



Instruction Manual



If you fall, it will call.

Fall Buddy..... the facts

Independent Living

Do you want your freedom back ?

Today in Australia there are over 1,000,000 people over the age of 65 living alone. Many of them are forced to live in nursing homes because they just might suffer a fall and not be able to get up or be discovered until it is too late.

The Fall Buddy project team has designed a unique solution that is able to address this vital need. With the development of this innovative solution, it is now possible to detect a fall in the home and ensure help is summoned quickly. There is no need to wear or carry an emergency pendant. This solution provides invaluable support for dementia patients and their families by providing a quick response if the resident has a fall or wanders away from their home.

The aim of Fall Buddy has always been to help provide reassurance and an increased sense of security. We have made every effort to develop an easy to use device that can aid in sustaining a safe and secure home environment. If you require assistance at any stage, please contact your Fall Buddy supplier.



If you fall, it will call.

Fall Buddy Quick Reference Page

How to call out in case of emergency



Press the red **HELP** button on Fall Buddy. Fall Buddy will play the Pre-Alarm message for 30 seconds, then begin to dial out to your emergency contacts.



Press the **Panic Pendant Button**. Fall Buddy will play the Pre-Alarm message for 30 seconds, then begin to dial out to your emergency contacts.

How to Cancel an Emergency call or other messages.



If you pressed the **HELP** button or Panic Pendant button by mistake, you can cancel the dial out by pressing the green **CANCEL** button.

All warning messages and dial out messages can be cancelled in the same way, except for the High and Low Temperature dial out message. This last one can only be cancelled by switching on heating or cooling as required.

Medication Reminder



When Fall Buddy plays the message to remind you to take your medication, press the green **CANCEL** button to acknowledge that you will take the medication at this time.

What to do when you leave the house



Press the light grey **AWAY** button when you leave the house, so that Fall Buddy does not send out an alarm that you have stopped moving about. You have 5 minutes to leave the house after pressing the **AWAY** button.

What to do when you return home



Press the dark grey **HOME** button when you return home, so that Fall Buddy knows to resume monitoring your movements. If you do not press the **HOME** button when you return home, Fall Buddy will play a reminder message. If you still do not press **HOME**, Fall Buddy will dial out to your emergency contacts.

IMPORTANT NOTES

Fall buddy is not intended to replace a telephone. You should continue to have a telephone handset installed in your home.

Fall Buddy cannot detect when a person falls. Fall Buddy only responds to a prolonged period of inactivity.

Residents should wear their Fall Buddy pendant at all times, so that assistance can be summoned as soon as an emergency occurs. Any delay in summoning help can be dangerous. Seniors Wellbeing Australia can not take any responsibility for any delay in summoning assistance.

If you have any questions, problems or difficulties, please telephone the Fall Buddy Help Line on 1300 602 100 and we will be only too happy to help.

WARNING: Fall Buddy is unable to dial for assistance if the handset is left off the hook or is in use.

Contents

	Page		Page
Fall Buddy Quick Reference Page	3	Section 4 - Testing Fall Buddy Operation	27
Contents	5	<i>Testing Fall Buddy Operation</i>	27
Section 1 - Getting To Know Your New Fall Buddy	5	Section 5 - Fall Buddy Viewer Software	28
<i>Unpacking Fall Buddy</i>	5	<i>Opening Fall Buddy Viewer</i>	28
<i>Optional extras that may have been supplied with Fall Buddy</i> ..	5	<i>Fall Buddy Viewer Main Window</i>	29
<i>Fall Buddy Illustrations</i>	6	<i>Examples of DAR Charts</i>	30
Section 2 - Installing Fall Buddy	8	<i>Setting Chart Options</i>	31
<i>Examples of House Plans</i>	8	Section 6 - Fall Buddy Maintenance	32
<i>Connect Battery Charger</i>	9	<i>Cleaning Fall Buddy</i>	32
<i>Connect to the Telephone Line</i>	9	<i>Pairing Additional Wireless Devices with Fall Buddy</i>	32
<i>Connect External Speaker</i>	10	<i>Replacing Fall Buddy's Battery</i>	33
<i>Connect USB Memory Stick</i>	10	<i>Wireless Movement Sensor Battery Replacement</i>	34
<i>Switching Fall Buddy On and Off</i>	10	<i>Wireless Fridge Door Sensor Battery Replacement</i>	34
<i>Installing Wireless Movement Sensors</i>	11	<i>Panic Pendant Battery Replacement</i>	34
<i>Installing Wireless Fridge Door Sensor</i>	13	Section 7 - Fall Buddy Terms of Supply	35
<i>Powering Fall Buddy On</i>	14	<i>Fall Buddy Terms of Supply</i>	35
<i>Testing Fall Buddy's Wireless Functions</i>	14	Section 8 - Fall Buddy Warranty and	
Section 3 - Programming Fall Buddy	15	Contact Information	35
<i>Summary of Fall Buddy's Menus</i>	15	<i>Fall Buddy Warranty</i>	35
<i>How to Enter and Navigate the Fall Buddy Menu System</i>	16	<i>Fall Buddy Contact Information</i>	36
<i>Hours to Alarm (HTA)</i>	17		
<i>Daily Activity Report (DAR) Download</i>	18		
<i>Programming the Emergency Contact Telephone Numbers</i> ..	19		
<i>Recording Fall Buddy Messages</i>	20		
<i>Recorded Message Templates</i>	21		
<i>Playing Fall Buddy Messages</i>	23		
<i>Low Temperature Alarm</i>	24		
<i>High Temperature Alarm</i>	24		
<i>Setting The Clock</i>	25		
<i>Programming the Medication Reminder Times</i>	26		

Getting to know your new Fall Buddy

Unpacking Fall Buddy

Carefully remove Fall Buddy from the packaging. Fall Buddy is supplied comes with all necessary accessories and batteries to get you started. Please see the list below :

 <p>Fall Buddy Unit</p>	 <p>Wireless Movement Sensors (2) Part No : FB-PIR</p>	 <p>Wireless Fridge Door Sensor Part No : FB-Door</p>	 <p>Battery Charger Part No : FB-AC/DC-Aus</p>	 <p>On/Off Switch Keys (2) Part No : FB-Keys</p>	 <p>USB Memory Stick Part No : FB-USB</p>	 <p>Telephone Socket Double Adaptor Part No : FB-Split</p>
 <p>Panic Pendant with Lanyard Part No : FB-Panic</p>	 <p>Telephone Lead (5m) Part No : FB-Tel-Cable5m</p>	 <p>Inline DSL Filter Part No : FB-Tel-Filter</p>	 <p>Telephone Adaptor RJ11 to 605 Plug Part No : FB-Tel-Adaptor</p>			

Optional extras and spare parts

The following optional extras and spare parts are available for Fall Buddy.

 <p>USB Extension Lead (2m) Part No : FB-USB-Ext</p>	 <p>AC/DC Adaptor for Movement Sensor Part No : FB-AC/DC-PIR</p>	 <p>Wireless Range Extender Part No : FB-Repeater</p>	 <p>Fall Buddy Battery 6v 3.2Ah Part No : FB-Batt-6v</p>	 <p>Movement Sensor Battery, 9V Alkaline Part No : FB-Batt-9v</p>	 <p>Fridge Sensor Battery, 12V 23AE Part No : FB-Batt-12v</p>
---	---	--	---	--	--

Fall Buddy Illustrations

The illustrations below show the various elements of Fall Buddy which are described throughout this instruction manual.

Display Cover

During everyday operation, the display cover should be closed and clipped into place.

This protects the display and helps to prevent accidental changing of settings.

Fall Buddy Display

The backlight is lit whenever the battery charger is connected.

If the backlight is off, you should immediately check that the battery charger is plugged into a wall outlet, switched on, and connected to the Battery Charger socket. See page 9.

HOME Key

Press **HOME** when returning home after being away.

Fall Buddy will ask you to press HOME if you forget to press it upon your return.

If you do not press **HOME** after Fall Buddy asks you to do so, the unit will call out to your emergency contacts.

See page 3.

AWAY Key

Press **AWAY** when you leave home, so that Fall Buddy knows that there will be no activity at home while you are gone.

See page 3.

CANCEL Key

Press **CANCEL** to stop Fall Buddy calling out, if an emergency call-out has been started.

Also press **CANCEL** to quit the menu system.

See page 3.

Microphone

When recording messages, your mouth should be approximately 30cm from the microphone. See page 20.

Menu Navigation Keys

These keys are used when navigating the menus and saving changes. See page 16.

HELP Key

Press **HELP** in an emergency.

Fall Buddy will play the Pre Alarm message for 30 seconds in case you pressed HELP by mistake.

After 30 seconds, Fall Buddy will call out for help. See page 3.

Assistance for the Visually Impaired

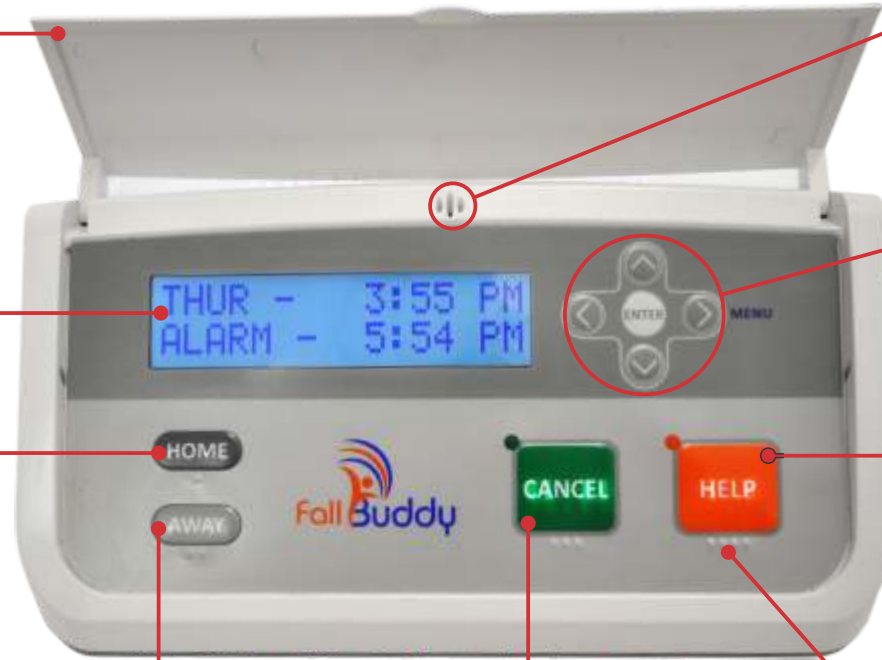
Each of the main buttons has raised bump ons to assist visually impaired users.

1 bump on : **HOME** Button

2 bumps ons : **AWAY** Button

3 bumps ons : **CANCEL** Button

4 bumps ons : **HELP** Button



Fall Buddy Illustrations

The illustrations below show the various elements of the Fall Buddy which are described throughout this instruction manual.

Self Learn LED

Used when pairing extra wireless devices to Fall Buddy.

Various flashing patterns indicate the learning status of wireless devices. See page 32.

USB

Connect a USB flash memory stick to this socket to download the Daily Activity Report.

See page 18.

Room Temperature Sensor

Do not obstruct air flow from this side of the Fall Buddy.

Allow a minimum of 50mm space to allow air movement.

Self Learn Switch

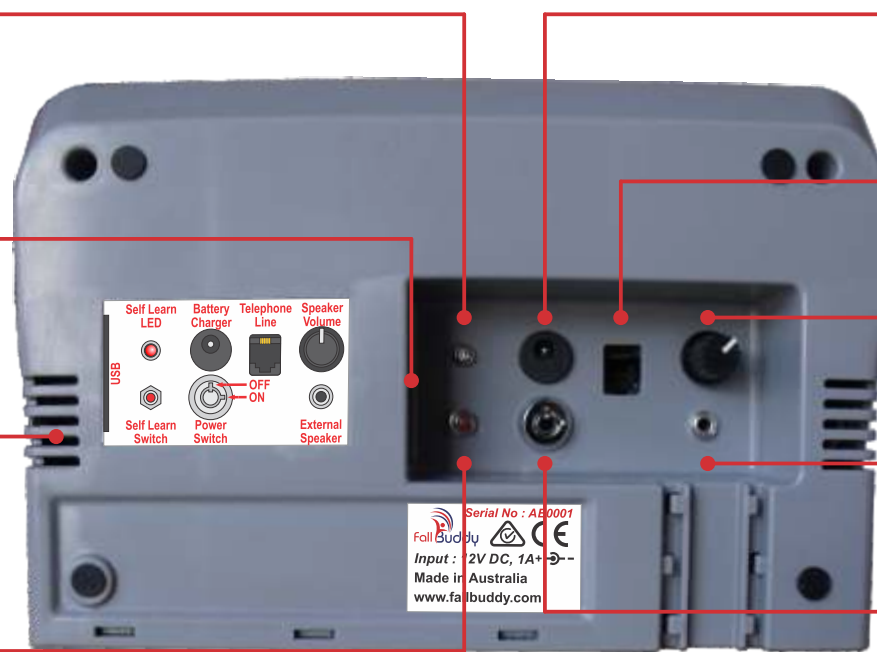
Used when pairing extra wireless devices to Fall Buddy.

Press to start self learning sequence for wireless devices.

See page 32.

Speaker

Allow 50mm (2") space behind the Fall Buddy for the various messages to be heard clearly.



Battery Charger

Connect Fall Buddy Battery Charger to this socket.

See page 9

Telephone Line

Connect the Telephone cable from this socket to the telephone wall outlet. See page 9.

Speaker Volume

Adjust this to the desired sound level. See page 23.

External Speaker

Connect an optional amplified external speaker to this socket.

See page 10.

Power Switch

The power switch is protected by a key lock to prevent accidentally switching Fall Buddy off.

OFF position is at 12 O'clock.

ON position is at 3 O'clock.

See page 14.

Battery Cover

The Fall Buddy battery can be accessed through this cover to allow easy replacement.

See page 33.

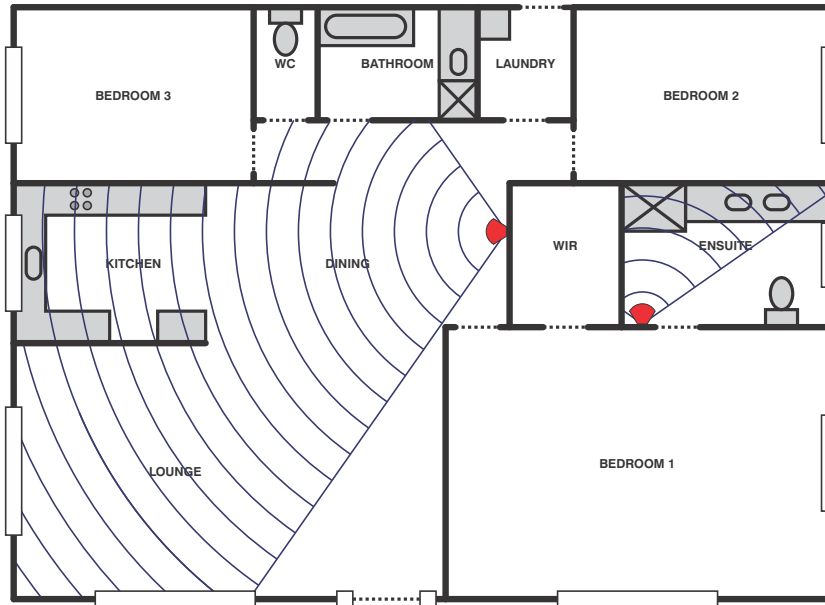


Installing Fall Buddy

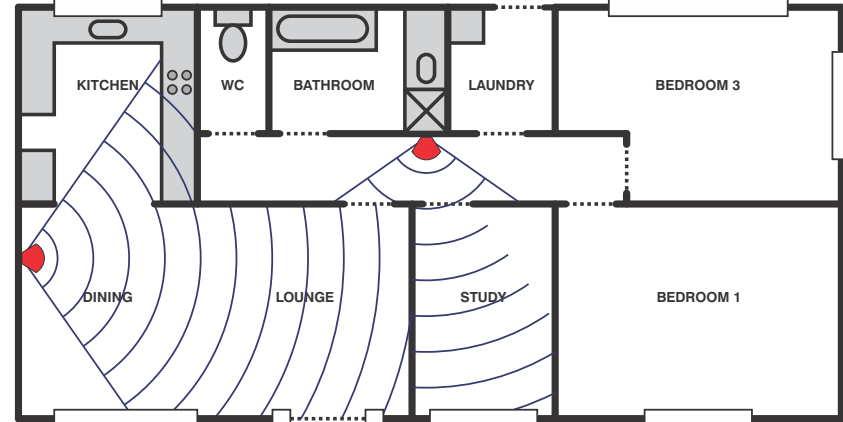
The illustrations on this page are meant as a guide to help you decide where to place the Fall Buddy main unit and Wireless Movement Sensors throughout your home. Since every home is different, our trained staff will be able to make the best assessment for Wireless Movement Sensor positions after a home visit.

Examples of House Plans

In this example, the house can be well covered with the use of just two Wireless Movement Sensors. The sensor in the ensuite should be positioned in a way that will not detect the resident when they use the lavatory. The sensor in the main living area will detect movement in the Lounge, Dining and Kitchen. With this placement, it will also detect when the resident uses the main bathroom or lavatory.



Once again, the house in this example has been covered by correct placement of two Wireless Motion Sensors. The sensor in the hallway will detect when the resident moves from either of the bedrooms or study into the hallway and into the bathroom or lavatory. It also detects movement in the study when that door is open. The sensor in the Dining area will detect movement in the Dining, Lounge and Kitchen.



Installing Fall Buddy

You will need to locate Fall Buddy close to mains power and a telephone point. Avoid placing Fall Buddy in areas where the device could get wet, or where it would be exposed to excessive heat or direct sunlight.

Try to install Fall Buddy in a fairly central location in your home. This is to ensure best wireless contact with the various wireless sensors, and will make the speaker more audible throughout the house.

Connect Battery Charger

Unpack the Battery Charger from the Accessory Box and connect the plug into the Battery Charger socket (see illustration on page 7). Carefully loop the cord into the marked channels (see picture below). This is to ensure the power lead will remain in position, should someone knock or drop the device. Plug the power plug into the wall socket and turn the power on.

THE BATTERY CHARGER MUST BE CONNECTED AND SWITCHED ON AT ALL TIMES, SO THAT THE FALL BUDDY HAS RESERVE POWER IN CASE OF POWER FAILURE OR BLACKOUT.

Connect to the Telephone Line

Unpack the Telephone Lead from the Accessory Box and connect the plug into the Telephone Line socket (see illustration on page 7). Carefully loop the cord into the marked channels (see picture below). This is to ensure that the Telephone Lead will remain in position, should someone knock or drop the device. Plug the Telephone Lead into the wall socket. If a telephone is also connected to the wall socket, use the double adaptor provided to connect both devices. An adaptor is also supplied to connect to the old style telephone wall sockets. If the home has a DSL internet connection, be sure to connect Fall Buddy into the Telephone side of the filter (see diagram below). You may need to use the double adaptor telephone socket provided, if a telephone will also be connected to the filter.



Connect External Speaker

If you purchased an optional External Speaker, connect it to the External Speaker socket (see illustration on page 7).

The External Speaker must be a powered, amplified type. Using an unpowered, unamplified speaker may result in damage to Fall Buddy.

The Speaker Volume control adjusts the sound level of both the internal and external speakers.

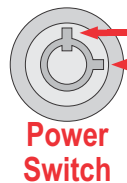
Connect USB Memory Stick

Connect the USB Memory Stick to the USB socket as per the picture below. You can choose whether to connect the USB Memory Stick continuously, or only when you wish to download the Daily Activity Report. Fall Buddy will prompt you to insert the USB stick when needed, if it is not connected.



Switching Fall Buddy On and Off

Fall Buddy uses a keylock Power Switch to ensure that the unit is not accidentally switched off. This is particularly important when the resident has dementia or other mental impairment. Two keys have been supplied with Fall Buddy. Ensure that they are kept in a safe place which can be accessed easily by carers. If one or both keys are lost, please contact your Fall Buddy supplier with the unit's serial number so that a new set of keys can be issued.



Power Switch

OFF Insert a key into the Power Switch keylock.

ON Turn to the 3 o'clock position to switch Fall Buddy on.

Turn to the 12 o'clock position to switch Fall Buddy off.

Installing Wireless Movement Sensors

This section only deals with the installation of the Wireless Movement Sensors. For information about maintenance and troubleshooting, see Section 6 - Fall Buddy Maintenance.

It is important to know that Fall Buddy cannot detect when a person falls or collapses. Fall Buddy will only respond to a prolonged period of inactivity. This is why we recommend as best practice that clients wear their Fall Buddy pendants at all times, thus ensuring the ability to summon assistance as soon as an emergency occurs. Any delay in summoning help can be dangerous. Seniors Wellbeing Australia can not take any responsibility for any delay in summoning assistance.

Seniors Wellbeing Australia recommend that if an individual is not competent to operate a pendant for any reason, advice as to the suitability of Fall Buddy for their needs, should be sought from a qualified professional.

The key to best results from the Wireless Movement Sensors is that they see you at every opportunity. In an average installation, two Movement Sensors will suffice. One covering the lounge and kitchen, which is where most daytime activities are carried out. If these areas are not interconnected, each room will need a separate Movement Sensor. If the home has additional areas such as a work room or dedicated computer room, then we recommend purchasing a 3rd or 4th separate Movement Sensor for this area. Remember with Fall Buddy you are able to add up to 25 additional detection devices.

Firstly, you need to understand if there are parts of the house that the resident might go to for a long period such as:

1. **Computer/craft room** : If long periods will be spent in a workspace such as computer or craft area, install a Movement Sensor above the computer or work area, looking back towards the resident's face.
2. **Workshop, garage or shed** : Mount the Movement Sensor to look away from the main door and windows, to be sure that it is only picking up movement inside the internal area. Please carry out the Movement Sensor detection test described on page 14, to be sure that the Movement Sensor is making adequate wireless contact with Fall Buddy.
3. **Kitchen / Lounge, if interconnected** : One Movement Sensor is usually adequate when the Kitchen and Lounge are one open area.
4. **Kitchen** : Install a Movement Sensor separately in the Kitchen if it is a separate room. Point the Movement Sensor away from the refrigerator, stove, oven or other appliance that becomes hot.
5. **Lounge** : Point into the room area from the TV position, so that the Movement Sensor detects the resident moving in the chair while watching TV. Try to make the Movement Sensor also detect movement in the kitchen area at the same time.
6. **Hallway** : This can be useful to help detect bathroom entry, which is particularly useful at night time. This location is not essential.

Our trained staff will be able to make the best assessments for Wireless Movement Sensor positions after home visit.

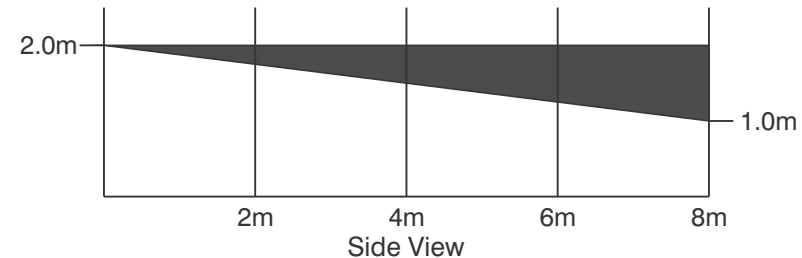
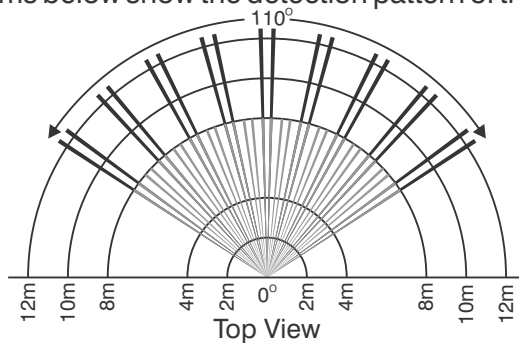
Installing Wireless Movement Sensors (continued from previous page)

Having determined into which rooms you will place Wireless Movement Sensors, you can now proceed with the installation.

- Optimum mounting height is 2.0 to 2.5 metres.
- Mount the Wireless Movement Sensors so that they are facing away from external windows so as not to detect outside movement.
- Please go to the section “Testing Fall Buddy’s Wireless Functions” on page 14 to test the Wireless Movement Sensors.
- If you purchased an optional AC/DC Adaptor for powering the Wireless Movement Sensor, connect that to the DC socket near the ON / OFF switch. Connect to a mains power outlet and switch on.

<p>Push ball joint into mounting bracket until the ball clicks into place.</p> 	<p>Slide wall mounting assembly into the recess of the Wireless Movement Detector</p> 	<p>Stick the Velcro® strip supplied onto the desired section of wall. Press evenly for 15 seconds to ensure good adhesion.</p> 	<p>Push the Wireless Movement Sensor assembly onto the Velcro® strip firmly.</p> 
--	--	--	--





The diagrams below show the detection pattern of the Wireless Movement Sensors.



Installing Wireless Fridge Door Sensor

The Wireless Fridge Door Sensor allows Fall Buddy to detect whenever the fridge door is opened.

- The Fridge Door Sensor signal is recorded into Fall Buddy's log so that meal preparation times and frequency can be analysed.
- When the Fridge Door is opened, Fall Buddy will reset the Hours To Alarm, since opening the fridge door indicates that the resident is moving about.
- Mount the Fridge Door Sensor to detect the refrigerator door, not the freezer door, since the freezer is likely to be accessed less frequently than the refrigerator. Alternatively, an optional additional Fridge Door Sensor can be fitted to the freezer door.
- If there is more than one fridge in the house, Fall Buddy can be used with multiple Wireless Fridge Door Sensors.
- Please go to the section "Testing Fall Buddy's Wireless Functions" on page 14 to test the Wireless Fridge Door Sensor(s).

<p>Plan where you wish to install the main transmitter housing and the smaller magnet housing.</p> <p>The main transmitter should be mounted on the main body of the fridge, and the magnet should be attached to the door.</p> 	<p>Before sticking the Velcro® mounting strips into place, hold main transmitter housing and the smaller magnet housing in place with the fridge door closed.</p> <p>Note the alignment arrows on both the transmitter and the magnet.</p> <p>Now pull the magnet away in the same direction as the fridge door opens. If the red LED lights, then the mounting locations are fine.</p> 	<p>Once you have confirmed the positions of the transmitter and magnet, stick the Velcro® mounting strips into place.</p> <p>Press evenly for 15 seconds to ensure good adhesion.</p> 	<p>Push the Transmitter and Magnet firmly onto the Velcro® strips.</p> <p>Test by opening and closing the fridge door several times.</p> 
---	--	---	--

Powering Fall Buddy on.

It is now time to power Fall Buddy on.

- Insert the Switch Key into the Power Switch.
- Turn clockwise to the 3 O'clock position to power Fall Buddy on.
- Leave your Fall Buddy keys in a secure location. For installations where the resident is suffering from dementia or other mental condition that may present a risk of inadvertently powering Fall Buddy off, the keys should be hidden in a place where the resident will not find them. In this case, all carers should be informed of the keys' location.
- Should the home be unoccupied for an extended period of time (for example, for holiday or respite care), Fall Buddy should be powered off by returning the key switch to the 12 O'clock position.

Testing Fall Buddy's Wireless Functions

Now that Fall Buddy and the wireless sensors have been installed and Fall Buddy has been powered on, it is time to test that all the wireless devices are making good wireless contact with Fall Buddy.

- Switch off all of the Wireless Movement Sensors. Ensure the fridge door(s) are closed at this time.
- Take note of the Alarm time on the bottom line of the Fall Buddy Display, as highlighted in the example below.

A digital display showing two lines of text. The top line is "MON - 12:00 PM" and the bottom line is "ALARM - 4:00 PM". The "ALARM - 4:00 PM" line is highlighted with a red border.

- Wait until the real time at the top increases by at least 1 minute, whilst the Alarm time at the bottom has remained fixed.
- Switch on ONE Wireless Movement Sensor. Go back to Fall Buddy and check that the Alarm time has increased due to the movement detection.
- Switch that movement sensor off, and wait for the real time to increase by another 1 minute. Repeat the test for all Wireless Movement Sensors installed, checking each time that the Alarm time increases as a result of the movement detection.
- Repeat the same test for the Fridge Door Sensor(s). For this test, the sensors do not need to be switched on. Simply open the fridge door (noting that the red LED switches on), then close the fridge door and check that the Alarm time has once again increased.
- If the Alarm time has NOT changed for a sensor as a result of this test, then the sensor is not making wireless contact with Fall Buddy. In this case, try to reposition Fall Buddy or the sensor and re-test. If it is still not operating correctly, contact your Fall Buddy supplier.

Programming Fall Buddy

Summary of Fall Buddy's menus

This page shows a summary of all of Fall Buddy's setup menus. Each menu is described in more detail throughout this Programming section.

<pre>HOURS TO ALARM SET HTA = ENT</pre>	<p>Hours to Alarm (HTA) is the heart of the Fall Buddy program. The HTA settings allow you to customise the fall detection parameters to suit the lifestyle habits of the resident. The program allows for sleeping overnight, and even regular daytime naps !</p>	Page 17
<pre>DAR DOWNLOAD ENTER TO EXECUTE</pre>	<p>Daily Activity Report (DAR) Download allows the user to download all of the logged events stored in Fall Buddy's memory to a USB Memory Stick. The downloaded data can be viewed in the Fall Buddy Viewer software or any program capable of opening CSV files.</p>	Page 18
<pre>(1)- PHONE NOs = ENT</pre>	<p>Phone NOs is the menu where you will enter up to 6 emergency contact telephone numbers. Fall Buddy will contact each number in turn until the receiver presses "#1" to confirm that they will render assistance to the Fall Buddy user.</p>	Page 19
<pre>RECORD MESSAGES PRE-ALARM MSG</pre>	<p>Record Messages is where you will record the various messages that will be played through the Fall Buddy speaker and to the outgoing telephone call. Please follow the message templates carefully, as the wording must be clear and concise.</p>	Page 20
<pre>PLAY MESSAGES PRE-ALARM MSG</pre>	<p>Play Messages allows you to play back all of the Fall Buddy recorded messages. Please check that all messages are clear, bright and loud enough to be heard by elderly persons. If a message does not sound quite right, you can re-record it as often as you wish.</p>	Page 23
<pre>Temp = 25 Deg Lo Alarm 5 Deg</pre>	<p>Temp Lo Alarm displays the current room temperature, and allows you to set the low temperature limit which alerts Fall Buddy to call for help. To prevent Fall Buddy calling for help, switch on the home's heating before reaching this Low Alarm limit.</p>	Page 24
<pre>Temp = 25 Deg Hi Alarm 40 Deg</pre>	<p>Temp Hi Alarm displays the current room temperature, and allows you to set the high temperature limit which alerts Fall Buddy to call for help. To prevent Fall Buddy calling for help, take action to cool the house before reaching this High Alarm limit.</p>	Page 24
<pre>12:00PM 31-12-14 MON EDIT = ENT</pre>	<p>The Day, Date and Time menu allows you to edit the day of the week, date, and time. Ensure that this is correctly set and check every month to ensure that Fall Buddy operates correctly in its Hours To Alarm program.</p>	Page 25
<pre>MEDS 1= --:-- SET MEDS = ENT</pre>	<p>Medicine Reminders allows you to enter up to 6 times of the day for Fall Buddy to remind you to take your medications. This function can be used for any daily reminders, not just medicines.</p>	Page 26

How To Enter and Navigate the Fall Buddy Menu System

- Raise Fall Buddy's Display Cover to access the LCD and menu navigation buttons.
- To enter the menu system, press the ◀ or ▶ button.
- Fall Buddy now asks you to press Enter to enter the menu system. This extra step is provided as an added safeguard to help prevent Fall Buddy settings being changed inadvertently.

```

ENTER MENU ?
YES=ENT | NO=CAN
    
```

- Press Enter to enter the menu system.
- From this point, press the ◀ or ▶ buttons to scroll through the various programming options available, as were listed on page 15.
- This “**Programming Fall Buddy**” section is listed in the same order as the menu options. We recommend that you start programming by checking and setting the clock first, then proceeding to other sections.

If children will be visiting the Fall Buddy resident, we highly recommend that an adult instructs them to never attempt to enter the Fall Buddy programming system.



Menu Navigation Keys
 These keys are used when navigating the menus and saving changes.

Hours to Alarm (HTA)

HOURS TO ALARM
SET HTA = ENT

Hours to Alarm (HTA) is the heart of the Fall Buddy program. The HTA settings allow you to customise the fall detection parameters to suit the lifestyle habits of the resident. The program allows for sleeping overnight, and even regular daytime naps !

The Hours to Alarm function splits each 24 hour day into individual 1 hour segments. Each segment can be programmed with the period of no activity detection that Fall Buddy will allow before entering the Inactivity Alert stage by playing the “Pre-Alarm Message” (see page 20). The two examples of Hours To Alarm settings below illustrate how this function operates :

<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="margin: 0;">8:00AM > 9:00AM DELAY = 1h 30m</p> </div> <p style="font-size: small; margin-top: 5px;">Between 8:00am and 9:00am each morning, Fall Buddy will reset the Hours to Alarm to 1 Hour and 30 Minutes each time some movement is detected.</p>	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="margin: 0;">8:00PM > 9:00PM DELAY = 1h 0m</p> </div> <p style="font-size: small; margin-top: 5px;">Between 8:00pm and 9:00pm each evening, Fall Buddy will reset the Hours to Alarm to 11 hours each time some movement is detected. This allows for the overnight sleep time.</p>
--	--

- To program the Hours to Alarm function, press **Enter** when the **Hours To Alarm** menu option is displayed.
- When Fall Buddy asks “**Are You Sure?**”, press **Enter** to proceed. This extra step is provided as an added safeguard to help prevent Fall Buddy settings being changed inadvertently.
- Press the ◀ or ▶ button to scroll through each hourly segment of the day.
- Press the ▲ or ▼ buttons to scroll through the time delay setting. The minimum setting is 15 minutes and the maximum setting is 23 hours and 45 minutes.

Take care when changing Hours to Alarm settings, especially if programming very low or very high delay times. This could cause unnecessary alarm call-outs, or even endanger the safety of the resident.

- Each time you scroll from one hourly segment to the next, the new Delay time is saved automatically.
- When you are finished setting the **Hours To Alarm** function press **Cancel** to return to the main Fall Buddy programming menu. Press **Cancel** again if you are finished with programming and wish to return to normal Fall Buddy operation.

Events which Reset the Hours to Alarm

The following events are considered by Fall Buddy to be Activity, and will reset the Hours to Alarm :

- Movement Sensor Detects movement.
- Fridge Door Sensor detects door opening.
- Pressing ◀, ▶, Home, Cancel and Enter buttons.
- Pressing Help Button or Panic Pendant resets Hours to Alarm but also proceeds directly to calling for help. See page 3.

Daily Activity Report (DAR) Download

```
DAR DOWNLOAD  
ENTER TO EXECUTE
```

Daily Activity Report (DAR) Download allows the user to download all of the logged events stored in Fall Buddy's memory to a USB Memory Stick. The downloaded data can be viewed in the Fall Buddy Viewer software or any program capable of opening CSV files.

Fall Buddy logs many of the events that it can monitor into its system memory, along with the date and time of the event, known as the Daily Activity Report (DAR). The DAR can be downloaded onto a USB stick by the resident, carer or other authorised person.

- To start DAR Download process, press **Enter** when the **DAR DOWNLOAD** menu option is displayed.
- Fall Buddy prompts you to insert a USB stick, if you have not already done so. See page 10 for how to connect the USB stick.

```
PLEASE INSERT  
USB MEMORY STICK
```

- Once Fall Buddy detects that a USB stick is inserted, it will automatically proceed to downloading the DAR.
- When the download is complete, Fall Buddy prompts you to remove the USB stick.

```
PLEASE REMOVE  
USB MEMORY STICK
```

- If you wish to leave the USB stick connected to Fall Buddy at this time, press Cancel. Fall Buddy will return to normal operation. If you wish to remove the USB stick for safe keeping or to analyse the DAR data, simply pull it out of the USB socket now. Fall Buddy will return to normal operation.

Analysing Daily Activity Report (DAR) Data

The DAR Data is in standard CSV file format, so can be analysed with any software that is capable of reading CSV files (e.g. Microsoft Excel®). Alternatively, Fall Buddy Viewer software can be found on the USB Memory Stick supplied with Fall Buddy. It is also available for free download from the Seniors Wellbeing website. (MAC OS version is not on the USB Memory Stick and must be downloaded.)

The following codes are recorded for each of the logged events :

- | | |
|--|---|
| P Panic Pendant was pressed. | N No activity detected for entire HTA delay time. |
| 3 Movement Sensor detected activity. | 2 Fridge Door Sensor detected fridge door opened. |
| M Medication Reminder was acknowledged (with Cancel button) | B Unit was left in AWAY mode, resident at home, unit called out. |
| T High or Low Temperature Alarm called out. | D Low Battery alarm message was triggered. |
| C Cancel button was pressed. | E Enter button was pressed to Enter menu. |
| L Left or Right Arrow button pressed to access menu. | |

Programming the Emergency Contact Telephone Numbers



(1)-
PHONE NOs = ENT

Phone NOs is the menu where you will enter up to 6 emergency contact telephone numbers. Fall Buddy will contact each number in turn until the receiver presses “#1” to confirm that they will render assistance to the Fall Buddy user.

The emergency contact telephone numbers should be chosen carefully such as people who are more likely to be able to help anytime of the day or night, and who are likely to be nearby to render assistance quickly. **All of the emergency contacts MUST be aware that they are on the list, and AGREE to be one of the emergency contacts.**

Fall Buddy will call the programmed telephone numbers in order from number 1 to number 6. It is imperative that you do not leave any gaps in this sequence. Be sure to enter contacts that live closest to the resident first, for example the next door neighbour.

- To program the Emergency Contact Telephone Numbers, press **Enter** when the **PHONE NOs** menu option is displayed.
- When Fall Buddy asks “**Are You Sure?**”, press **Enter** to proceed. This extra step is provided as an added safeguard to help prevent Fall Buddy settings being changed inadvertently.



(1)-
^

- Note the ^ arrow, that indicates which column you are editing. The number in brackets is the priority order in which it will be called in an emergency. Number 1 will be called first, then Fall Buddy will call each number in turn until it gets to number 6.
- Press the ▲ or ▼ buttons to scroll through the Priority number.

When the desired number is shown on the display, press the ◀ or ▶ buttons to move between which digit of the telephone number to edit.

Press the ▲ or ▼ buttons at each digit in turn to enter the telephone number, including the area code.

You can enter up to 9 digits. DO NOT enter any spaces.

Return the cursor to the Priority number then press the ▲ or ▼ to enter or edit additional numbers.

- We recommend that the last person entered as an emergency contact be told that they are the last emergency contact even though Fall Buddy goes through the contact list twice. This person needs to know that they may be the resident’s last chance to get help.
- Once all emergency telephone numbers and recorded messages have been programmed, ensure that all dial out functions are tested and that the emergency contacts know how to respond from the receiver side. See page 27.

Recording Fall Buddy Messages

RECORD MESSAGES
PRE-ALARM MSG

Record Messages is where you will record the various messages that will be played through the Fall Buddy speaker and to the outgoing telephone call. Please follow the message templates carefully, as the wording must be clear and concise.

The recorded messages are either played for the resident to hear, or to be played down the telephone line to the emergency contact's telephone. It is extremely important that these messages are clear and concise. We urge you to follow the scripts over the page as they have been developed through time and experience.

- To record messages, navigate to the **RECORD MESSAGES** menu. The first message in the list is the **PRE-ALARM MESSAGE**.

RECORD MESSAGES
PRE-ALARM MSG

- Press the ▲ or ▼ buttons to scroll through the message headings. When the desired heading is displayed, you can begin recording :
 - Position your mouth around 30cm (1 foot) from the microphone (see page 6).
 - Press AND HOLD the ENTER button. Note that the red HELP LED will start to flash. You must continue to hold the ENTER button for the entire message recording.
 - When you are ready to start recording your message, press the CANCEL button once. There is no need to hold CANCEL. Note that the red HELP LED is now solidly lit. **The maximum recording time for each message is 30 seconds.**
 - Record the message at a moderate loudness and speed, being sure to enunciate each word clearly.
 - When you have finished speaking the message, release the ENTER button to stop recording.
- You may test the recorded message immediately by simply pressing the ► button to move to the **PLAY MESSAGES** menu. Fall Buddy will stay on the same message heading. Simply press ENTER to play the message back. Adjust the Speaker Volume to the desired playback level. If the message has not recorded well, simply press the ◀ button to go back to the **RECORD MESSAGES** menu for the same message heading.

You can move between the **RECORD MESSAGES** and **PLAY MESSAGES** menus in this way, recording messages then testing them immediately. If a message is not quite right, then simply re-record it !

- Fall Buddy message script templates are provided on the next the page.

Recorded Message Templates

Script templates for recommended Fall Buddy messages are listed below. We urge you to follow the scripts over the page as they have been developed through time and experience. Substitute the resident's name and address where appropriate below.

PRE-ALARM MSG

Hello **JOHN** this is your Fall Buddy speaking, I haven't seen you moving around for some time now, so I'm a little worried. If you are OK can you please come and press the Green cancel button NOW. If you are not able to press the cancel button now I will get help for you immediately. Thank you.

NO ACTIVITY CALL

Hello this is **JOHN SMITH**'s Fall Buddy unit. **JOHN** lives at **123 THE STREET, BIGTOWN**. I'm a little concerned because I haven't seen **JOHN** moving for some time now, If you are NOT ABLE to help **JOHN** at this time, please hang up your phone now and I will call the next person on the list. If you are able to help immediately, will you please press the hash key then the 1 key on your phone to indicate that you are on your way now. Thank You.

HELP BUTTON CALL

This is Fall Buddy calling you and I belong to **JOHN SMITH**. **JOHN** lives at **123 THE STREET, BIGTOWN**. **JOHN** has pressed his help button and requires immediate assistance. If you are not able help at this time, please hang the phone up now and I will call the next number on the list.

If you can help straight away, please press the hash key then the 1 key on your phone to indicate that you are on your way now. Thank You.

THANKS FOR HELP

Thank you for agreeing to help **JOHN** from **123 THE STREET BIGTOWN**. You will find the key to **JOHN**'s house in the key safe next to the front door. The number for **JOHN**'s key safe is **1234**. Thank you.

RETURN HOME MSG

Hello **JOHN**, welcome home. Can you please come and press the grey HOME button on your Fall Buddy unit now, so that I may

continue to monitor you. Thank You.

RETURN HOME CALL

Hello, this is **JOHN SMITH**'s Fall Buddy. **JOHN** lives at **123 THE STREET BIGTOWN**. I have detected that **JOHN** has returned home and has failed to reactivate his Fall Buddy. If you are not able help at this time, please hang the phone up now and I will call the next number on the list.

If you can help straight away, please press the hash key then the 1 key on your phone now to indicate that you are on your way. Thank You.

MEDS REMINDER

Hello **JOHN** it's time to take your medication. Can you press the green Cancel button, then take your tablets. Thank you.

TEMPERATURE CALL

Hello, this is **JOHN SMITH**'s Fall Buddy, **JOHN** lives at **123 THE STREET BIGTOWN**. I have detected that the temperature in **JOHN**'s house has reached a worrying level.

If you are not able help at this time, please hang the phone up now and I will call the next number on the list.

If you can help straight away, please press the hash key then the 1 key on your phone now to indicate that you are on your way. Thank You.

LOW BATTERY MSG

Hello **JOHN**, this is your Fall Buddy unit speaking. I have detected that the battery in Fall Buddy is low. If the charger is connected and switched on, would you please telephone your Fall Buddy supplier to check this out for me please. Thank You.

LOW BATTERY CALL

Hello, this is **JOHN SMITH**'s Fall Buddy. **JOHN** lives at **123 THE STREET, BIGTOWN**. I have detected that there might be a problem with the battery. If you are not able help at this time, please hang the phone up now and I will call the next number on the list.

If you can help straight away, please press the hash key then the 1 key on your phone now to indicate that you are on your way. Thank You.

Playing Fall Buddy Messages

PLAY MESSAGES
PRE-ALARM MSG

Play Messages allows you to play back all of the Fall Buddy recorded messages. Please check that all messages are clear, bright and loud enough to be heard by elderly persons. If a message does not sound quite right, you can re-record it as often as you wish.

You can play back all of the messages stored in Fall Buddy to ensure that the sound level and quality are good, or just to check the message that was recorded.

- To play messages, navigate to the **PLAY MESSAGES** menu. The first message in the list is the **PRE-ALARM MESSAGE**.

PLAY MESSAGES
PRE-ALARM MSG

- Press the ▲ or ▼ buttons to scroll through the message headings. When the desired heading is displayed, press ENTER to play that message.
- Adjust the Speaker Volume to the desired playback level. If the message has not recorded well, simply press the ◀ button to go back to the **RECORD MESSAGES** menu for the same message heading.

You can move between the **PLAY MESSAGES** and **RECORD MESSAGES** menus in this way, recording messages then testing them immediately. If a message is not quite right, then simply re-record it!

- Fall Buddy message script templates are provided on pages 21 and 22.

Low Temperature Alarm

```
Temp = 25 Deg
Lo Alarm 5 Deg
```

Temp Lo Alarm displays the current room temperature, and allows you to set the low temperature limit which alerts Fall Buddy to call for help. To prevent Fall Buddy calling for help, switch on the home's heating before reaching this Low Alarm limit.

- To set the Low Temperature Alarm limit, navigate to the **Lo Alarm** menu. The current room temperature is displayed on the top line and the Low Temperature Alarm limit is shown on the bottom line.

```
Temp = 25 Deg ← Current Room Temperature
Lo Alarm 5 Deg ← Low Temperature Alarm Limit
```

- Press the ▲ or ▼ buttons to set the Low Temperature Alarm Limit. Press ENTER to save the new value, or press CANCEL to quit without saving the changes.
- Take care when adjusting the Low Temperature Alarm Limit, so that the unit alerts the resident of low temperature in the home before it becomes dangerously cold, and also so that the unit does not trigger the Low Temperature Alarm unnecessarily.
- When the Low Temperature Alarm is triggered, Fall Buddy calls out to the emergency contacts with a message which indicates that the temperature has reached a worrying level. The resident cannot cancel this call, to ensure that heating **will** be switched on soon.

High Temperature Alarm

```
Temp = 25 Deg
Hi Alarm 40 Deg
```

Temp Hi Alarm displays the current room temperature, and allows you to set the high temperature limit which alerts Fall Buddy to call for help. To prevent Fall Buddy calling for help, take action to cool the house before reaching this High Alarm limit.

- To set the High Temperature Alarm limit, navigate to the **Hi Alarm** menu. The current room temperature is displayed on the top line and the High Temperature Alarm limit is shown on the bottom line.

```
Temp = 25 Deg ← Current Room Temperature
Hi Alarm 40 Deg ← High Temperature Alarm Limit
```

- Press the ▲ or ▼ buttons to set the high Temperature Alarm Limit. Press ENTER to save the new value, or press CANCEL to quit without saving the changes.
- Take care when adjusting the High Temperature Alarm Limit, so that the unit alerts the resident of high temperature in the home before it becomes dangerously hot, and also so that the unit does not trigger the High Temperature Alarm unnecessarily often.
- When the High Temperature Alarm is triggered, Fall Buddy calls out to the emergency contacts with a message which indicates that the temperature has reached a worrying level. The resident cannot cancel this call, to ensure that cooling **will** be switched on soon.

Setting the Clock

```
12:00PM 31-12-14  
MON EDIT = ENT
```

The **Day, Date and Time** menu allows you to edit the day of the week, date, and time. Ensure that this is correctly set and check every month to ensure that Fall Buddy operates correctly in its **Hours To Alarm** program.

The clock should be set correctly for Day, Date and Time, so that the Hours to Alarm function operates correctly and to ensure that the data logged into memory has the correct date and time stamps.

- To set the clock, press **Enter** when the **Day, Date and Time** menu option is displayed.
- When Fall Buddy asks “**Are You Sure?**”, press **Enter** to proceed. This extra step is provided as an added safeguard to help prevent Fall Buddy settings being changed inadvertently.

```
Day of the Week  
MONDAY
```

- Press the ▲ or ▼ buttons to set the correct day of the week.
- Press the ◀ or ▶ buttons to scroll through each of the settings for Day, Hour, Minutes, Date, Month and Year. You can go backwards and forwards through each of the settings in case you wish to go back and correct an error.
- Press the ▲ or ▼ buttons at each setting to enter the correct value for the current time and date.

Please note that Hours is in 12 Hour format, and will automatically change between AM and PM as you scroll.

- Press ENTER to save the new Day, Date and Time settings when you are finished setting the clock.

Alternatively, press CANCEL to quit without saving your edits.

- After setting the clock, you can either select another programming menu item to program, or press CANCEL again to return to normal operation.

Programming the Medication Reminder Times

```
MEDS 1= --:--
SET MEDS = ENT
```

Medicine Reminders allows you to enter up to 6 times of the day for Fall Buddy to remind you to take your medications. This function can be used for any daily reminders, not just medicines.

- To program the Medicine Reminders press **Enter** when the **SET MEDS** menu option is displayed.

```
MEDS 1= --:--
      ^^
```

- Note the ^^ arrows, that indicates which column you are editing. The number on the left is the ID number for each reminder.
- Press the ◀ or ▶ buttons move between setting the ID number, Hours or Minutes for the reminder.
- Press the ▲ or ▼ buttons to set the desired value of each setting.

Please note that Hours is in 12 Hour format, and will automatically change between AM and PM as you scroll.

- Once you have entered all of the reminders that you wish to set, press ENTER to store the final values.
- After setting the Medicine Reminders, you can either select another programming menu item to program, or press CANCEL again to return to normal operation.

Testing Fall Buddy Operation

Now that Fall Buddy is completely installed and programmed, it is highly advisable to do a complete system test to ensure that Fall Buddy will operate correctly in case of emergency.

1. Contact all of your Fall Buddy contacts to let them know that you will be testing your Fall Buddy. Instruct them not to press the hash key then the 1 key on their phone when they receive the call and simply hang up. After the test, ask each person to confirm that they received a call from Fall Buddy.
2. Press the red **HELP** button on Fall Buddy or the Panic Pendant when you are ready to start the test. Fall Buddy will play the Pre-Alarm message for 30 seconds. After 30 seconds, Fall Buddy will dial out to the first contact.
3. You will hear the Help Button Call message being played on Fall Buddy's speaker at the same time as your emergency contacts is hearing it.
4. After each contact has received their call and hung up, Fall Buddy will automatically proceed to calling the next contact.

Notes about testing Fall Buddy

- This test should be repeated at least once every month to ensure that Fall Buddy is working as it should in case of an emergency.
- Always let your emergency contacts know that you will do a test, BEFORE you press the red **HELP** button or Panic Pendant.
- Test the Panic Pendant once per week, to ensure that it will always be working in case of an emergency. After you press the Panic Pendant, when Fall Buddy is playing the Pre-Alarm message, you can press the green **CANCEL** button to stop Fall Buddy calling out.

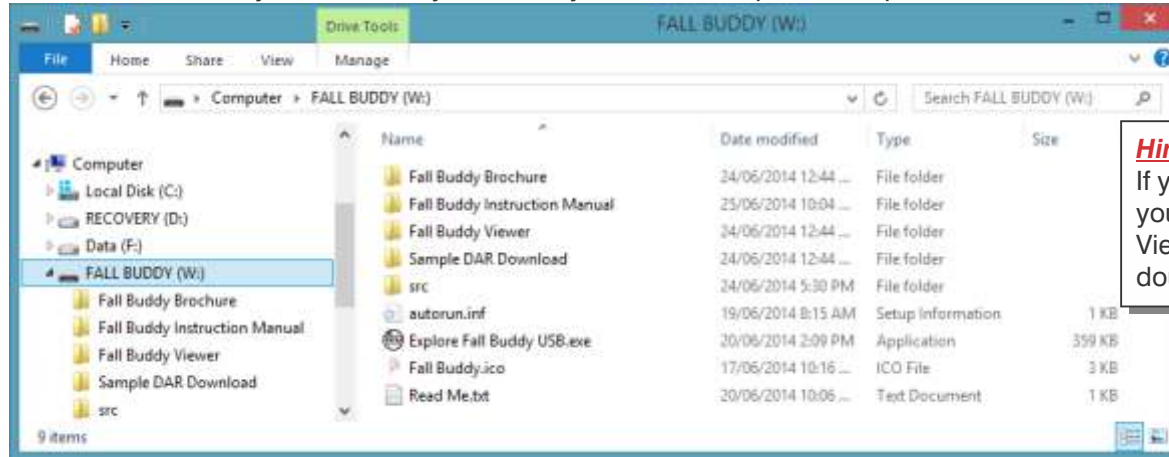
Fall Buddy Viewer Software

Fall Buddy Viewer Software for PC is installed on the USB Memory Stick that was supplied in the Fall Buddy accessory kit. This software allows you to open and analyse the Daily Activity Log file that was downloaded from Fall Buddy's memory.

Fall Buddy Viewer for Mac OS and can be downloaded for free from the Fall Buddy web site, www.fallbuddy.com.

Opening Fall Buddy Viewer

- Insert the Fall Buddy USB memory stick into your PC's USB port and open the drive in Windows File Explorer.



Hint





If you prefer to run Fall Buddy Viewer from your PC's hard drive, copy the Fall Buddy Viewer folder to the desired drive and double-click the "Fall Buddy Viewer.exe" file.

- When the Fall Buddy USB drive is open, double-click "Explore Fall Buddy USB.exe" (your PC may or may not show the ".exe"). When the Fall Buddy Menu appears, click on Fall Buddy Viewer.





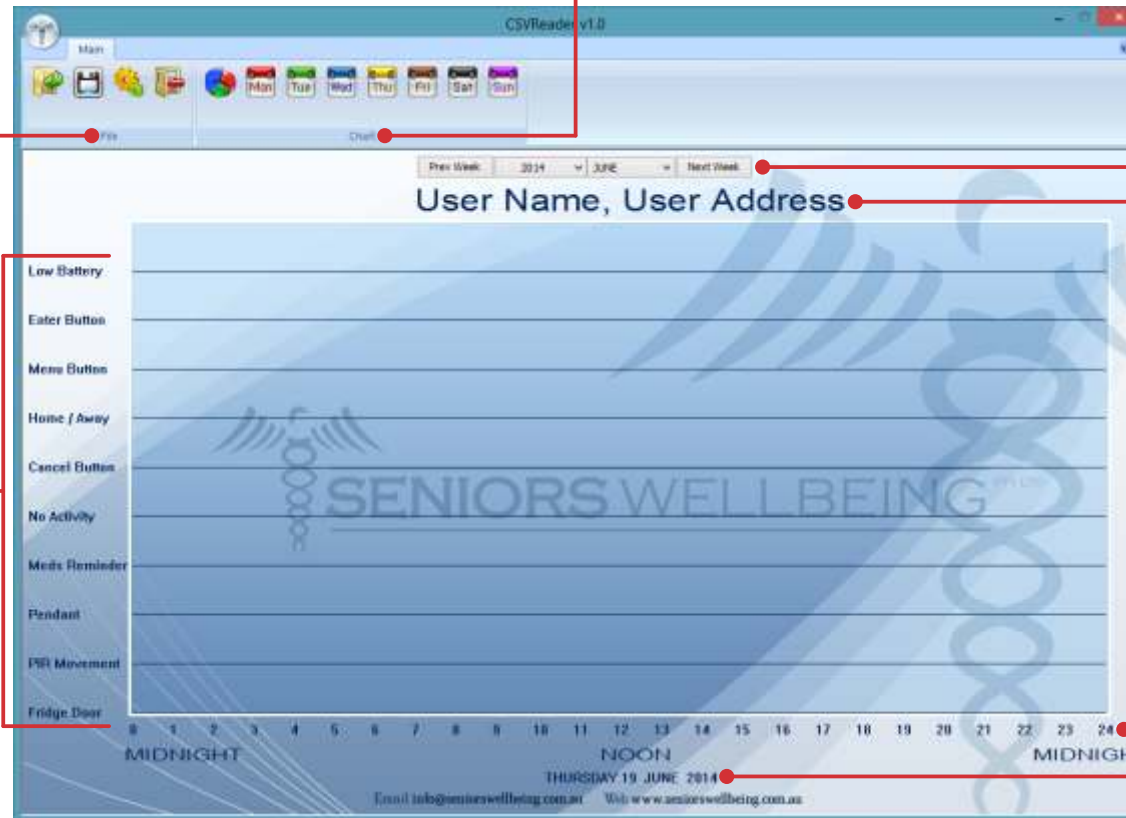
Fall Buddy Viewer Main Window

File

-  Click to open a DAR Log CSV file.
-  Click to save the currently selected week of data as a PDF file.
-  Click to change program options.
-  Click to exit Fall Buddy Viewer

Chart

-  Click to show all data of the currently selected week in one chart.
-  Click on a specific day of the week to view data for just that day.
Note : The colour of the Day icons match the colour of that day's data in the chart.



Date Selection

Click to select the week of data to be displayed.

User Information

Displays the Fall Buddy resident's name and address.
Edit in the Options tab.

Time of Day

The horizontal axis shows one 24 Hour day

Day / Week

Shows the date when chart is set to one day.

Shows the date range when chart is set to one week.

Data

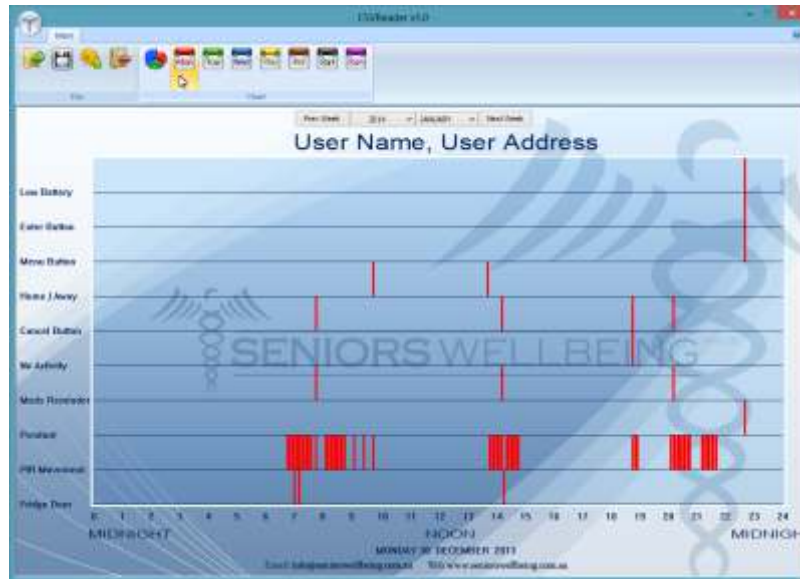
The vertical axis shows the labels for all the data that has been logged by Fall Buddy.
The labels can be edited in the Options tab.

Examples of DAR Charts

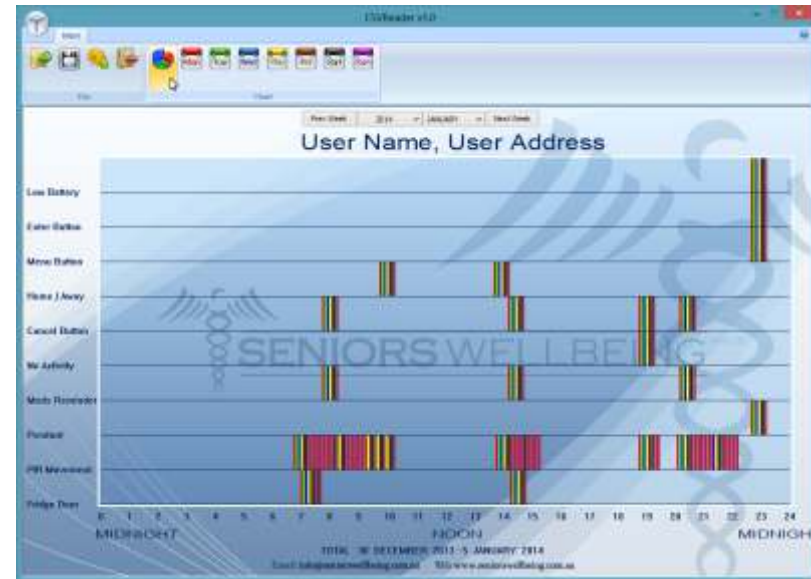
Fall Buddy Viewer is designed to chart one week of data at a time. You can select whether to view one day of that week, or the whole week at once.

- Insert the Fall Buddy USB stick into your PC's USB port.
- Open Fall Buddy Viewer and open the file "x:\Sample DAR Download\Sample DAR Data.CSV", where "x" is the drive letter of Fall Buddy USB stick. The example charts below are displaying the data from that sample file.

In this example, the user has selected to view the data only from Monday 30th December, 2013. Note that the data marks are in RED, which is the same colour as Monday's selection icon.

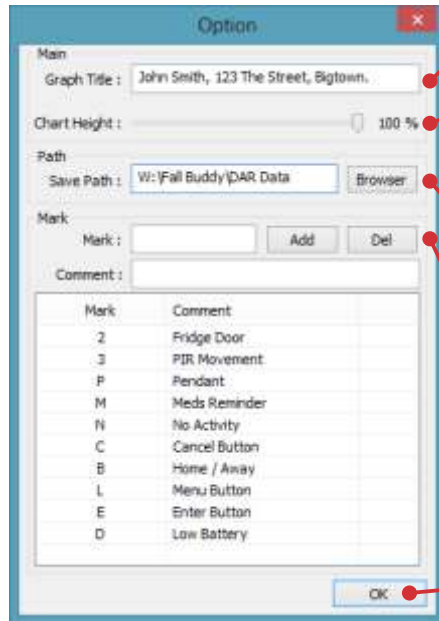


In this example, the user has selected to view the data for the whole week from Monday 30th December 2013 to Sunday 5th January 2014. This highlights the daily routines of the resident over time.



Setting Chart Options

Click the Options tab to set the following options :



Mark	Comment
2	Fridge Door
3	PIR Movement
P	Pendant
M	Meds Reminder
N	No Activity
C	Cancel Button
B	Home / Away
L	Menu Button
E	Enter Button
D	Low Battery

Graph Title

Enter the Name and Address of the resident whose data has been logged.

Chart Height

Use the slider to set the height of the chart to suit your computer screen. Earlier versions of Fall Buddy Viewer cannot reset the Chart Height. Please visit www.fallbuddy.com to download an updated version.

Save Path

Browse to enter the folder location to where you wish to save the PDF copies of weekly DAR Charts.

Mark

With this option you can change data labels for the vertical axis of the chart.

Only advanced users should change the Mark settings.

To change a label, enter the Mark code (e.g. 2 for the Fridge Door sensor), enter a new label into the Comment box and click Add.

To delete a label, enter the Mark Number (e.g. L for Menu Button), and click Del.

OK

Click OK to save the Options you have set.

Saving Charts as PDF Documents

- Click the Save tab to the currently selected week as a PDF document.
- Fall Buddy Viewer will automatically navigate to the Save Path folder, as entered into the Options tab.
- Enter the desired file name.
- Fall Buddy Viewer will save the whole currently selected week of data as an 8 page file : The first 7 pages are Monday to Sunday, and the 8th pages is all days combined onto one page.

Fall Buddy Maintenance



The simple instructions in this maintenance section will help to ensure that your Fall Buddy is in perfect working order for many years.

Cleaning Fall Buddy

Fall Buddy has a splash resistant keypad. To clean, simply wipe down with a damp cloth. Do not use a very wet cloth which could cause water to enter the microphone opening. Take extra care when wiping the LCD screen. Use only a tissue or spectacle cleaning cloth to prevent scratching the screen. DO NOT use a solvent such as methylated spirits to clean Fall Buddy, as this could damage the plastic surfaces.

Pairing Additional Wireless Devices with Fall Buddy









You can pair additional Wireless Movement Sensors, Fridge Door Sensors and Panic Pendants with Fall Buddy quite easily. The same procedure is also used if you need to replace a faulty wireless device.

<p>Locate the Self Learning LED and Self Learning Switch on the underside of Fall Buddy.</p>  <p>Self Learning LED</p> <p>Self Learning Switch</p>	<p>Press the Self Learning Switch once. The Self Learning LED will light up. You will need to go to the next step within 3 seconds. If the LED goes out, then press the switch again to start again.</p> 	<p><u>Movement Sensor</u></p> <ul style="list-style-type: none"> • While the Self Learning LED is lit, switch the Movement Sensor ON. • The Self Learning LED will flash 3 or 4 times to confirm that Fall Buddy has been paired with this Movement Sensor. • Switch the movement sensor off again before pairing another device. • If the Self Learning LED did not flash, then switch the Movement Sensor off for 5 minutes and try again. <p><u>Fridge Sensor</u></p> <ul style="list-style-type: none"> • Lay the Fridge Sensor flat on a table. Align the magnet with the right hand side of the sensor housing, so that the arrows are in line. • While the Self Learning LED is lit, pull the magnet away from the sensor housing so that the Fridge Sensor LED lights up. • The Self Learning LED will flash 3 or 4 times to confirm that Fall Buddy has been paired with this Fridge Sensor. <p><u>Panic Pendant</u></p> <ul style="list-style-type: none"> • While the Self Learning LED is lit, press the Panic Pendant button once. • The Self Learning LED will flash 3 or 4 times to confirm that Fall Buddy has been paired with this Panic Pendant.
--	--	---





Replacing Fall Buddy's Battery

Fall Buddy is supplied with a reliable, long life battery. If the battery requires replacement, please obtain a genuine Fall Buddy Battery (part number FB-Batt) to ensure 100% compatibility. This replacement procedure should be performed by persons who have some experience with electronic products.





Dispose of the old battery in an environmentally appropriate way. Do not discard into a general waste bin. Your local battery recycler will be able to assist.

<p>Disconnect the Battery Charger from Fall Buddy (see page 9).</p> 	<p>Use the Switch Key to switch Fall Buddy off (see page 14).</p> 	<p>Unscrew the two battery cover screws. DO NOT unscrew the enclosure or speaker screws.</p> 	<p>Open the battery cover lid and remove the old Fall Buddy battery.</p> 
<p>Carefully disconnect the black and red wires. Be sure to grip the red connectors, do not pull by the wires.</p> 	<p>Push the red and black wires onto the correct red and black terminals of the battery.</p> 	<p>Insert the battery into the enclosure, with the terminals towards the inside.</p> 	<p>Fix the battery cover in place, taking care not to overtighten the screws.</p> 

Wireless Movement Sensor Battery Replacement

<p>When the battery of the Wireless Movement Sensor is getting low and requires replacement, the green LED will change to Red</p> 	<p>Unplug the AC/DC Adaptor (if fitted) and switch the Wireless Movement Sensor off. Un-stick the sensor from the Velcro® strip on the wall.</p> 	<p>Unfasten the screw at the bottom of the Wireless Movement Sensor, and pull the lid off from the screw end. Take care, as there are fragile clips at the enclosure's other end.</p> 	<p>Unclip the battery and replace with an Alkaline or Lithium 9V Battery. Replace the lid, fasten the screw and re-stick onto the Velcro® strip on the wall</p> 
---	---	---	---

Wireless Fridge Door Sensor Battery Replacement

<p>When the battery of the Wireless Fridge Door Sensor is getting low and requires replacement, the second red LED will light up.</p> 	<p>Un-stick the Fridge Door Sensor from the Velcro® strip on the fridge.</p> 	<p>Open the battery compartment by sliding the small lid open. Replace the battery with an Alkaline or Lithium "23AE" 12 volt battery.</p> 	<p>Slide the battery compartment lid back into place, and re-stick onto the Velcro® strip on the fridge.</p> 
--	--	---	---

Panic Pendant Battery Replacement

The Panic Pendant is sealed for life to ensure total waterproofing. If the Panic Pendant battery is low, please order a new one from your supplier or contact Seniors Wellbeing.

Fall Buddy Terms of Supply

1. Definitions

In these terms:

- 'We/us' or 'the Company' means Seniors Wellbeing Australia Pty Ltd ACN 146 494 288;
- 'the Client', 'the User' or 'you' means the person buying the Fall Buddy monitor and system;
- 'the monitor', 'the panic pendant', 'movement detectors', 'the sensors' or 'the System' refers to the relevant items of equipment we supply to you.

2. Purpose and the performance of equipment

2.1 The Fall Buddy monitoring system is an automatic inactivity monitoring and communication device only, and is not a medical device. It does not detect any fall, but is designed to register an extended period of inactivity.

2.2 Although the Fall Buddy System is designed to be an aid to well-being, and to be accurate and reliable, it is not designed or intended to be used where a fail-safe life dependent performance is required, and we expressly disclaim any express or implied warranty of fitness for use in an emergency situation.

2.3 The System is subject to the limitations of telecommunications systems and RF transmission services available under Australian law and conditions, and as such may upon occasion:

- suffer from false alerts and errors without warning from time to time;
- lose recorded data;
- record extraneous information from unnamed external sources;
- delay transmission of data;

We are not a party to any contract you have with any telecommunications provider and If communication from the System by your telephone service or network provider fails we are not liable for any failure of such service.

2.4 The Fall Buddy monitor has no known incompatibility issues with Australian Standards approved equipment.

2.5 The panic pendant has been tested to operate within 50 metres (line of sight) from your Fall Buddy monitor base unit in most homes. The construction of your dwelling may have an adverse effect upon range. You must check the range of all equipment as part of the installation process.

2.6 The System supplied comes with a full 24 months warranty, excluding consumables (such as batteries). Any damage suffered other than as a result of normal expected wear and tear will not be covered by this warranty.

3. Your responsibilities

3.1 You:

(a) are responsible for all external communication equipment associated with the monitor unit;

(b) must ensure that the monitor unit:

(i) is connected to an operating power supply at all times;

(ii) is connected to and is working on an effective, operating, interference/noise free telephone point;

(iii) will operate with all telecommunications equipment installed in the home;

(c) must ensure that your panic pendant and battery operated movement detectors have fully charged batteries. (Please refer to the Installation and User Guide ('the User Guide') for testing procedures).

(d) must follow maintenance procedures as detailed in the User Guide supplied.

3.2 Your equipment should be inspected at least once every week to ensure adequate battery life of all equipment relying on battery power.

3.3 Fall Buddy sensors are designed to tolerate movements of small domestic pets (please seek

further advice if required), but the The User must ensure that all sensors are installed in positions so as to minimise detection of large pet movement within the home.

3.4 You must not decompile, reverse engineer, disassemble or hack any System software or hardware, or use the device in any manner which would violate any law, and agree to indemnify the Company against any loss or damage the Company may suffer as a result of any breach of your obligations under this agreement.

4. Equipment Programming/Configuration

4.1 We recommend that factory settings be adjusted to allow the monitor to best match your personal activity requirements. As System settings are subjective and are based on assessments in each particular case, we can take no legal responsibility for any System settings. The User is responsible for installation and programming of the monitor and any sensors.

4.2 Any changes made to the System at the time of installation or later to facilitate individual requirements are the responsibility of the User. Any and all configuration changes to equipment programming is the sole responsibility of the User. Whilst every effort is taken to ensure optimum settings on each unit, we accept no responsibility for these settings.

4.3 Obtaining agreement and approval from all nominated contacts is the User's responsibility, and any costs associated with nominated contacts is the responsibility of the User.

4.4 The content of all pre-recorded messages is the responsibility of the User.

4.5 Installation and programming guidance and assistance can be obtained from Seniors Wellbeing by calling our technical support department on 1300 602 100 during normal office hours.

Fall Buddy Limited Warranty

1. Seniors Wellbeing Australia Pty Ltd. ("SWA") of PO Box 711, Cooroy, QLD 4563 Australia warrants to the original purchaser that its Fall Buddy product (the "Equipment"), excluding batteries, will be free of any defect in material and workmanship according to the terms and conditions of this Limited Warranty ("Limited Warranty"). For purposes of this Limited Warranty, the original purchaser is deemed to be the original end user of the Equipment purchased. This Limited Warranty is valid only for the original purchaser and is NON TRANSFERABLE and UNASSIGNABLE.
2. The Equipment is distributed in Australia and New Zealand by SWA. SWA distributes the Equipment on and subject to the terms and conditions of this Limited Warranty.
3. The rights described in this warranty are in addition to the statutory rights to which you may be entitled under the Competition and Consumer Act 2010 and other applicable Australian consumer protection laws and regulations. The Equipment comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Equipment repaired or replaced if the Equipment fails to be of acceptable quality and the failure does not amount to a major failure. Repair of the Equipment may result in loss of data. Equipment presented for repair may be replaced by refurbished Equipment of the same type rather than being repaired. Refurbished parts may be used to repair the Equipment. Some jurisdictions do not allow limitations on how long an implied warranty lasts, or other warranty limitations, so some or all of the limitations herein may not apply to you.

For How Long:

4. This Limited Warranty covers the Equipment for twenty four(24) months from the date of the original shipment to the original purchaser for Equipment. Batteries are not covered by this Limited Warranty.
5. The terms of the Limited Warranty in effect as of the date of original purchase will apply to any warranty claims.

How to Initiate Warranty Service:

6. To obtain warranty service for your Equipment, call or email SWA as per the contact information on page 36. We will try to resolve your issue via phone and/or email and determine warranty coverage. If necessary, and at our sole discretion, we will service or replacement some or all of the Equipment.
7. If the Equipment requires servicing or replacement, you must return the Equipment, together with proof of purchase, to a service centre as notified by SWA, or to the original place of purchase. You are liable for all costs

associated with sending the warranty claim Equipment to the service centre including freight or postage and insurance, and for collection or return of the repaired or replacement Equipment.

What We Will Do – Limited Warranty:

8. SWA at its sole discretion will repair or replace the Equipment, provided the warranty applies. The repaired or replaced Equipment will be warranted subject to the terms and conditions of this Limited Warranty for either (a) 90 days or (b) the remainder of the original warranty period, whichever is longer.

Obligations and Warranty Limits:

9. Limited Warranty Obligation: Exclusive Remedy to the maximum extent permitted by law: the foregoing limited warranty is in lieu of and specifically excludes and replaces all other expressed or implied warranties, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose and no person (including any agent, dealer or representative of SWA) is authorised to make any representation or warranty concerning the Equipment, except to refer purchasers to this limited warranty. Your exclusive remedy with respect to any and all losses or damages arising in connection with the equipment from any cause whatsoever shall be as specified above. SWA shall in no event be liable for any special, punitive, indirect, consequential or incidental damages of any kind, including, but not limited to, exemplary damages, commercial loss from any cause, business interruption of any nature, loss of profits or personal injury or death, even if SWA has been advised of the possibilities of such damages, however occasioned, whether by negligence or otherwise.
10. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.

This Limited Warranty is Void if:

1. The Equipment is tampered with, modified, serviced or repaired by any person or entity other than SWA, unless specifically authorised in writing.
2. The Equipment enclosure is opened by unauthorised personnel or if the Equipment is used for an unauthorised purpose or contrary to the proper use as described in writing by SWA.
3. The Equipment is used in conjunction with incompatible products, parts or accessories, including but not limited to batteries. Products, parts and accessories are not compatible if they are not Fall Buddy products or products that SWA has expressly authorised for use with the Equipment.

If the Warranty Period has Expired:

4. If the Equipment is not covered by the Limited Warranty, call or email SWA as per the contact information on page 36 for advice as to whether we can repair Equipment, and for other repair information, including charges. Charges for non-warranty repairs that you authorise will be billed to your account. Upon completion of the repair, the terms and conditions of this Limited Warranty shall apply to such repair or replacement Equipment for a period of 90 days.

If Batteries Expire:

1. Batteries are not covered by this Limited Warranty, and replacement is the purchaser's responsibility. If your batteries expire, call or email SWA as per the contact information on page 36 for advice as to replacement.
2. This equipment has been tested and found to comply with ACMA and AS/NZ standards.
3. 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. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

What this Warranty Does Not Cover:

1. This Limited Warranty covers only the types of defects described above. It does not cover any other types of defects or damages, such as those resulting from (but not limited to) accidents, contact with liquids, damage while in transit to or from our service location, product tampering, unauthorised alterations, unauthorised service, use of the Equipment in ways not authorised in our product documentation, unauthorised equipment enclosure opening, reverse engineering, failure to follow instructions, improper use, abuse, neglect, fire, flood, earthquake, war or other causes outside SWA's control. SWA makes no representation or warranty as to the compatibility of Fall Buddy Equipment with any networks, technologies, systems, products, parts or equipment that are not expressly authorised by SWA as compatible with the Equipment.
2. This Limited Warranty is not a service warranty and does not cover telephone network availability. SWA makes no representations or warranties regarding telecommunication network downtime or coverage areas. The Equipment must be used solely in connection with the telecommunication networks authorised by SWA. 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 Equipment.
2. Increase the separation between the Equipment and affected appliance.
3. Connect the Equipment into an outlet on a circuit different from that to which the affected appliance is connected.
4. The Equipment is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Australian Communication and Media Authority (ACMA). ACMA has established criteria for the amount of radio frequency energy various products may produce depending on their intended usage. This product has been evaluated and found to comply with the ACMA's exposure criteria. For body worn operation, the ACMA RF exposure guidelines were also met when used with the accessories supplied or designed for this product. Use of other accessories may not ensure compliance with ACMA RF exposure guidelines and should be avoided.

Caution: Any changes or modifications not expressly approved by SWA could void the user's authority to operate this device.

The Equipment must not be co-located with other transmitters.

Fall Buddy Contact Information



SENIORS WELLBEING



Phone : 1300 602 100



General Email : info@fallbuddy.com

Support Email : support@fallbuddy.com

www.fallbuddy.com



PO Box 711

Cooroy, Qld. 4563

AUSTRALIA

Handbook Version 1.3A, 16-Dec-2014

Copyright © 2014 Seniors Wellbeing Australia Pty Ltd.