

iVi™

'the intelligent pendant'  
with auto fall detection

User Guide



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**Tunstall**

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## **User Guide**

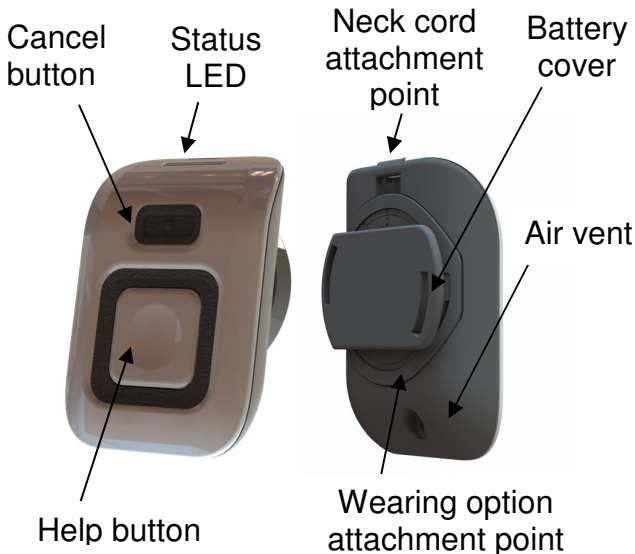
This user guide is available in multiple languages please visit [tunstall.com/productinfo](http://tunstall.com/productinfo)

## **Programming Guide**

A separate programming guide is also available at [tunstall.com/productinfo](http://tunstall.com/productinfo)


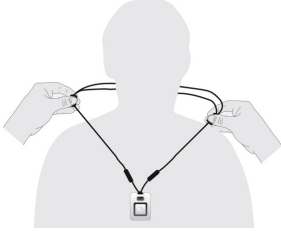


## What is the iVi?

Your **iVi™** is an intelligent pendant that has all the features of a standard pendant, allowing you to generate an alarm call when you need help. The iVi also provides an added layer of protection by automatically generating a call for assistance if you fall and are unable to push the help button.



# What is in the box?

The box contains this user guide, an iVi 'intelligent pendant', belt clip, neck cord and clothing clip.

<b>iVi 'intelligent pendant'</b>	<b>Neck cord*</b>
	
<b>Clothing Clip*</b>	<b>Belt clip*</b>
	

\*May not be supplied

## **Before first use**

Ensure the iVi is programmed correctly to your Lifeline home unit. To test this press the help button and ensure that it generates an alarm call to the monitoring centre. Tell the monitoring centre that you are making a test call and then ask them to end the call.

It is important to test the iVi in all the areas of your home, including the bathroom, basement and garage, as environmental conditions such as furnishings, building structure, submersion in liquid etc. may affect the range. A help call will NOT be initiated if the iVi is activated whilst out of range of the home unit.

## **Wearing the iVi detector...**

Your iVi will have been configured for a specific wearing option once setup you should not change the wearing option without contacting your supplier.

The correct wearing positions for the different wearing options available are shown on the following pages. Wearing the iVi in line with this guidance is important as it helps to ensure it is in the most optimum position to detect falls whilst also helping to reduce the chance of incorrect activations.

Please remember to wear your iVi at all times when you are in or around your home. You may also wear your iVi in bed if required.

**WARNING** – if you wear the iVi under your clothing please ensure you do not restrict access to the help button.

## ... on a neck cord

An adjustable neck cord is provided which should be adjusted to ensure the cord is not too long. The iVi should be fitted so that it sits at the height of your sternum. To avoid having to adjust the length of the cord each time you put the iVi on, pull apart one of the break links on the cord and then push them together again once you have put the cord over your head.



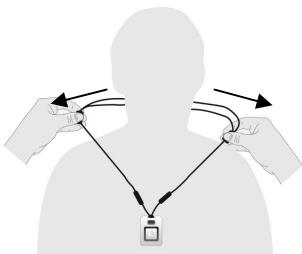
**Tip** - Clipping it to clothing using the brooch/clothing clip whilst worn on a neck cord may also help to reduce false alerts

**WARNING** – only use the neck cord supplied as it includes break links to increase safety.

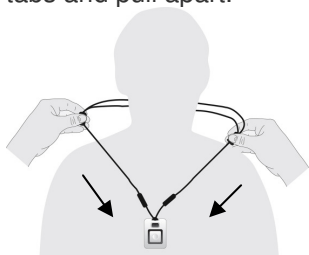


## Adjusting the neck cord

To shorten, pull the plastic tabs in opposite directions

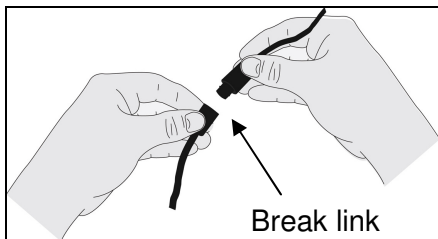
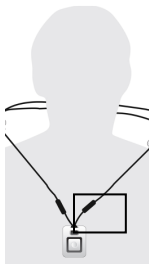


To lengthen, hold the neck cord just below the plastic tabs and pull apart.



## Taking off/Putting on the iVi

To avoid having to adjust the length of the neck cord each time you take off/put on the iVi, you can undo one of the break links on the neckcord, take each side of the neck cord round your neck and then fasten the break link again.



## ... as a brooch/clipped to clothing

The iVi can be worn in either of these orientations in order to clip it to shirt pockets, shirt/blouse openings etc.

**Tip** - The clips are reversible to enable them to be clipped to the left or right for male and female shirt openings.



## ... on a belt

The belt clip is designed to fit a wide variety of belts however you should ensure that the belt is of sufficient width to firmly hold the iVi in place.



## Important things to remember

- Remember, the **iVi** will only detect you falling if you are wearing it.
- The **iVi** must be worn in accordance with the wearing instructions, do not change the wearing option once your preferred method has been chosen.
- Due to the complex dynamics of falling, all falls may not be detected. In the event of a fall you should always try to press the help button on the **iVi**.
- If you fall and cannot press the help button, the **iVi** will generate a call for assistance within 30 seconds.
- Test the **iVi** at regular intervals by pressing the help button

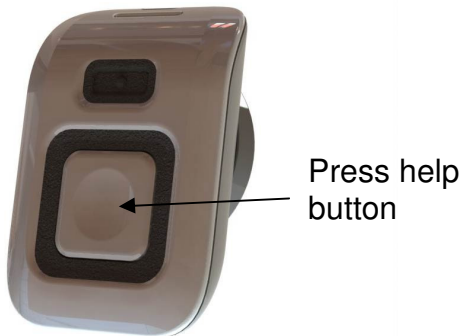
## How it works

The **iVi** is designed to be worn as a pendant therefore if you require assistance or if you fall you should always press the help button.

If you are unable to press the help button the iVi has intelligent sensors that will automatically generate an alarm.

## Manual alarm operation

- Press the help button on the iVi to generate a call for help.



- The red LED indicates the **iVi** is sending an alarm call.
- If the red LED flashes on and off, the **iVi** is still sending an alarm call, but is also indicating to you that the battery needs to be replaced.

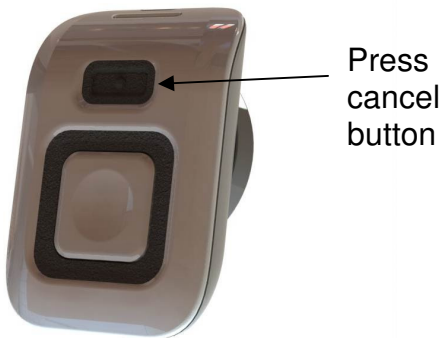
## What happens if you fall

- Stage 1 – the iVi detects an event and analyses it for up to 20 seconds. If the iVi decides that event is a fall, stage 2 is started.
- Stage 2 – The Green LED is turned on and the sounder plays ascending tones. This warns you that a fall alarm is about to be made and provides 10 seconds for you to cancel the alarm.
- Stage 3 – if the alarm is not cancelled, the LED goes red for a short time and the sounder plays an alarm tone. A fall alarm is then sent to your home unit.

**NOTE:** At any time during the above process you can press your help button to generate an alarm call.

## Cancelling an automatic fall alarm

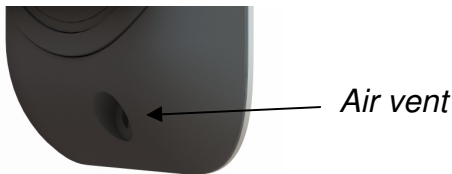
- If the iVi lights the green LED and plays ascending tones when you know you have not fallen, you can stop the iVi from generating an alarm by pressing the cancel button.



**NOTE:** The cancel button is designed to avoid accidental presses. If you press the cancel button by mistake you can generate an alarm call by pressing the help button.

## Taking Care of the iVi

- Your iVi is water resistant (IP67) and should be worn at all times including in the shower. When wearing in the bath you should avoid submerging the iVi in water for long periods of time.
- If your iVi does get wet dry it gently using a soft towel being careful not to press the help button. If you do press the help button by accident don't worry just inform the operator. They will be glad to hear from you and it will act as a useful test of the system.
- The vent on the back of the iVi is an important part of the fall detection process and needs to be kept clean and clear of any obstructions.



## Cleaning

- If required, the **iVi** may be cleaned periodically with a damp cloth and mild detergent or alcohol wipe.

## Spares and Accessories

The following replacement parts are available. Please contact your supplier for more details.

Battery	S1004042
Belt clip	D6602026
Clothing clip	D6602027
Neck cord	D6602033
Battery cover	D6602020



## Battery Replacement

The battery will need replacing approximately every 12 months. When the battery is low, the Fall Detector will automatically notify your monitoring service. As an additional low battery indicator, the red LED will flash after the help button has been pressed.

- When a low battery is indicated the battery should be replaced within 1 month.
- If it is necessary for you to change the battery, the fall detector uses a CR2450 3 Volt lithium battery.

**NOTE:** Dispose of used batteries in accordance with the latest legislation. Do not dispose of in household waste.

**WARNING** – During battery replacement the iVi will not be able to generate a help call

## To replace the battery

- 1) To access the battery, remove wearing accessory from the back of the iVi by turning it anti clockwise.
- 2) Then remove the battery cover, insert a coin into the slot and turn it anticlockwise.
- 3) Remove the battery and replace it with the new battery (CR2450), remember to observe the correct orientation i.e. positive (+) side facing you.
- 4) Replace the battery cover and test the iVi by pressing the help button. Inform the operator that you are making a battery test call.
- 5) If the device fails to make a test call then check the orientation of the battery. If this is correct then contact your supplier.



## **Warnings and Cautions**

It is important to test the iVi in all the areas of your home, including the bathroom, basement and garage, as environmental conditions such as furnishings, building structure, submersion in liquid etc. may affect the range. A help call will NOT be initiated if the iVi is activated whilst out of range of the home unit.

In certain situations, the iVi may not detect a fall. For example, a slow slide from a seated position on a chair may not register as a fall. It is important to remember if you need assistance always press the help button.

## **Frequently asked questions**

### **Can I wear my iVi in the shower or bath?**

Yes, the iVi is water resistant and should be worn at all times including in the shower.

When wearing in the bath you should avoid submerging the iVi in water for long period of time.

### **When should I wear the iVi?**

You should wear your iVi at all times when you are in your home and immediate surroundings such as your garden.

### **Can I wear my iVi under my clothes?**

Yes, the iVi can be worn under clothing however please make sure you can easily press the help button if you need assistance.

### **What happens if I accidentally press the help button?**

The iVi will generate a call to the monitoring centre. Tell the operator that you pressed it by accident and do not need assistance.

Don't worry they will be happy to hear from you and it will act as a good test of the system.

### **Will my iVi call for help if I drop it accidentally?**

On most occasions, the iVi can tell that it has been dropped and won't call for help. If the iVi starts to beep press the cancel button to stop it from sending a call for help.

### **If I fall and stand up, will the iVi automatically send a call for help?**

It may do. The iVi is designed to allow a period of time after a fall for you to recover. The amount of time it takes you to stand up will determine whether a fall is detected. In any case when the iVi starts to beep and the green LED is on you can press the cancel button to stop it from sending a call for help

## **What do I do if I have fallen but do not need help?**

When the iVi starts to beep and the green LED is on you can press the cancel button to stop the iVi from sending a call for help. If you decide that you need help press the help button. The monitoring centre is always happy to hear from you so if you are in any doubt let the iVi call for help and speak to the operator.

## **What happens if I cannot press the cancel button to stop the alarm?**

The cancel button has been designed to be small to prevent accidental cancellation of alarm calls. The iVi has also been designed to avoid activating when you have not fallen. If you cannot press the button for any reason don't worry just inform the monitoring centre operator that you are ok and do not require assistance. If the number of false activations continues to be a problem, please contact your supplier as they can adjust the sensitivity of the iVi.

## **Declaration of Conformity**

We, Tunstall declare that this social alarm equipment is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

## **Test Conditions**

Normal wearing position of the iVi is at least 1 metre from floor level (neck cord wearing option only).

## Troubleshooting

If the area around the button becomes damaged please contact your supplier.

## LED operation

Event	LED/Sounder action
Alarm button pressed	Red LED on for the duration of the radio transmission. If Red LED flashes battery is low
Fall Detected	Green LED on and play tones through the sounder for the duration of the cancellation period.
Fall Alarm Generates	Red LED on for the duration of the radio transmission. If Red LED flashes battery is low.
Error – Barometer, button, accelerometer problem detected	Orange LEDs flashed continuously



# Regulatory Compliance

## (312MHz only)

### **Federal Communications Commission (FCC) notices**

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.

## **312MHz Fall Detector (Part Number 66004/09)**

FCC ID: G2X-66004V

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.

Warning Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **Industry Canada Notice**

This equipment meets the applicable Industry Canada Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### **Australia**

The iVi operates on a frequency of 312MHz and is certified approved by TRL Compliance to AS/NZS 4268:2003



# Technical information

Weight:	25g
Dimensions:	58 x 38 x 14mm (WxHxD)
Battery:	CR2450 (3v Lithium cell)
Battery Life:	Up to 12 months
Radio freq:	869.2125MHz, compliant with the European Social Alarm frequency band
Radio Range:	869MHz Up to 50m (in building) 312MHz Up to 120m (390ft) (line of sight)
Water resistance:	IP67

## Environmental

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

## Standards

EMC:	EN55022, ETSI EN301-489-1 Class 1, ETSI EN301 489-3
Safety:	EN60950
Social Alarm:	EN50134-2, EN50130-4
Radio:	ETSI EN300 220-2
CE:	Compliant
Design and Manufacture:	ISO9001



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Tunstall Group Limited, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR  
Tel: 01977 661234 Fax: 01977 662450 Email: enquiries@tunstall.co.uk