

# VitalCALL fall detector pendant user guide

The VitalCALL fall detector pendant is a personal emergency help button that you can press to summon help in an emergency. It is also a sophisticated fall detector that automatically sounds an alert and then sends a signal to your VitalCALL base unit when it detects a fall and an impact has occurred.

## How it works

If a fall is detected,\* the VitalCALL fall detector pendant will beep for 15 seconds before sending a signal to your VitalCALL base unit. When the signal is received by the base unit, the VitalCALL fall detector pendant will beep 3 times and flash red lights around its outer edge. The VitalCALL base unit will sound a loud pre-alarm and then send an alert to the monitoring centre to report a fall has been detected.

## Cancelling an Alert

If you have not experienced a fall, you can shake the VitalCALL fall detector pendant from side to side during the 15 seconds it is beeping, to cancel the signal being sent to the VitalCALL base unit. You can also cancel the alert at the VitalCALL base unit by pressing the **CANCEL** button during the 15 second base unit pre-alarm period.



**CANCEL**

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**CANCEL**

For further information contact  
1300 360 808 | [vitalcall.com.au](http://vitalcall.com.au)

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Personal Emergency Response

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Personal Emergency Response

## **Wearing VitalCALL fall detector pendant**

The VitalCALL fall detector pendant must be worn around the neck as a pendant, on a chain. VitalCALL fall detector pendant is supplied with a surgical grade stainless steel chain that is designed to break under significant pressure. Expect false activations in the first few days as you get used to wearing it. Try to avoid getting the VitalCALL fall detector pendant caught in clothing while dressing and undressing as false alarms can occur.

## **Care and Maintenance**

Please avoid directly spraying with perfume, Deet insect repellent or similar chemicals, by holding it out of the way. Clean with non-abrasive and non-polishing cleaners only. A warm damp cloth is usually sufficient.

## **VitalCALL fall detection pendant and pacemaker**

It is not recommended to wear the VitalCALL fall detector pendant if you have a pacemaker. It is recommended you check with your Healthcare professional or pacemaker manufacturer before wearing this pendant.

## **\*IMPORTANT NOTE**

The VitalCALL fall detector pendant is designed to detect a significant fall, and subsequent impact. While every effort is being made to capture the range of falls that can occur, some people will fall in a manner that will not automatically detect a fall has occurred. The help button is available to press in this situation. Please ensure this is firmly understood. Advanced technology is applied to process and report events, however, due to some rare occurrences such as network outages or other circumstances, it is not always possible to notify all events immediately. Use of this product confirms acceptance of these limitations.

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