ADT MEDICAL ALERT

Fall Detection Pendant

User guide

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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. 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 blue emergency help button. It also provides extra protection by automatically sending an alarm if you fall and are unable to push your button.

For assistance call

(800)568-1216 and select option 1

*Fall Detection pendant does not detect 100% of falls.

Complete user guide
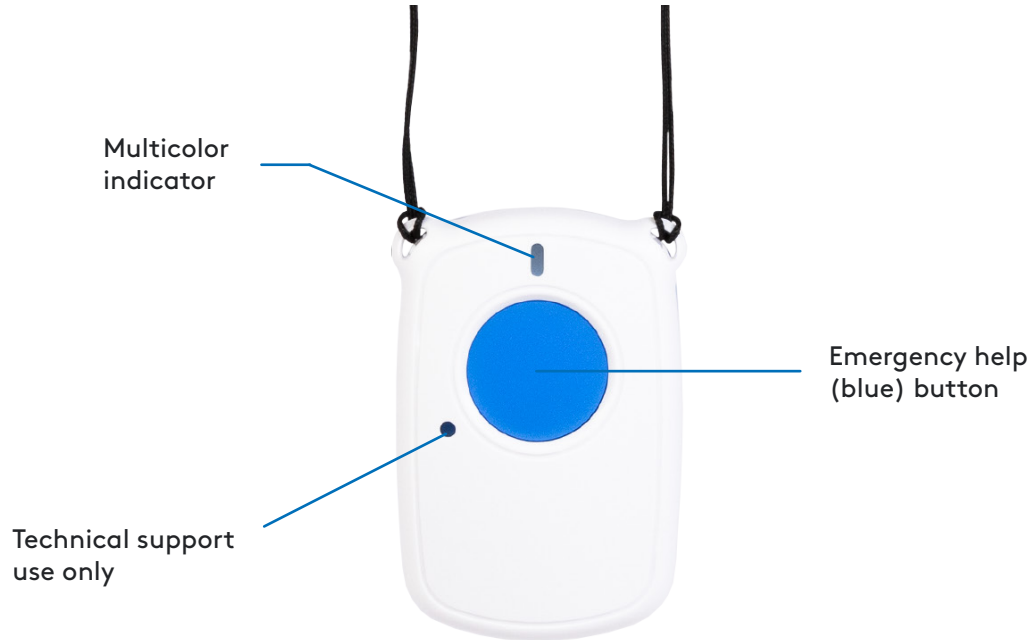
This user guide includes information covering:

The Fall Detection pendant

Note: The Fall Detection pendant is compatible with both the Medical Alert Plus and On-The-Go emergency response systems.

ADT Medical Alert

Fall Detection pendant features

Multicolor
indicator

Emergency help
(blue) button

Technical support
use only

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How to wear your Fall Detection pendant

Putting on the Fall Detection pendant

- Place the Fall Detection pendant around your neck and adjust the lanyard so that it rests at chest level. Make sure the pendant is facing away from your body so that it is easier for you to press.

- Wear the Fall Detection pendant outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected.

- Please handle your Fall Detection pendant with care when putting it on or taking it off, as the device may interpret this movement as a fall and activate.

How the Fall Detection pendant works

If an actual fall has occurred, the Fall Detection pendant takes 20 to 30 seconds to interpret the movement and determines that a fall has occurred:

- The Fall Detection pendant sounds a series of beeps and the light flashes **red** for 20 seconds.

- The medical alert system states, **"fall detected, press and hold button to cancel."**

- If you do not cancel the fall detection alarm during the first 20 seconds after a fall was detected, the device states, **"fall detected, contacting emergency response center"** and then **"please stand by for operator."**

- Communicate with the operator that you are in need of help and emergency response will be sent.

Fall Detection pendant

On-The-Go mobile device

Medical Alert Plus base station

6

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How to test your Fall Detection pendant

Please follow these simple steps.

OPTION 1

Test your Fall Detection pendant by pressing the help button

Please have your complete medical alert system near you at the time of testing. It is important that you test your system **at least once a month.**

1. **Firmly press the blue button on the Fall Detection pendant one time.**

   - The medical alert system states, **"call in progress."**

   - After the fall detection alarm is received, the base station states, **"please stand by for operator."**

- If you have a mobile device, it will sound three (3) double beeps and the red ring around the gray emergency button lights up for several seconds, and then fades out.

- An emergency operator will speak with you through the base station or mobile device.

2. **Tell the operator that this is not an emergency and that you are testing the system.**

   - If you do not respond or speak to the operator and explain that you are testing your unit, emergency help will be dispatched.

Note: **The mobile device nor the base station will not transmit an emergency call if one was activated within the last two minutes.**

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How to test your Fall Detection pendant

Please follow these simple steps.

OPTION 2

Drop testing your Fall Detection pendant

Please have your complete medical alert system near you at the time of testing. It is important that you test your system **at least once a month.**

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.

   - The Fall Detection pendant sounds a series of beeps and the light **flashes red** for 20 seconds.

   - The base station states, **"fall detected, press and hold button to cancel."**

- If you have a mobile device, it will sound three (3) double beeps and the **red** ring around the gray emergency button **lights up** for several seconds, and then **fades out**.

2. **Do not pick up the Fall Detection pendant before the test is completed**, as it may interpret this as normal movement and cancel the test call.

   - After 20 seconds, from when a fall was detected, the device states, **"fall detected, contacting emergency response center"** and then **"please stand by for operator."**

   - An emergency operator will speak with you through the base station or mobile device.

3. **Tell the operator that this is not an emergency and that you are testing the system.**

   - If you do not respond or speak to the operator and explain that you are testing your unit, emergency help will be dispatched.

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To cancel a false alarm

For no alarm to be sent to the emergency response center.

To cancel the Fall Detection alarm during the first 20 seconds after a fall was detected:

- Press and hold the blue emergency help button on the Fall Detection pendant for five seconds until it **flashes green once** and you hear a series of beeps.

- **For Medical Alert Plus users:** You can also cancel the fall detection alarm by pressing the blue RESET button on the base station.

- **For On-the-Go users:** You cannot cancel the fall detection alarm with the mobile device. You must press the blue button on the Fall Detection pendant to cancel the alarm.

- If you cancel the fall detection alarm, your base station states, **"alarm cancelled."**

If the help button was pressed on the Fall Detection pendant, you cannot manually cancel the alarm...

- Wait for the emergency operator to speak to you through the Medical Alert device.

- Tell the operator that this is not an emergency and that you do not need help.

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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.

Multicolor indicator

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 two minutes	Pendant battery is low

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Helpful tips to minimize activation while sleeping

Tip 1

To prevent your Fall Detection 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 the base station or mobile device in or close to your bedroom. If the Fall Detection pendant accidentally activates while you are sleeping, you will be able to hear the operator over the base station or mobile device and can advise the operator that it was a false alarm and that you do not need emergency assistance. If the Fall Detection pendant alerts the call center and we are not able to contact you over your base station, mobile device or primary home phone, help will be dispatched.

Tip 3

If your Fall Detection 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 Detection pendant back on when you get up from bed.

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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 any emergency help button when you need assistance.

- The Fall Detection pendant will work up to approximately 600 feet from the Medical Alert Plus system, if there are no obstructions (line of sight).

- The Fall Detection pendant will work up to approximately 100 feet from the On-The-Go mobile device, depending on the size and construction of your home and whether you are inside or outside.

- Wear your Fall Detection pendant at all times.

- Place the Fall Detection pendant around your neck and adjust the lanyard so that it rests at chest level with the emergency help (blue) button facing away from your body so that 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.

- The Fall Detection pendant itself is not capable of two-way communication.

- The mobile device nor the base station will not transmit an emergency call if one was activated within the last two minutes.

Warning: Strangulation and choking hazard. The Fall Detection 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.

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Frequently asked questions

What happens if I fall?

If you are able to, you should always press the emergency help (blue) button if you need help. If you are unable to press the button and a fall is detected by the Fall Detection 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 Detection Alarm?

Alarms can be manually cancelled by pressing and holding the emergency help (blue) button on the Fall Detection pendant 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 you have the Medical Alert Plus system. If the alarm is not cancelled, the emergency operator will contact you through the base station or mobile device. If the operator cannot hear you or you do not respond, emergency help will be dispatched.

How do I manually call for help?

Press the emergency help (blue) button on the Fall Detection pendant. An alarm will be sent to the monitoring center through the base station or mobile device. 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 the base station or mobile device.

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Frequently asked questions

Is the Fall Detection pendant waterproof?

Yes, it can be worn in the shower. However, it is not recommended to submerge any pendant for extended periods of time.

Is the lanyard adjustable?

Yes, the lanyard is adjustable. Tighten the lanyard by grasping the two black fittings and pulling. Loosen by grasping just below the fitting and on the connector for the lanyard and giving a slight pull.

If I fall and stand up, will the Fall Detection pendant still call for help?

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

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 the emergency help (blue) button for five seconds or until it flashes green to cancel the alarm. You can also press the blue RESET button on the 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.

Is the lanyard breakaway?

Yes, with a tug the lanyard will break away.

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Frequently asked questions

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 the base station or mobile device. The Fall Detection pendant does not have two-way communication.

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Compliance statements

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.

16

Compliance statements

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

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Technical requirements

Fall Detection pendant	
Dimensions:	1.4" x 2.0" x 0.8" (35 mm x 53 mm x 20 mm), W x L x H
Weight:	1 oz (28 g)
Battery power:	3.6 VDC, 1200 mAh
Battery life:	Up to 18 months
Signal frequency:	433 MHz
Operating temp:	14°F to 122°F (−10°C to +50°C)
Environmental:	Waterproof—can be worn in the shower
Range:	- Fall Detection pendant to Medical Alert Plus system: Up to 600 feet line of sight (unobstructed) - Fall Detection pendant to On-The-Go mobile device: Up to 100 feet, depending on the size and construction of the home and whether you are inside or outside

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