



| Health

ADT® Health Fall Detection Pendant User Guide





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For assistance call:

800.568.1216 and select **option 1**

Introduction

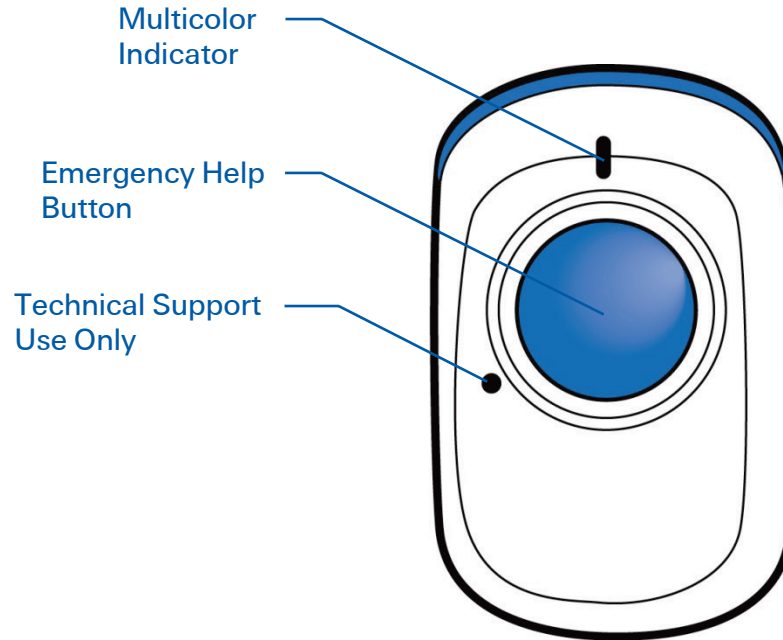
Thank you for choosing the ADT® Fall Detection Pendant. We welcome you to the ADT family. If you have any questions please call our support team at 800.568.1216 (option 1). They are available 24/7/365.

The Fall Detection Pendant enables you to send an alarm to the emergency response center when you need it by pressing the Emergency Help Button. It also provides extra protection by automatically sending an alarm if you fall and are unable to push your button. The Fall Detection Pendant is compatible with the Medical Alert Plus and Mobile Emergency Response Systems. The Fall Detection Pendant does not detect 100% of falls. If able, you should always push your Help Button when you need assistance. You will find instructions on how to set up your system in the *Medical Alert Plus System User Guide*.



Health

Fall Detection Pendant Features



Putting on the Fall Detection Pendant

- Place the pendant around your neck and adjust the lanyard so that it rests at chest level with the Emergency Help Button facing forward so that it is easier for you to press.
- Wear the pendant outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected.

NOTE:

- Please handle your pendant with care when putting it on or taking it off, as it may interpret this movement as a fall and activate.
- If the pendant does sense a fall, it sounds a series of beeps and the red light begins flashing.
- You can cancel the alarm by pressing and holding the Emergency Help 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 dispatched.

Testing Your Emergency Help Button

Please have your complete system near you at the time of testing.

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

1. Press the Emergency Help Button once firmly.
 - An alarm is sent to the Digital Cellular Base Station.
 - Your Base Station says **"CALL IN PROGRESS."**
 - After the alarm is received, the Base Station says **"PLEASE STAND BY FOR OPERATOR."**
 - An emergency operator will speak with you through your Base Station.
2. Tell the operator that this is not an emergency and that you are testing your system.
 - If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.

NOTE: The Base Station will not transmit an emergency call if you have already sent one within the previous two minutes.

Testing Fall Detection

Please have your complete system near you at the time of testing.

1. Drop the Fall Detection Pendant from a height of approximately 18 inches. The pendant takes 20 to 30 seconds to interpret the movement and determine if an actual fall has occurred. If it determines that a fall has occurred:
 - The Pendant sends a signal to the Base Station.
 - The Pendant sounds a series of beeps and the light flashes red for 20 seconds.
 - The Base Station says **“FALL DETECTED, PRESS AND HOLD BUTTON TO CANCEL.”**
2. Do not pick up the pendant before the test is completed, as it may interpret this as normal movement and cancel the test call.



To cancel the test call:

- Press and hold the Emergency Help Button until it flashes green once and you hear a series of beeps.
- You can also cancel the call by pressing the blue RESET button on your Base Station.
- If you cancel the call, your Base Station says “**ALARM CANCELLED**” and no alarm is sent to the emergency response center.

NOTE:

If you do not cancel the alarm during the first 20 seconds after a fall was detected, the Base Station says “FALL DETECTED, CONTACTING EMERGENCY RESPONSE CENTER” and then “PLEASE STAND BY FOR OPERATOR.” Please tell the operator that you are testing your system. If you do not explain to the operator that this is a test, emergency help will be dispatched.

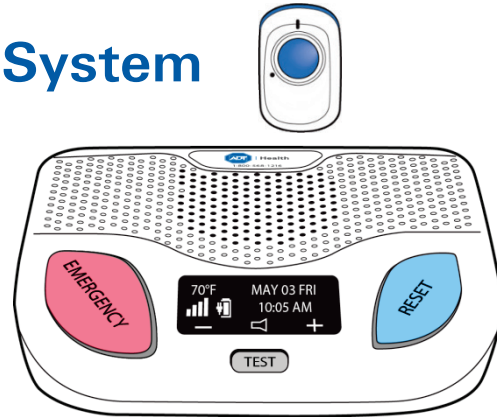


Using the Pendant With the Medical Alert Plus System

If you Fall

The pendant takes 20 to 30 seconds to interpret the movement and determine if an actual fall has occurred. If it determines that a fall has occurred:

- The pendant sends a signal to the Base Station.
- The pendant sounds a series of beeps and the light flashes red for 20 seconds.
- The Base Station says **"FALL DETECTED, PRESS AND HOLD BUTTON TO CANCEL."**





- If you do not cancel the alarm during the first 20 seconds after a fall was detected, your Base Station says **"FALL DETECTED, CONTACTING EMERGENCY RESPONSE CENTER"** and then **"PLEASE STAND BY FOR OPERATOR."**
- An emergency operator communicates with you through your Base Station.
- Tell the operator that you are in need of help.
- Emergency help is dispatched.

To cancel the call during the first 20 seconds after a fall was detected:

- Press and hold the Emergency Help Button on the Pendant for approximately five (5) seconds until the light flashes green once and you hear three (3) beeps.

Using the Pendant with the On-the-Go Emergency Response System

If you Fall

The pendant takes 20 to 30 seconds to interpret the movement and determine if an actual fall has occurred. If it determines that a fall has occurred:

- The pendant sends a signal to the Mobile Device.
- The pendant sounds a series of beeps and the light flashes red for 20 seconds.
- The Mobile Device sounds three (3) double beeps and the LED around the Emergency button blinks.
- To cancel, hold the button on the Fall Detection pendant for five (5) seconds until three (3) beeps are heard. This cancels the alert.





- An emergency operator communicates with you through your Mobile Device.
- Tell the operator that you are in need of help.
- Emergency help is dispatched.

To Manually Call for Help

- Press the Emergency Help Button once firmly.
- An alarm is sent to the Digital Cellular Base Station.
- Your Base Station says “**CALL IN PROGRESS.**”
- After the alarm is received, your Base Station says “**PLEASE STAND BY FOR OPERATOR.**”
- An emergency operator communicates with you through your Base Station.
- Tell the operator that you are in need of help.
- Emergency help is dispatched.



To cancel the call:

- Press and hold the Emergency Help Button on the Pendant for approximately 5 seconds until the light flashes green once and you hear a series of beeps.
- You can also cancel by pressing the blue RESET button on your Base Station.
- If you cancel the call, your Base Station says “**ALARM CANCELLED**” and no alarm is sent to the emergency response center.



Fall Detection Pendant Light Indicator

The Multicolor Indicator at the top of the Fall Detection Pendant flashes in different colors to advise you of various conditions. The following table describes the colors that the Indicator may flash and what it means.



Color	Pattern	Meaning
	None Off	No alarm detected
	Red Flashes once	Button has been pressed
	Red Flashes repeatedly	Fall is detected
	Green Flashes once	Alarm has been cancelled
	Amber One flash every few minutes	Pendant battery is low



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 Digital Cellular Base Station in or close to your bedroom. If your pendant accidentally activates while you are sleeping, you will be able to hear the operator over the Base Station and can let them know it was a false alarm and you are ok. If your pendant alerts the call center and we are not able to contact you over your Base Unit or primary home phone, help will be dispatched.

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 or concerns, please contact our support team at 800.568.1216 (option 1).



Important Safety Information

- Test your system once a month.
- The Fall Detection Pendant does not detect 100% of falls. If you are able, please press your Emergency Help Button when you need assistance.
- The Fall Detection Pendant will work approximately 600 feet from the Base Station, depending on the size and construction of your home.
- Wear your Fall Detection Pendant at all times.
- Place the pendant around your neck and adjust the lanyard so that it rests at chest level with the Emergency Help Button facing forward so it is easier to press.
- Wear your Fall Detection Pendant outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected.
- If your Fall Detection Pendant is not working properly, please call ADT support at 800.568.1216 (option 1).

WARNING: STRANGULATION AND CHOKING HAZARD.

The neck pendant lanyard has been designed to break away when tugged, however you can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

Frequently Asked Questions

What happens if I fall?

If you are able to, you should always press the Emergency Help 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 Help Button press.

How can I cancel a fall detect alarm?

Alarms can be manually cancelled by pressing and holding the device Emergency Help 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. You can also cancel by pressing the blue RESET button on the Base Station. If the alarm is not cancelled the operator will contact you through the Base Station. If the operator cannot hear you or you do not respond, emergency help will be dispatched.



How do I manually call for help?

Press your Emergency Help Button firmly. An alarm will be sent to the monitoring center through 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 will be automatically detected and an alarm will be sent to the emergency response center through your Base Station.

Is the Fall Detection Pendant waterproof?

Yes, it can be worn in the shower.

Is the lanyard adjustable?

The lanyard is adjustable. This can be done by grasping the two black fittings on the lanyard and pulling to tighten. Loosening is done by grasping just below the fitting and the on the connector for the lanyard and giving a slight pull.

How long will the battery last?

The battery is designed to last 18 months. The visual indicator will also flash amber briefly every few minutes to indicate low battery. If this occurs, please call ADT technical support at the number listed at the end of this user guide.



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

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

Is the lanyard breakaway?

Yes, with a tug the lanyard will break away.

What do I do if I accidentally set off the fall detection alarm?

If you accidentally set off the alarm, you can press and hold your Emergency Help 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." The operator will disconnect and no further action will be taken.

Can I replace the Fall Detection 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 provided lanyard.

Can I speak into my Fall Detection Pendant?

No, you can only communicate with the monitoring center through your Base Station. Your Fall Detection Pendant does not have two-way communication.

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 Specifications

Fall Detection Pendant

Dimensions (WxLxH):	1.4" x 2.0" x 0.8" (35 mm x 53 mm x 20 mm)
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Weight:	1 oz (28 g)
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Battery Power:	3.6 VDC, 1200 mAh
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Battery Life:	Up to 18 months
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Signal Frequency:	433 MHz
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Range:	Up to 600 feet line of sight between pendant and Base Station
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Operating Temp:	14°F to 122°F (–10°C to +50°C)
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Environmental:	Waterproof—can be worn in the shower
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Contact ADT

ADT agents are available 24 hours a day/7 days a week/365 days a year to assist you with your Fall Detection Pendant, Medical Alert Plus or Mobile Emergency Response systems.

For assistance call:

800.568.1216 and select **option 1**



Legal Information

Manufactured for ADT LLC dba ADT Security Services, Boca Raton FL 33431.

An ADT Medical Alert System is not an intrusion detection or medical device and does not provide medical advice, which should be secured from qualified medical personnel. Fall detection is only available on Medical Alert Plus and Mobile Emergency Response Systems. The System and Services rely on the availability of cellular network coverage to operate properly. These systems are not controlled by ADT. There is always a chance that the System may fail to operate properly. The 911 emergency services line is an alternative to the System and the Services. The Fall Detection pendant does not detect 100% of falls. If able, users should always push their Help Button when they need assistance.

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