

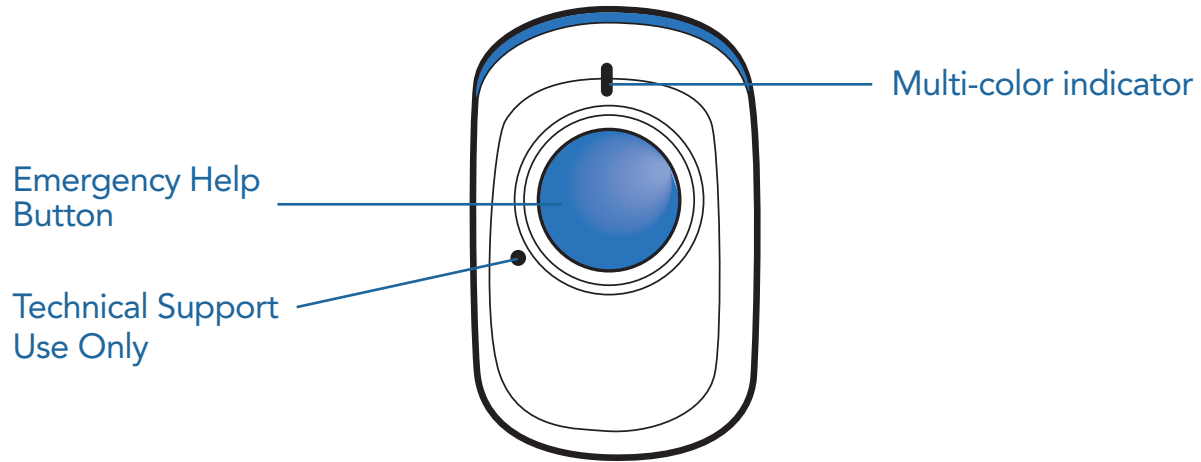


Fall Button™ | **User's Guide**

## IMPORTANT NOTICE

Fall Button does not detect 100% of falls. If able, users should always push their help button when they need assistance. Fall Button is not intended to replace a caregiver for users dealing with serious health issues. Users should wear the Fall Button on the outside of their clothing to improve accuracy in detecting falls.

# Fall Detect System Features



## Welcome

Thank you for choosing MobileHelp with our new Fall Button™ Automatic Fall Detect Pendant.

You will find instructions on how to set up your system in a separate manual.

Our new Fall Button™ Fall Detect pendant is compatible with our Cellular Base Station and our Mobile Device. It has all of the features of our standard help buttons, allowing you to send an alarm to our 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.

## Putting on the Fall Button™ Automatic Fall Detect Pendant

- You should wear your pendant around your neck and adjust the lanyard so that it rests at chest level with the emergency button facing forward so that it is easier for you to press.
- We recommend you wear your button outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected.

**Note:** Please handle your Fall Detect 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 red 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 operator that it was a false alarm. If you do not explain this to the operator, emergency help will be contacted.

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

## Testing Your Fall Detect Button

- Please have your complete system near you at the time of testing. Press your button once firmly.
- Your alarm will be sent to the Cellular Base Station and/or Mobile Device.
- Your Base Station will announce “Call in progress” and your Mobile device will beep, or depending on the version you have, it will announce “Call in progress”.
- Once the alarm is received by the central station, your Cellular Base Station will announce “Please stand by for an operator” and your Mobile Device will continue to beep, or depending on the version you have, it will announce “Please stand by for an operator”.
- An emergency operator will communicate with you through your Base Station or Mobile Device. Tell the operator that this is not an emergency and that you are just testing your system. If you do not explain to the operator that you are testing your unit, emergency help will be contacted.

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

## Testing Fall Detection

- Fall detection can be tested by dropping the unit from a height of 18 inches (about a foot and a half).
- The fall detect button takes 20 to 30 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.
- Your Fall Detect button will sound a series of beeps and the light will flash red for 20 seconds.
- Your Base Station will announce "Fall Detected, press and hold button to cancel," your Mobile Device will beep, 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 your Fall Button until it flashes green once and you hear a series of beeps.
- For Cellular Base Station customers, who do not have a Mobile Device, you can also cancel by pressing the blue reset button on your Base Station.
- If you do not cancel the alarm during the first 20 seconds after a fall was detected, your 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". Your Base Station will announce "Fall detected, contacting emergency response center".
- Please tell the operator that you are just testing your system. If you do not explain to the operator that this is a test, emergency help will be contacted.

## Important Safety Information

- Test your system once a month.
- The fall detect button does not detect 100% of falls. If you are able, please press your help button when you need assistance.
- The fall detect button will work approximately 350 feet from the Mobile Device or 600 feet from the Base Station, depending on the size and construction of your home.
- We recommend you wear your button outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected.
- Wear your fall detect button at all times. You should wear your pendant around your neck and adjust the lanyard so that it rests at chest level with the emergency button facing forward so that it is easier for you to press.

### Helpful Tips to Minimize Activation While Sleeping:

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

**Tip 2** - Keep your Cellular Base Station or Mobile Device in or close to your bedroom. If your pendant accidentally activates while you are sleeping, you will be able to hear the operator on the Cellular Base Station or Mobile Device and can let them know it was a false alarm and you are ok. If your pendant alerts the call center and you do not answer, help will be contacted.

**Tip 3** - If your 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 your fall detect pendant back on when you get up from bed.

**If you have any questions, please call customer support at 1-877-827-6207 and select technical support.**



## Fall Detection Pendant 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.

# Fall Detect Pendant Frequently Asked Questions

## What happens if I fall?

If you are able to, you should always press the button if you need help. If you are unable to press the button and a fall is detected by the pendant, it waits for 20 to 30 seconds to check for normal movement before sending the emergency fall message. It then waits 20 additional seconds for manual cancellation. After this time, if no motion has occurred and the alarm is not cancelled manually, 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 time that the red light is flashing. You will hear a series of beeps and the light will flash green once.

For Cellular Base Station customers, who do not have a Mobile Device, you can also cancel by pressing the blue reset button on your Base Station.

If the alarm is not cancelled the operator will contact you through the Base Station and/or Mobile Device. If the operator cannot hear you or you do not respond, emergency help will be contacted.

## Will my fall detect button work outside my home?

Yes, the Fall Button™ Automatic Fall Detect pendant works outside of the home as long as it is within range of the Mobile Device. Please remember to always bring your Mobile Device with you when leaving your home.

## How do I call for help?

Press your fall detect button firmly. An alarm will be sent to the monitoring center through your Mobile Device and/or your 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, your fall may automatically be detected and an alarm will be sent to the emergency response center through your Base Station and/or Mobile Device.

## 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 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 is designed to last 18 months. Approximately one month before the battery needs replacement, we will call you to make sure your battery is replaced. The visual indicator will also flash amber briefly every few minutes to indicate low battery. If this occurs, please contact our technical support department at **1-877-827-6207**.

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

If the button detects regular movement it may cancel the alarm on its own.

## 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 your Base Station. If you are not able to do this just let the alarm go through and simply inform the emergency operator that this is a “false alarm.” If you have a DUO system, the operator may try to contact you over the Mobile Device. If you tell the operator it 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. Users should wear the Fall Button on the outside of their clothing and at chest level to improve accuracy in detecting falls.

## Can I speak into my help button?

No, you can communicate with the monitoring center through your Mobile Device and/or Base Station only. Your Fall Button™ fall detect pedant does not have two-way communication.

## Is the Fall Detect Pendant waterproof?

Yes, it can be worn in the shower.

## 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.

## 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
WBS	115 V	5 VDC	3000 mA
WBS	Battery Backup	4.2 VDC	3000 mA
IGPFD-01	Internal	3.6 VDC	1200 mAh
IGP-01	Internal	3 VDC	230 mAh
IGPWS-01	Internal	3 VDC	230 mAh
IGPWS-02	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

### Radio Frequency (RF)

All devices frequency transmission = 433MHZ

# MobileHelp®

an Integrity Tracking LLC Company

## Corporate Headquarters

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Boca Raton, FL 33431

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**fax:** 561-347-6288

**web:** [www.mobilehelp.com](http://www.mobilehelp.com)

## Sales

**phone:** 1-800-800-1710

**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)

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