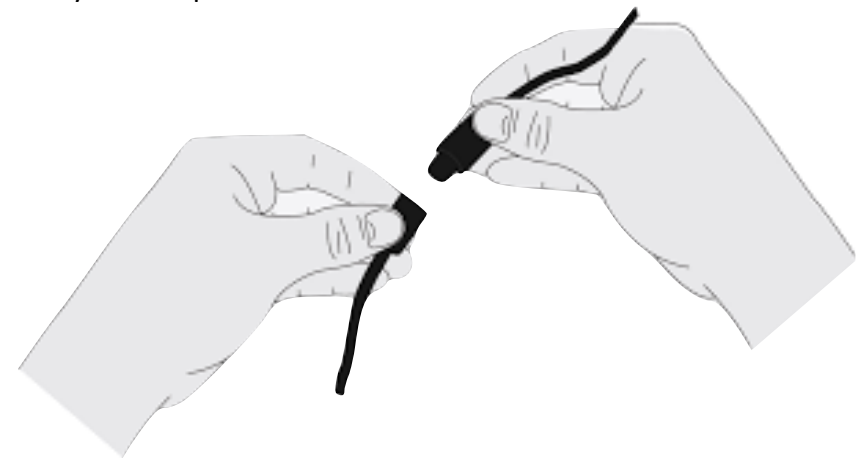
**WARNING** – If you wear the Auto Fall Detector under your clothing, ensure you do not restrict access to the help button

### On a Neck Cord

The neck cord includes break links for your safety. The length of the cord should enable you to put the neck cord over your head. Alternatively you can pull apart the break links on the neck cord, take each side of the neck cord round your neck and then fasten the break links again.



Clipping it to clothing using the clothing clip while worn on the neck cord may also help to reduce false alarms.



### WARNING

Only use the neck cord supplied with your Auto Fall Detector as it includes safety break links to reduce the risk of entanglement or injury.

## As A Brooch/Clipped To Clothing

The Auto Fall Detector can be worn in two ways. You can either clip it on a shirt pocket or to shirt/blouse openings etc.(Figure 1) or wear it as a neck cord, Figure 2. The clips on Figure 1 are reversible to enable them to be clipped to the left or right for male and female shirt/blouse openings.

The Auto Fall Detector must be worn at chest height and at least 1 meter (3 ft.) from the floor when using the clothing clip.



### Important Things To Remember

Remember the Auto Fall Detector will only detect you falling if you are wearing it.

Due to the wide variety and types 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 Auto Fall Detector.

The Auto Fall Detector 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 Auto Fall Detector will generate a call for assistance within 30 seconds

**Test the Auto Fall Detector monthly by pressing the help button.**

## Manual Alarm Operation

Press the help button on the Auto Fall detector to generate a call for help



The red LED indicates the Auto Fall Detector is sending an alarm call. If the red LED flashes, the Auto Fall Detector is still sending an alarm call, but is also indicating to you that the battery needs to be replaced (see battery replacement).

### Simulating A Fall Event With The Auto Fall Detector

- Hold the Auto Fall Detector **vertical** at shoulder height for at least 15 seconds. If you are below a height of 5'2" the Auto Fall Detector has been adjusted for your height. Begin below this height as the button is looking for activity in this height range.
- While holding the Auto Fall Detector, allow your hand to drop **RAPIDLY** to the floor and come to a sudden stop **striking the ground with impact**. Do not drop the Auto Fall Detector on the floor as the device has been designed not to active in this situation.
- Leave the Auto Fall Detector on the floor. **It will take a full 20 seconds to assess whether a fall event has occurred before alerting the user via the sounder.**
- The LED light will flash green and the button will sound two successive escalating tones for a period of ten seconds. At this time the client will be able to **press the small cancel button on the pendant if they do not wish the alarm to be generated.**
- If the cancel button is not pressed, the LED will change to red and an alarm will be activated by the Auto Fall Detector.

## What Happens If You Fall

**Stage 1** – The Auto Fall Detector detects an event and analyzes it for up to 20 seconds. If the Auto Fall Detector determines that the event is a fall, Stage 2 is started.

**Stage 2** – The green LED flashes and the sounder plays ascending tones. 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 press the cancel button during this stage to cancel the alarm.

**Stage 3** – If the alarm is not cancelled, the LED goes red for a short time and the sounder plays an alarm tone. A fall alarm is then sent to 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 Auto Fall Detector flashes the green LED and plays ascending tones when you know you have not fallen, you can stop the Auto Fall Detector from generating an alarm by pressing the cancel button.

The cancel button is designed to avoid accidental presses. If you press the cancel button by mistake you can generate an alarm call by pressing the help button.

### Taking Care of The Auto Fall Detector

Your Auto Fall Detector 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 Auto Fall Detector in water for more than a minute.

If your Auto Fall Detector 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.

The vent on the back of the Auto Fall Detector is an important feature and must be kept clean and clear of any obstructions. **When wearing in the shower/bath, water may cause a temporary obstruction and automatic fall detection may not function properly while the vent is obstructed.**

Cancel Button



Air Vent

## Cleaning

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

Remember that the Auto Fall Detector will not detect falls while it is not being worn, therefore, you should put the Auto Fall Detector on again as soon as you have finished cleaning it.

### Battery Replacement

The battery will need replacing approximately every 9-12 months. When the battery is low, the Auto Fall Detector will automatically notify your monitoring centre. As an additional low battery indicator, the red LED will flash after the help button has been pressed.

- When a low battery is indicated it is recommended that the battery is replaced within 2 weeks.
- It is the clients responsibility to change the battery, the Auto Fall Detector uses a **CR2450 3 Volt lithium battery\***.

**\*Only use batteries manufactured by Sony or Varta.**

If you are unable to replace the battery, contact the Connect Care office. A service fee may apply.



During battery replacement the Auto Fall Detector will not be able to generate a help call.

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

## Frequently Asked Questions

### Can I Wear The Auto Fall Detector In The Shower Or Bath?

Yes, the Auto Fall Detector 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 button in the water for longer than a minute. **Please note** that water may temporarily cause an obstruction of the vent in the back of the Auto Fall Detector. Submersion in water may also reduce the range of the Auto Fall Detector meaning that the help call may not be received by your home base unit.



### When should I wear the Auto Fall Detector?

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

### Can I wear the Auto Fall Detector under my clothes?

Yes, the button 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 Auto Fall Detector 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 Auto Fall Detector Call For Help If I Drop It Accidentally?

The button has been designed to avoid calling for help when it has been accidentally dropped. However, if the Auto Fall Detector starts to beep you can press the cancel button to stop it from sending a call for help.

### If I stand up again after falling, will the Auto Fall Detector automatically call for help?

Possible, the button is designed to allow a period of time after a fall for you to recover. The amount of time it takes you to stand up will determine whether a fall is detected. Don't forget when the Auto Fall Detector starts to beep and the green LED flashes you can press the cancel button to stop it from sending a call for help.

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

When the button starts to beep and the green LED flashes you can press the cancel button to stop the Auto Fall Detector 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 button call for help and speak to the operator.

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

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

### Will the Auto Fall Detector send a call for help without me knowing?

No, the Auto Fall Detector has been designed to inform you before it sends a call for help. It will always beep and flashes the green LED to notify you that it has detected a fall and is about to send a call for help. When the button is beeping you can press the cancel button to cancel the alert and stop it from sending a call for help.

### Can I wear it in bed?

Yes, if you wish you can wear the button in bed. This will help to ensure the Auto Fall Detector 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.

### Troubleshooting

If the area around the button becomes damaged, please contact Connect Care.