User Manual



Important

Please read the User Manual, the User Agreement, and Privacy Policy on the APP carefully before you use the device/service provided. Please keep these documents for any possible future references or uses. Failure to follow the instructions may result in the product not functioning as intended, and potential damage in the product.

Dangers

1) The device can be installed in a bathroom. Do not place or keep the device anywhere near water, like bathtubs, sinks etc. Do not attempt or put the product in a situation where it could potentially be immersed in water or any other liquids.
2) Keep the device away from corrosive substances and hot surfaces.



Warnings

1) Please remember to always use the power cord and adapter provided to you. The cable that comes with the product package ensures the device will work properly and function as intended.
2) Do not attempt to repair, disassemble, or modify the product at home.
3) Avoid potential blunt force by other hard objects.
4) To clean the device, wipe the surface with a clean, soft cloth. Do not use water, alcohol, or detergent.
5) This product is not intended for use by young children.

Cautions

1) The height and angle of the installation affects the performance and accuracy of the device. It is important to follow the instructions for the best results.
2) The device supports the 2.4 GHz wireless network.
3) The App supports IOS 13.0, Android 6.0 and above. (Not applicable to the Tuya version.)

4) The device complies with the safety standards for electromagnetic devices. If you have medical issues, consult your physician prior to use.

5) The device cannot monitor through walls. Please install the device in a room that is to be monitored, and in a location where the best line of sight (LOS) can be obtained. Avoid obscuring the "view" of the device (eg. behind large wardrobes, doors, curtains, or large plants etc.).

6) When disassembling or reinstalling the device, please follow the instructions provided.

7) The device works the best when there is only one person in the room. The presence of a second moving target, such as another person or pet will not trigger any potential fall alerts. This is on the presumption that a second person present can provide aid should one have fallen.

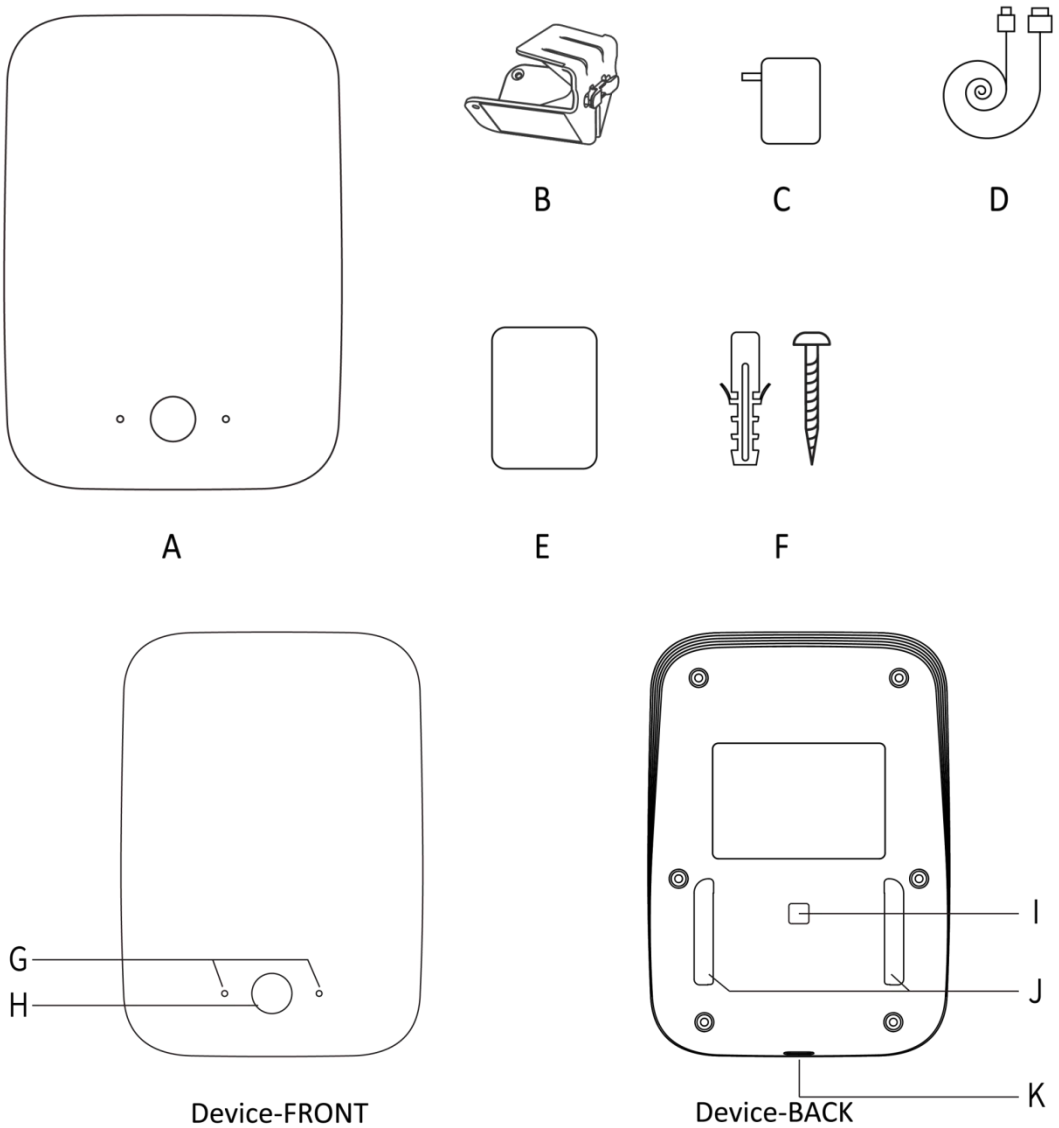
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1. About the Device

Using cutting edge mmWave radar and gesture recognition technologies combined with our intelligent algorithm, machine learning and data prediction/analysis, the device is capable of tracking many metrics of day to day living for senior citizens. It is able to provide useful information to healthcare workers and loved ones. The device generates integrated health alerts, is able to intelligently identify all kinds of postures, and detects high-risk events such as falls, oversleeping, abnormal wandering, and even potential burglaries. The device is capable to actively alert the care should anything occurs.

1.1. Inside the package



A: Device B: Installation Bracket C: Power Adapter

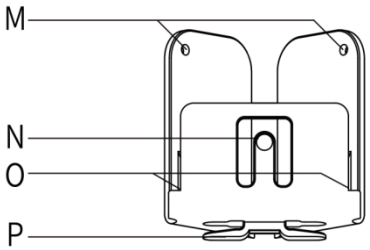
D: Cable E: Adhesive Tape F: Screw set

G: Status indicators

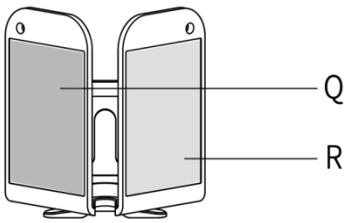
- Blue: when flashes, the device in set up mode;
- when constant,the configuration is successful and the device is working properly.
- Red: when flashes, a potential fall is detected;
- when constant, the device is disconnected from the network.
- Light off: when you successfully setup the device, the indicators will be blue for 30 seconds and then automatically turning of. You can press the HOME button to wake up the indicators.If the indicators do not wake up, there may be no power supply.

H:HOME Button I: Positioning slot J: Installation Slot

K: Type-C Adapter Port



Bracket-FRONT



Bracket-BACK

M: Bracket screw hole N:Limit Stop O: Cable Clip

P: Bracket-Adhesive Side Q: Bracket-Orientation Side

1.2. Product Parameters

Product Model	See the label on the back of the device
Voltage Rating	DC 5V/2A Max
Power Consumption	3W
Storage Temperature	-10°C~70°C(14~158°F)
Operating Temperature	-10°C~50°C(14~122°F)

Effective Detection Range	Up to 7m (23 feet)
Communication Interface	WIFI access to the home network

2. Product Installation and Configuration

Tips

1) The height and angle of the installation of the bracket are especially important. Improper installation can negatively affect user experience.
2) Please enter the correct installation on height and working distance during device configuration.Improper installation can affect detection accuracy.
3) The device needs to be installed in a palace where the WiFi signal is stable, otherwise the device will not operate properly.

2.1. Installation



Fig. 1

A. Installing the bracket

1) In the room that requires monitoring, please choose a corner of the room with the best line of sight. Please avoid obstacles such as ward robes, doors, curtains or tall plants.

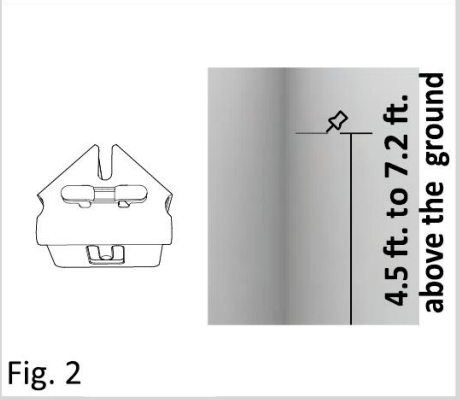


Fig. 2

2) The device can only be installed between 4.5 and 7.2 ft above the ground (Fig. 2).
3) Thoroughly clean and dry the spot prior to installation.

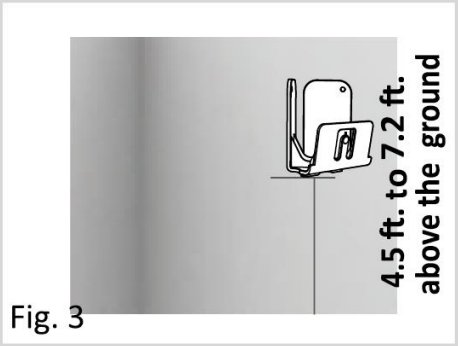


Fig. 3

4) Remove the protective layer on the **adhesive side (P)** of the bracket. Push the **orientation side (Q)** against the wall and make sure the base is between 4.5 and 7.2 ft above the ground. (Fig. 3)

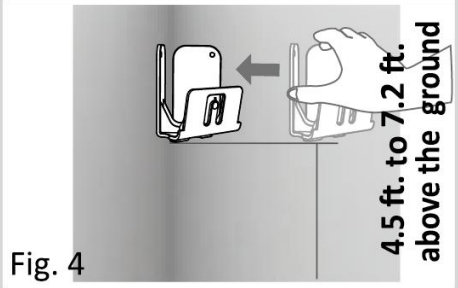
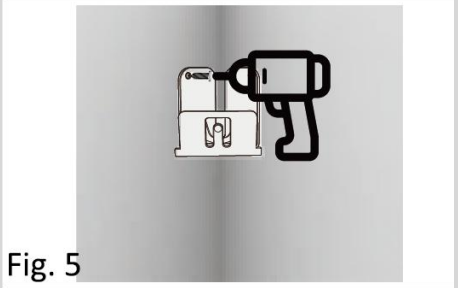
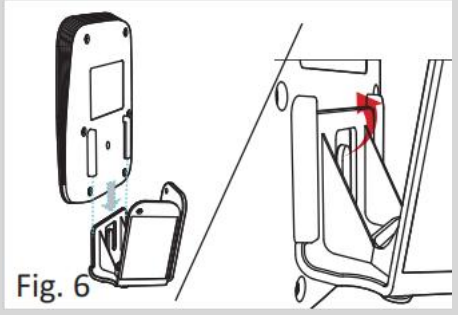


Fig. 4

5) Slide the bracket parallel to the corner. Keep the bracket vertical so that the **adhesive side (P)**of the bracket touches the other side of the wall, and the base of the bracket is between 4.5 and 7.2 ft away from the ground. Press hard to ensure the adhesive sticks. (Fig. 4)


Fig. 5

6) If the wall is uneven, or if there is wallpaper or plaster, secure the bracket with the **screw set (G)** provided in the package. Otherwise, the bracket may break away from the wall and the product may fall and be damaged. (Fig. 5)


Fig. 6

B. Installing the device

Align the **slot (J)** on the back of the device to the bracket and slide to the bottom until you hear a light snap. The device is now in place. (Fig. 6)

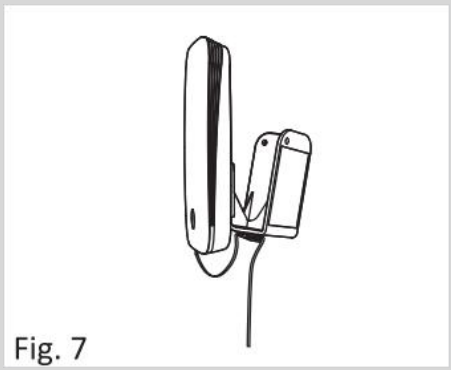


Fig. 7

C. Powering on

Connect the power cord and adapter and power the device on. In3-5 seconds, the **status indicators (G)** will start flashing blue. (If not, press and hold the Home Button (H) for 3-5 seconds.) Now you can start setting up your device. It is recommended to use the **cable clip (O)** to secure the power cord in case the cord falls. (Fig. 7)

2.2. Device configuration

If you are an institutional user, please contact the sales or tech support for more information.

If you are **an individual user**, please download the APP and follow the steps in the App to complete the device configuration.

If you are a Tuya user, please follow the steps in Tuya APP to install and activate the device.

Tips:

1) The device currently supports only 2.4 GHz wireless networks. If you are using a router that supports both 2.4 GHz and 5 GHz, make sure to select the 2.4 GHz network when setting up the device.
2) Make sure that your phone is connected to the correct home WiFi network and you've entered the correct Wi-Fi credentials during configuration. If you enter the wrong credentials, the status indicators will light up red.
3) Please make sure you select the correct installation height during device configuration.

4) The device must be paired to a Room to work properly. We provide different services for different room types. For better experience, choose the correct room type during the configuration process.

5) Tuya may charge extra for phone calls or text messages.

2.3. Moving the device

If you need to move the device to a different location, please follow the steps below.

1) Power of the device. Remove and separate the device from the bracket.

2) Secure the mounting bracket in a new location.

3) If the new location has the same WiFi as the old location, you will need to press and hold the Home Button for 3-5 seconds until the blue lights flash. Then, repeat the configuration steps above.

4) If the new installation location uses a different WiFi than the original one, you will need to press and hold the Home Button for 3-5 seconds until the blue lights begin blinking. Then, repeat the device configuration steps above.

3. Warranty and Service

When you purchase a new or certified refurbished device, we warrant the device against defects in materials and workmanship under ordinary consumer use for 1 year from the date of original purchase. The limited warranty applies only to hardware components of the devices that are not subjected to accidents, misuse, neglect, damages of any kind, alteration, repair, or commercial use. You can reach us through email or visit us at website.

4. FAQ

Q1: Problems with device configuration.

1) Select the 2.4 GHz WIFI network.

2) During configuration, your phone may prompt you whether to use the current network, Select YES. **IT IS ALSO RECOMMENDED THAT YOU TURN OFF YOUR MOBILE PHONE DATA**.

3) The status indicators will be red if there is no WIFI, or unstable WIFI signal, or if you have entered the wrong WIFI password. Please press and hold the HOME button for 3-5 seconds until the lights flash blue. You can then repeat the configuration process.

4) Please make sure your device is not connected to another phone. Otherwise you will have to delete the device from the other phone and repeat the configuration steps.

5) If the device configuration fails, power the device off and repeat the process.

Q2: Not receiving texts or calls?

1) Texts or calls may be blocked on your phone. Check your phone's blacklist.

2) The internet, mobile network, or cloud service is not available or working for any reason. For example, no local internet service, third-party cloud failure, the phone powered off or not in service area, etc.

3) Wrong emergency contact number. (Please note that you need to enter a correct country code.)

4) Depending on the third party cloud regulations, you may have reached the upper limit for the maximum number of voice calls or texts messages that can be made per day to the same mobile phone number.

Q3： Not receiving messages?

Turn on notification permissions of the APP in your mobile phone settings.

Q4: Why can't receive alerts even if i have already successfully added a device to the App?

You have to pair the device to the correct room. If you need to move your device to another room, in the”Device” page of your APP, press and hold the device until it is activated. Select the device that needs to be moved and click the  button at the bottom of the page. You will then be automatically diverted to the "Room" page. You can then select the correct room you need to move the device to.

Q5: Can l use one account to control multiple devices?

Yes. You can add as many devices as you'd like. Please note that the device has to be assigned to a room to work properly.

Q6: How do l turn on or customize the various functions provided with the App?

1) Make sure you have purchased the membership in your APP.
2) On the "Room" page in your APP, select the correct room. Click settings on the top right of the screen to change the room type or adjust various settings.

Q7: Can l log in to the same account using different mobile phones?

The APP can support up to 5 different mobile logins, but only one at a time. You can see all the phones in your APP under Settings/ Account and Security/ Login Device Management.

Q8: How do l know the device is working?

Normally when the device is working properly, the status indicators are off. You can click the HOME button to wake the indicators up and they will light up blue.

5. Disclaimer

1) This product is not a medical device and does not guarantee 100% accuracy.

2) Do not install the device in areas where water can be splashed onto the device, such as directly above a bathtub, a sink, or a shower. Otherwise, your warranty will be void.

3) Always use the cable and power adapter provided with the device. Otherwise it may not function properly or even cause damage to the product due to insufficient or excess power supply.

4) Maximum field of view is only guaranteed when the device is installed properly at the intersection of two walls with the most optimal field of view in accordance with this manual. Otherwise, there may be blind spots resulting in missed alerts. The room that needs monitoring should be on the same plane, otherwise the device will not function properly (eg.steps and slopes in the room).

5) The device can successfully recognize most common falls, but some are unrecognizable, such as slipping slowly while leaning against the wall or other supports, or when the user slipping down to the floor while in a chair or a bed.

6) For better accuracy and user experience, there is an interval between the device detecting a fall and sending an alarm (this buffer time can be set by the user during configuration), depending on the availability of the internet. Whenever the device detects a fall, the device flashes red. During this time frame, if the device detects that the user has stood or sat up, or if other people walked into the room, the device will automatically cancel the alarm, and the red lights will dim. Otherwise, the device will send an alarm to the App.

7) The presence of obstacles will affect the accuracy of the monitoring.

8) Common causes for false or missed alerts: jittering of the curtains, fans and ventilations, presence of children and pets or multiple persons, fish tanks, bathtubs or large containers of water, robot vacuum cleaners (at work), and dropping of objects with strong reflectivity to mmWave.

9) The device can monitor through glass. If there is a moving object on the other side of a glass partition or a glass door, it may cause false or missed alerts. Please adjust the working distance.

10) If there is more than one person in the room that is being monitored, some

features such as potential fall alerts may not work as we assume the other person will come to the resident's rescue and thus an alert is not necessary.



6. FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part15 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:

1) Reorient or relocate the receiving antenna.

2) Increase the separation between the equipment and receiver.

3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4) Consult the dealer or an experienced radio/TV technician for help. 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.

Caution: Any changes or modifications not expressly approved by the manufacturer for compliance could void the user's authority to operate this equipment.The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.