

iVi™

the intelligent pendant
with auto fall detection

User Guide



Tunstall

Contents

What is the iVi?	4
What is in the box?	5
Before first use	6
Wearing the iVi...	7
... on a neck cord.....	8
... as a brooch/clipped to clothing	9
... on a belt	9
iVi covers	10
How to fit the cover	10
Important things to remember	11
How it works	12
Manual alarm operation	12
What happens if you fall	13
Cancelling an automatic fall alarm	14
Taking care of the iVi	15
Cleaning.....	16
Spares and accessories	16
Battery replacement	17
Warnings and cautions	20
Frequently asked questions	21
Regulatory Compliance	26
Declaration of Conformity	26
Technical information	27

User guide

To print a larger version of this user guide or for other languages please contact enquiries@tunstall.com

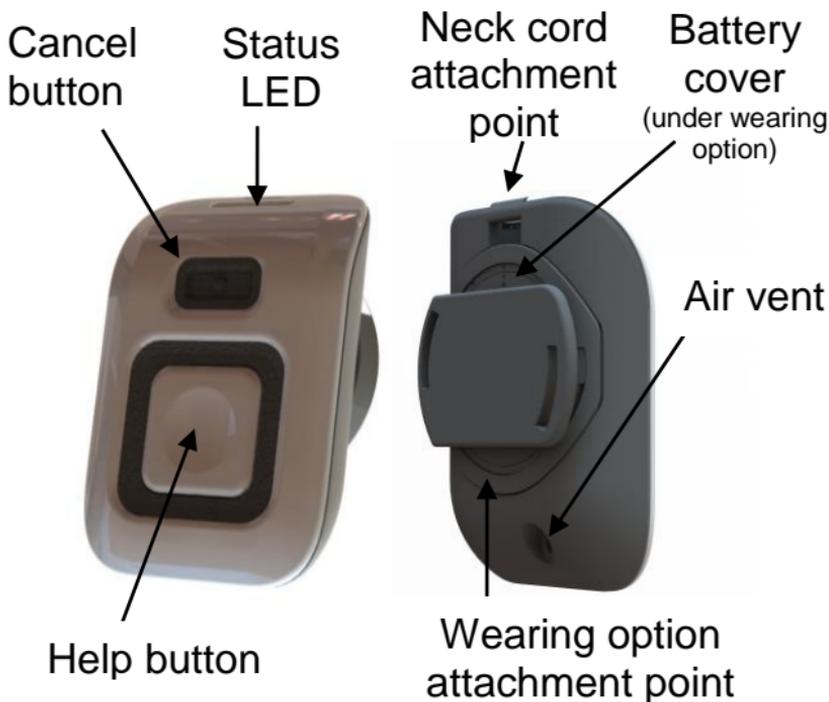
Programming guide

A separate programming guide is also available at uk.tunstall.com

☛ **Please read this user guide carefully**

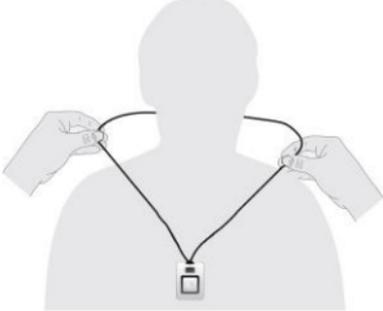
What is the iVi?

Your iVi is an intelligent pendant. Like other pendants, your iVi allows you to press a help button to generate an alarm call when you need help. The iVi also provides an added layer of protection by generating a call for assistance if a fall is detected and you 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*.

iVi intelligent pendant	Neck cord*
	
Clothing Clip*	Belt clip*
	

*May not be supplied

Before first use

Ensure the iVi is programmed correctly to your 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 follow their instructions.

- ☛ It is important to test the iVi in all the areas of your home, including the bathroom, basement and garage. Environmental conditions such as furnishings, building structure, presence of water or liquid etc may affect the range of the iVi. A help call will NOT be initiated if the iVi is activated while out of range of the home unit. If the iVi is not programmed correctly, please contact your supplier.
- ☛ **Please read this user guide carefully.**

Wearing the iVi...

Your iVi will have been setup with a specific wearing accessory. Once setup you should not change the wearing accessory without contacting your supplier.

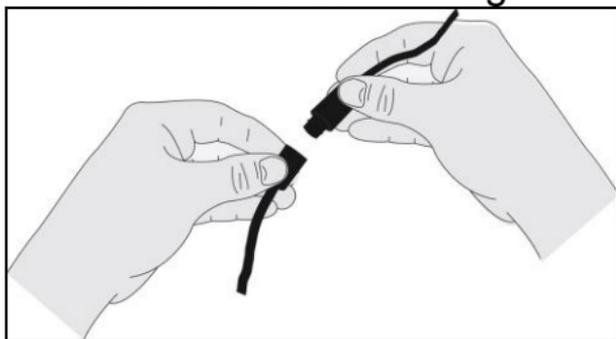
The correct wearing positions for the different wearing accessories available are shown on the following pages.

- Wearing the iVi in line with this guidance is important as it helps to ensure it is in the most optimum position to assess a fall event while also helping to reduce the chance of incorrect activations.
- Please remember to wear your iVi when you are in or around your home. You may also wear your iVi in bed. This will help to ensure the iVi is to hand if you require it at night. However it may not detect a fall from a lying position in bed to the floor.

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

... on a neck cord

The neck cord includes break links for your safety. The length of the cord should enable you to put the neck cord over your head. Alternatively, you can pull apart one of the break links on the neck cord, take each side of the neck cord round your neck and then fasten the break link again.



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

WARNING – only use the neck cord supplied with the iVi as it includes break links to reduce the risk of entanglement or injury.

... as a brooch/clipped to clothing

The iVi can be worn in either of these orientations and includes (where supplied) a clothing clip in order to clip it to the top of a shirt pocket or to shirt/blouse openings etc.



- ☛ The iVi must be worn at chest height and at least 1 metre from the floor.

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



- ☛ The iVi must be worn at waist height and at least 0.8 metres from the floor.

iVi covers

A variety of covers are available in a selection of colours to personalise your iVi. Please contact your service provider for more details.

How to fit the cover

Please follow the below steps;

1. Pass the neck cord through the top of the cover (as shown).
2. Pull the neck cord through the cover until the iVi fits into the top section of the cover.
3. Stretch the cover over the bottom corners of the iVi.



NOTE: Covers are made from a medical grade silicone rubber. Care should be taken to keep covers clean ensuring no objects obstruct the help button.

Important things to remember

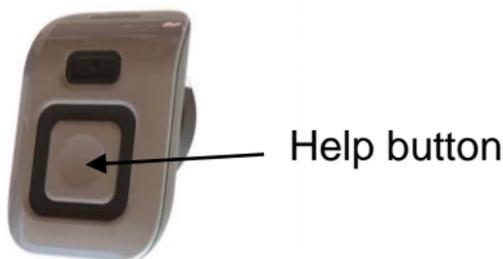
- The iVi will only be able to assess a fall event if you are wearing it.
- Due to the wide variety and type of falls, some falls may not be detected. For example, a slow gradual slide out of a chair is unlikely to be detected as a fall. **In the event of a fall you should always try to press the help button on the iVi.**
- The iVi must be worn in accordance with the wearing instructions, do not change the wearing option once your preferred method has been chosen.
- When in range of the home unit, if you fall and the fall is detected but you cannot press the help button, the iVi will generate a call for assistance within 30 seconds.
- Test the iVi at regular intervals and at least monthly by pressing the help button.
- Regularly check the status LED on the iVi (see page 25).

How it works

The iVi is a simple to use device that includes a help button to enable you to generate a call for help if you require assistance or fall. If you are unable to press the help button, the iVi has intelligent sensors that are designed to generate a call for assistance if a fall event is detected.

Manual alarm operation

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



- 2) The red LED indicates the iVi is sending an alarm call.
- 3) **If the red LED flashes, the iVi is still sending an alarm call, but is also indicating to you that the battery needs to be replaced (see battery replacement).**

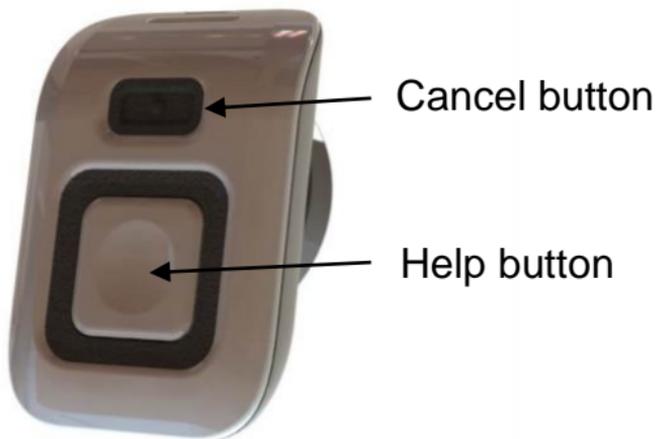
What happens if you fall

- Stage 1 The iVi detects an event and analyses it for up to 20 seconds. If the iVi determines that the event is a fall, Stage 2 is started.
- Stage 2 The green LED flashes and the sounder plays ascending tones. This warns you that a fall alarm will be made after 10 seconds. If you have not fallen or do not require assistance, you can press the cancel button during this stage 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: If you need assistance, do not wait for the above process to complete. Simply press your help button to generate a call to the monitoring centre.

Canceling an automatic fall alarm

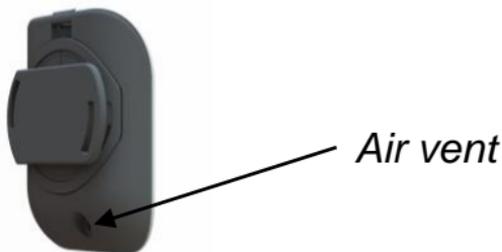
If the iVi flashes the green LED and plays ascending tones when you know you have not fallen, you can stop the iVi from generating an alarm by pressing the cancel button.



- 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 and may be worn in the shower and bath. When wearing you should avoid submerging the iVi in water.
- 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 happy 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 feature and must be kept clean and clear of any obstructions. When wearing in the shower/bath, water may cause a temporary obstruction and automatic fall detection may not function properly while the vent is obstructed.



Cleaning

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

- Remember that the iVi will not detect falls while it is not being worn therefore you should put the iVi back on again as soon as you have finished cleaning it.

Spares and accessories

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

Battery (CR2450)*	XS1004049
Belt clip	D6602026
Shirt clip	D6602027
Neck cord	D6602044
Battery cover	D6602049

*To ensure performance only use batteries recommended by Tunstall

Battery replacement

When the battery is low, the iVi 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 it is recommended that the battery is replaced within 2 weeks.
- If it is necessary for you to change the battery, the fall detector uses a CR2450 3 Volt lithium battery. Only use batteries recommended by Tunstall.
- Whilst the iVi has technology that informs the monitoring centre and the user when it detects a low battery, battery life is dependent on many factors such as use and environment and the battery should be replaced irrespective of this functionality at least every 9-12 months.

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 belt/shirt clip accessory from the back of the iVi by turning the clip anti-clockwise until it clicks.



2) Remove the battery cover, insert a well-fitting round 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. When the battery is reconnected the unit will beep.

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 and repeat the test by pressing the help button.



Warnings and cautions

- ☛ It is important to test the iVi in all the areas of your home, including the bathroom, basement and garage. Environmental conditions such as furnishings, building structure, submersion in liquid etc may affect the range of the iVi. **A help call will NOT be initiated if the iVi is activated while out of range of the home unit.**
- ☛ In certain situations, the iVi may not assess an event as 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 the iVi in the shower or bath?

The iVi is water resistant and may be worn in the shower. When wearing in the bath you should avoid submerging the iVi in water. Please note that water may temporarily cause an obstruction of the vent in the back of the iVi. Submersion in water may also reduce the range of the iVi meaning that the help call may not be received by your home unit.

When should I wear the iVi?

You can wear your iVi at all times when you are in your home and within range of your home unit.

Can I wear the 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 test of the system.

Will the iVi call for help if I drop it accidentally?

The iVi has been designed to avoid calling for help when it has been accidentally dropped. However, if the iVi starts to beep you can press the cancel button to stop it from sending a call for help.

If I stand up again after falling, will the iVi automatically call for help?

Possibly, 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 the event is assessed as a fall. Don't forget when the iVi starts to beep and the green LED flashes you can press the cancel button to stop it from sending a call for help.

What should I do if I fall but do not need help?

When the iVi starts to beep and the green LED flashes 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 prevent accidental cancellation of alarm calls. The iVi has also been designed to avoid activation 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.

Will the iVi send a call for help without me knowing?

The iVi has been designed to inform you before it sends a call for help. The iVi beeps and flashes the green LED to notify you that it has detected a fall and is about to send a call for help. When the iVi is beeping you can press the cancel button to cancel the alert and stop it from sending a call for help.

Can I wear the iVi in bed?

Yes, if you wish you can wear the iVi in bed. This will help to ensure the iVi is to hand if you require it at night. However it may not detect a fall from a lying position in bed to the floor. Fitting an iVi cover is also recommended if you are intending to wear the iVi in bed regularly.

Test Conditions

The iVi has been tested under the following user height conditions:

Neck worn – minimum height 4ft 6in (137cm)

Waist worn – minimum height 5ft (152cm)

A reduction in performance may be experienced with users below these heights.

Troubleshooting

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

LED operation

Event	LED/Sounder action	Action
Alarm button pressed	Red LED on for a few seconds. If Red LED flashes battery is low.	If possible, speak clearly to the monitoring centre
Fall Detected (cancellation period)	Green LED flashes and ascending tones being played.	Press cancel button if help is not required
Fall Alarm Generated	Red LED on for a few seconds and alarm tones played. If Red LED flashes battery is low.	If possible, speak clearly to the monitoring centre
Error – problem detected	iVi beeping and Orange LED flashing once every 30-40 seconds.	Contact your supplier immediately.

Regulatory Compliance

Declaration of Conformity

Tunstall declare that the radio equipment is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address: **www.tunstall.co.uk/approvals**

Technical information

Weight:	25g
Dimensions:	58 x 38 x 14mm (LxWxD)
Battery:	CR2450 (3v Lithium cell)
Battery Life:	Up to 12 months (depending on usage)*
Radio Freq:	869.2125MHz, compliant with the European Social Alarm frequency band
Radio Trigger:	The transmitted power in this band is less than 1mW e.r.p.
Radio Range:	869MHz Up to 50m (in building)
Water resistance:	IP67 (up to 1 metre for 30 minutes)

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:	EN55032, ETSI EN301-489-1 Class 1, ETSI EN301 489-3
Safety:	EN60950-1
Social Alarm:	EN50134-2, EN50130-4
Radio:	ETSI EN300 220-2
CE:	Compliant
Design and Manufacture:	ISO9001

*Battery life can be significantly reduced with heavy usage and/or use at low temperatures.



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