



Cassius Video Carephone Falls Button

AUTOMATIC
FALLS
DETECTION

1 About the Cassius Video Carephone Falls Button

- The Cassius Video Carephone Falls Button will be provided together with a Cassius Video Carephone.
- It has an automatic falls detector or a button that can be pressed to raise a call for help.
- This device has been designed to be used in the home and - should a fall occur - it automatically makes a voice call to your emergency contact through the Video Carephone.
- It is therefore most suited for people who spend the majority of their time at home.
- The Falls Button needs to be within the range of the Video Carephone for the call to be raised.
- It can be worn as necklace, watch strap or belt clip.





2 How does it work?

The Video Carephone is set-up with a pre-determined emergency contact in order to support you should you have a fall. Your emergency contact can be a friend or family member or can be linked to the Cassius Monitoring and Response centre. If you have a fall or if you press the alarm button, an outgoing voice call will automatically be made to your emergency contact through the Video Carephone. Video is not activated to protect the person's privacy.

The call will be made after a 60 second countdown, following a fall. The Falls Button must be within range of your Carephone to operate. It has a wireless range of up to 75 feet/ 20 metres using Bluetooth. Your emergency contact will then be able to communicate with you through the Video Carephone and arrange any help or support you may need.

3 Things to know

Battery

The Cassius Video Carephone Falls Button is powered by a standard CR2032 watch battery which will need to be replaced approximately every six to twelve weeks depending on usage. The battery is removable and replaceable by the user, however, one spare battery is provided. Your emergency contact will be informed - through an alert - when the battery is running low and the battery needs to be replaced.

If you have any issues changing the battery on your Falls Button, please contact Alcove and they will arrange to help you to do this. You can either press the Ask Alcove button on your Video Carephone, call 02039661121 or email ask@youralcove.com (9am-7pm, Monday to Friday or 10am – 2pm Saturday and Sunday)

Connection to the Video Carephone

The Cassius Video Carephone Falls Button connects to your Video Carephone using Bluetooth (wireless connection) and needs to be connected in order to work. Please ensure your Video Carephone is plugged in and charged at all times, using the charging wire provided. If your Video Carephone is not charged, the Falls Button will not work.

Your emergency contact will be alerted if your Video Carephone is not charged or loses internet connection for 20 minutes or more. Calls through the Video Carephone are free.

Waterproof

The Cassius Video Carephone Falls Button is waterproof and can be worn in both the shower or the bath.

Pacemaker

If you have a pacemaker then you should be aware that the device watch cannot be worn or come in contact within an area of 25cm from the pacemaker. If you are unsure then please check before use.

4 How is my data used for this product?

This device will capture data which is used to support best outcomes, you can find out more on our privacy statement - <https://www.suffolk.gov.uk/about/privacy-notice/adult-and-community-services-privacy-notice/>

**The Monitoring Centre referred to in this sheet is managed by Medequip.*