

How to use your fall sensor

Wearing your fall sensor

The fall sensor should be worn on your non-dominant hand (the opposite hand to the one you write with).

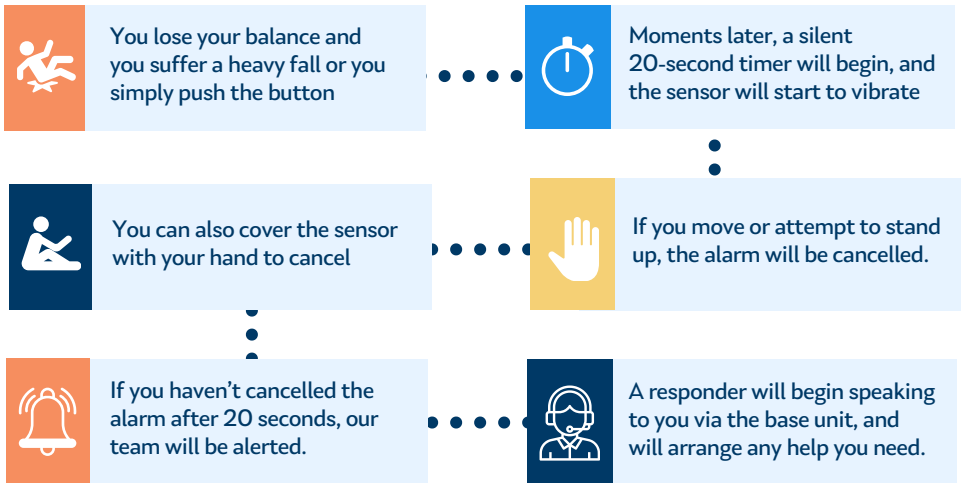
You can wear your fall sensor when you take a bath or shower but it cannot be submerged for longer than 30mins.

Battery life

The fall sensor has battery life of 18-24 months, dependent on use. We will automatically be notified when it eventually runs low, and we will contact you to arrange a replacement device, free of charge.



How to call for help using the fall sensor



If you need help and are able to, you should always press the button on the fall sensor rather than waiting for it to raise the alert for you.



Your personal alarm is a life-saving device so remember to wear it at all times.

How to test your alarm

- 1 To activate your alarm, press the button on your fall sensor.



For test calls, we ask that you push the button on your fall sensor, instead of the base unit. This helps us check that both devices are working correctly at the same time.



- 2 Both the fall sensor and the base unit will show a flashing red light while it connects through to our 24/7 monitoring centre.

- 3 Moments later, you'll hear the team speaking to you via the speakerphone built into the base unit. Please note that you cannot speak to or hear the team through the fall sensor that you're wearing.

- 4 Simply tell the responder that you're making a test call, and that you're testing your equipment.

They will tell you if they can hear you, and they will check that you can hear them. If everything is okay, they will end the call.



You should test your alarm regularly - at least every 4-6 weeks - to check that your system is working correctly so that you can rest assured that help is there when you need it.



Need some help?

Our friendly support team is ready to help you.



Call us on
0800 180 82 20



Send us an email
support@telecare24.co.uk