

the *assure*

Life-saving
wristband



User guide



Welcome to your *Assure*

At Acticheck we created the *Assure* to enable people to get help even when they couldn't get to a phone; ultimately helping people live life with more confidence.

The *Assure* is a simple to use life-saving wristband created for anyone who spends a significant amount of time alone; solo seniors, lone workers, solo sports people and those with a condition that might make them vulnerable.

We designed the *Assure* to be waterproof and to have a one year battery life so it can be worn all the time, as you never know when you'll need it. The *Assure* system gives you an award-winning, comfortable wristband that can alert your chosen family, friends, neighbours and even an optional response centre.

The *Assure* wristband links to a base station to give resilient home & garden coverage and can link to a smartphone app so you can have coverage wherever your phone has a signal.

We have a great combination of ways to call for help. A simple squeeze will send an SOS, but we can also monitor for severe falls and our unique *I'm OK* checks - for which you set the time(s) of day you would like the wristband to buzz and simply by pressing a single button confirm that all is well - are ideal for confirming you are up in the morning and OK before bed.

Please take the time to read the rest of this guide as it will help you to make the most of your *Assure* system.

We hope the *Assure* helps you live with confidence.



Karl Gibbs
Founder

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The *Assure*

The *Assure* life-saving wristband is designed to be worn all the time and fit in with a modern lifestyle.

The wristband is made from medical grade silicone and should be worn as snugly as is comfortable. It carries a 'puck' which is monitoring for activity, signs of a severe fall and whether it is being worn. The puck has easy to press buttons on either side. Pressing both buttons with a simple squeeze initiates a call for help whilst minimising false alarms. To confirm you are OK just press either button.

The *Assure* wristband is comfortable to wear, waterproof and has a one year battery life – once you put it on there is no reason to take it off. We regularly review your battery life and will be in touch in good time to arrange replacement of your puck to ensure continuous protection.

The *Assure* wristband can also link through a smartphone app (see page 24) but smartphones should not be used in place of a base in a fixed location as their coverage is less reliable.

The *Assure* base

The *Assure* base passes messages from your wristband to the Acticheck server and provides excellent home and garden coverage. It has been designed for reliability, simplicity and elegance.

With your *Assure* system you will also find:

- 1 x Internet cable
- 1 x Power/charging cable
- 1 x Wall plug
- 1 x User Guide (this!)
- 3 x Responder invitations

How the *Assure* calls for help

Your *Assure* has three alert triggers and two warning notifications.

SOS calls

This is when the user initiates the alert with a simple squeeze of the wristband.

Place a thumb on a button on one side and forefinger on the other and gently squeeze together until you are aware of a click. The wristband will confirm the alert with a discrete buzz.

Fall monitor

The *Assure* system can be set to detect signs of a severe fall. If this is set and there is an impact followed by very low levels of movement we will start the pre-alert checks (see page 9).

I'm OK checks

The simple way to confirm the wearer is up in the morning and OK before bed.

Choose suitable times during the day for the wristband to buzz (if it is being worn). The wearer acknowledges they are OK by pressing a single button or, if activated, by shaking the wristband. If the buzz goes unacknowledged, we will try twice more over a four minute period before triggering the pre-alert checks.

IMPORTANT: This only works when the wristband has a live connection through a base station or smartphone. It should not be used as the sole mechanism for remembering medicines. The timing of *I'm OK* check should be set at least twenty minutes before you want the first one to occur. More than two *I'm OK* checks a day may reduce battery life.

A button press on the wristband in the 10 minute confirmation window before an *I'm OK* check is scheduled will confirm the wearer is OK and cancel the check.



Outcomes of I'm OK checks

There are four possible outcomes to a *I'm OK* check.

1. If the wearer confirms they don't want help the alert is cancelled; an event notification will show on the activity chart.
2. If we can't connect with the wristband we email administrators to let them know.
3. If the wristband is reporting it is not being worn we email administrators to let them know.
4. If the wristband is reporting it is being worn but there is no response from the wearer an alert will be raised.

The *Assure* system has two additional warning notifications that generate emails to selected responders.

Cold at home warning

The *Assure* base reports its temperature at regular intervals. If you position it somewhere which is representative of the general household temperature and tell us which hours are important to you we will send an email if the wearer is at home but the temperature is below the set comfort zone.

You can also turn on the 'Frost protection alert' which will email anyone authorised as an administrator to let them know the building is in danger, whether or not the wearer is at home.

Lost connection warning

The *Assure* base sends a message every 15 minutes and if there is a power cut, internet outage or an accidental unplugging and we don't hear from the base for 45 minutes we will email all administrators to let them know.

If you have a cellular base there is a 20hour back-up battery which significantly reduces the likelihood of lost connections.

No communication with wristband warning

If we have no contact from the wristband overnight and the wearer has not been marked in MY BAND as absent, we send a message to all administrators.



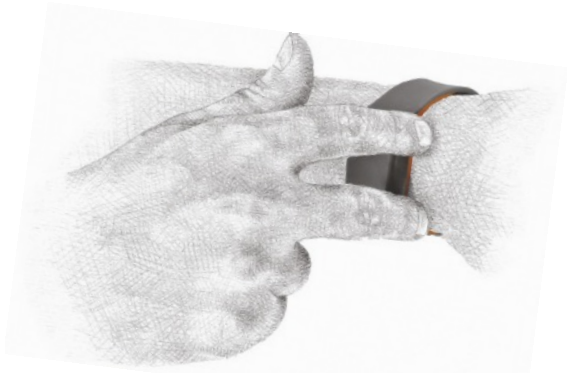
Pre-alert checks

The *Assure* system gives you two opportunities to cancel the alert; if you do not respond to either the full alert is initiated.

Band buzz

Whenever the wristband buzzes this is confirmation that an alert is about to start and an invitation for you to confirm you do not need help. If you don't confirm within 10 seconds there will be an automated check call (see below). If it is programmed to do so, the base will also sound as another indicator that an alert sequence is in process.

In MY BAND you can set the option to 'shake to cancel'. If you shake the wristband (perform a waving action) within a period of 3 seconds after the band has buzzed, this will confirm you are OK and will cancel an 'I'm OK' or fall alert. You can always confirm you are OK by pressing a single button.



Pressing a single button with your thumb

Automated check call

The phone number(s) that have been verified in Settings - Phone numbers will be called and a voice message will prompt you to press '1' on your telephone keypad or to say 'cancel' if you do NOT need help.

If the wristband is connected via the smartphone app for the particular alert we will only call the smartphone.



The alert sequence

Once an alert has been triggered and the pre-alert checks have gone unanswered the Acticheck system starts to call your responders. Responders are the people whose contact details have been entered into the system and who have agreed to accept calls (and potentially emails) for you. Often they will be family, friends and neighbours but it could also be a professional carers if you have arranged it with them. The system must not be configured to call emergency services (e.g. 999).

The system automatically calls responders, in a configurable order, until one of them answers.



Each call which is answered will receive an automated message telling them you may need help and asking them to press '1' on their telephone keypad, or say 'yes', if they are willing to take responsibility. We will cycle through your responder list twice to try and get a positive response. If you are unsure that there will always be cover you could subscribe to our 'fallback response' service (see page 18).

Once someone accepts responsibility, the system will read them your address, access instructions and 'in case of emergency' information. We will also text and email this information to them.

The alert sequence can be cancelled at any time by pressing a single button on the wristband.

Setting up your system

The Actichck *Assure* uses a combination of email messages and phone voice & text messages to connect to users. This requires validation of both the email address and telephone number.

The person who wears the wristband is referred to as a **WEARER** and people who are contacted when help is required are called **RESPONDERS**. They will all need to be registered on the system.

If you are a wearer who has an email address, or someone who has access to the wearer's email account, use that email to register your system and follow option 1 (below). Otherwise follow option 2 (next page) to set up the system as a responder. You should use option 2 if the wearer does not have an email address.

Option 1: Setting up using a wearer's email address

Go to my.actichck.com and select 'Register', then enter the email address of the wearer. Wait for the email to arrive and follow its instructions. For security, the link will not work if the procedure is not started within an hour

Select the 'WEARER' link in the email and you will then be asked the following information:

- Wearer's name: the name that will be announced to the responders so use a name that they will recognise.
- Username: a unique name, often the wearer's real name (without spaces), that can be used instead of the email address to log in.
- Password: you will need this password to log in.
- Phone number: This is the wearer's primary number, ideally a landline at the same location as the base but could be a mobile phone number. Additional phone numbers can be added after the account is registered.

To simplify the installation process we also recommend you enter the following information.

- Base Registration Code: This is printed on labels on the base and box.
- Address and postcode: This is announced to your responders and so must be where the base is located. Please include the postcode.

Option 2: Setting up using a responder's email address

Go to my.acticheck.com and select 'Register', then enter your email address. Wait for the email to arrive and follow its instructions. For security, the link will not work if the procedure is not started within an hour.

Select the 'RESPONDER' link in the email.

You will then be asked for the following information about you as a responder:

- Your name: this is the name that will appear to your wearer(s).
- Username: a unique name, often the responder's real name (without spaces), that can be used instead of the email address to log in.
- Password: enter a password for you to use when you log in.
- Phone number: **your** responder number to be called when an alert is raised.
- Postcode: this helps us locate responders.

You have set up your account and now need to set up an account for your WEARER.

1. Log in using either your username or email address - the password will work for either,
2. Select NEW WEARER (left hand menu),
3. Complete all the details for the new WEARER.
N.B. If you need to add a wearer without a telephone number please contact Acticheck.
4. To manage the wearer's settings go to MY WEARERS and select 'View Wearer Panel': ensure you can see their name (top left).
5. You can now add additional RESPONDERS by selecting MY RESPONDERS (left hand menu) and then 'Add responder' (top right).

You can now set fall monitoring and *I'm OK* checks for the wearer (see page 20).

To return to your own account, where you can manage your own availability (in MY WEARERS) and profile settings, select the 'click to exit' button (top right)

As you have set up the system you are designated as an 'administrator RESPONDER'. If you would like other responders to have access to the wearer's account you will be able to designate them as administrators (see page 18).

Step 2: Verifying your phone number

IMPORTANT: Your phone numbers must be verified by answering and responding to an automated phone call. The system will not work without verifying the number. You should verify your own number by selecting **SETTINGS > 'Phone Numbers'** and following the instructions in the number verification screen.

1. Please double check the number. If it is not correct edit the number and click on 'Save changes'. All international numbers should start with a + followed by the country code. If it is not correct edit the number and click on 'Save changes'.
2. When you are content with the phone number click on **Make verification call now**
3. Follow the spoken instructions

Call blockers

The *Assure* uses automated calls that may need the receiver's permission to get through call blocking security. If you have a call blocker visit our support page at www.acticheck.com/callscreening for details on how to whitelist our number.

Step 3: Positioning your base


Your base comes with two 1.8m cables. One is a blue RJ45 internet network connection cable: one end plugs into your broadband/internet router and the other into the back of your *Assure* base: this is not essential for a cellular system.


The other is a power/charging (mini-USB) cable. Try to plug this in to a wall socket using the Power Supply Unit (provided) but if there is not one available use a spare USB socket on your internet router instead.

You should find a position in which both cables can be easily connected and where the *Assure* base is at least 30cm away from the router.

The *Assure* base is designed to be used either upright or flat.

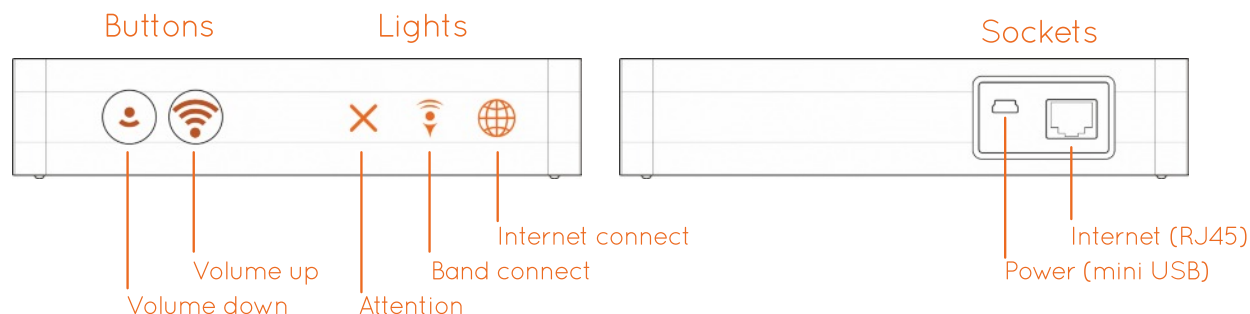
Step 4: Connecting your base

ETHERNET / BROADBAND ONLY SYSTEM: When you have connected your base to your router and power, wait until the internet light  comes on. If you entered the base code during registration the base should automatically connect and make a bing-bong sound.

Now return to the myacticheck page. If you did not enter the 12 character registration code (printed on the label on the base) when you created your account you should be prompted to add your base (if not click on SETUP A BASE) then enter the code in the box on your screen. Now wait until the internet light  on the base comes on. This may take a few minutes.

Front

Back



CELLULAR SYSTEM: Connect your *Assure* base to the power (using the black cable and either plugging in to a USB port on your broadband router or into the supplied Power Supply Unit).

The base has a cellular ('mobile phone') modem and will work without a broadband connection, but we recommend that you connect the base to your broadband router, if available, using the provided blue cable. Proceed with registering the base as described above.

The *Assure* cellular base has a battery backup that provides 20 hour operation if the power fails. Once the base has registered remove the rear panel and extract the battery isolation tab.

Step 5: Adding a base location

If you entered the wearer's address and postcode during registration your base location will already be configured and you can skip this step. If not, go to MY BASE, click on [New Location](#) and enter the address and access instructions. This is the information that will be announced when there is an alert.


Step 6: Connecting your wristband

You should now be prompted on the screen to setup your wristband.

Pairing to a base for the first time

When a base is first registered it will listen for a wristband to be paired with it.

The base should be in pairing mode as indicated by a flashing BAND light .

(If the BAND light is not flashing press and hold the VOLUME DOWN button  on your base until the BAND light starts to flash.)

Pairing your wristband

IMPORTANT: *Once started, this process must be allowed to complete with the wristband close to the base. This will take no more than 20 seconds. Do not walk away with the wristband until the lights stop flashing to signify the end of the process.*

You should hold your wristband loosely, rather than wearing it, when pairing to the base.

Press either or both buttons while you are close to the base (within 2m).

Within 20 seconds the INTERNET and BAND lights will show solidly confirming the connections.

The on screen installation process will also confirm the pairing.

Now put the wristband on (see page 22).



Your first SOS test (and cancellation)

Squeeze both buttons to start an alert. After a short delay of up to 3 seconds you should feel the wristband vibrate and hear the base pre-alert sound.

Now press either button (without pressing the other) within around 8 seconds to cancel the alert sequence: the base will make a cancellation sound in a few seconds.

You can alter the length and strength of the buzz on the MY BAND page on the wearer dashboard. A lower power level can result in a more distinct vibration!

Coverage testing

To test the coverage walk around your house and garden and repeat the process above.

Familiarising with the pre-alert phone call

Squeeze both buttons but this time do not press a button to cancel. After 10-15 seconds you will hear the base change to an alert sound and soon your phone will ring.

Answer it and listen to the message and follow the instructions to cancel the alert.

This should be straightforward but if you already have a responder linked you might like to warn them that you are testing they system.

Step 7: Your network of responders

Your Assure system is now set up to raise alerts but needs to know who to call if you need help. Click on **MY RESPONDERS** and then **Add new responder**. Every responder must have a verified telephone number where they can be contacted. We also recommend providing their email address which will let them create their own account and have more control over when they will be available to help.

Adding responders

We advise that you contact responders directly before entering their details so they know to expect an automated phone message and email.

If you have entered an email for your responder they will receive instructions on how to set up their own account. If they have been added without an email address they will immediately receive an automated call to verify the phone number and that they are willing to take alert calls. If they miss the call you can try again by clicking on 'Call for confirmation now'; alternatively if they have been added to the system they can confirm their phone number by calling 0161 850 4480 from their contact number and following the spoken instructions.

Availability times

Responders are by default available at all times; those with an email account can limit the times they can be called by setting 'availability' times in MY WEARERS.

Designating 'Administrators'

When a responder with an email address is created they can be designated as an Administrator for that wearer.

Administrators can check & change the wearer's settings and see whether the wearer is active, out, or at home but not active (and maybe needing help).

Administrator status can also be enabled/disabled after they have registered by ticking the box in their panel in 'MY RESPONDERS' and pressing 'Save changes'.

Fallback Response Centre

Acticheck users can subscribe to our Telecare Services Association accredited response centre who, if none of your responders is able to accept the alert, will assess the situation and call the emergency services if needed.

If you have already taken the service it will be shown at the bottom of your 'My Responders' list. If you would like to add it then visit the MY RESPONDERS tab and click on 'Add Response Centre' (top right) and follow the onscreen instructions.

IMPORTANT: If the response centre needs to contact the emergency services they will benefit from knowing your property Access Instructions ('MY BASE' then 'Edit'), Public Profile and In Case of Emergency information (see below).

Fall Detection

The *Assure* arrives with the fall detection turned off. It is important you understand how the system works and set it to your needs. The wristband has a movement sensor that can detect movement patterns that could be a severe fall. Every fall is different and the *Assure* will never detect 100% of falls.

To limit false alarms, when the fall monitor detects a potential fall, it will check if the wearer carries on moving. If movement is detected the alert is not raised.

If the wearer is moving, but does need help, after a fall they should call an SOS by squeezing the wristband, otherwise keeping still for the inactivity period (60 seconds unless configured differently) will raise an alert automatically.

Slump falls, when the wearer gently slides to the floor and is unable to get up, do not have a shock and will not be detected by the *Assure*. However, in the majority of circumstances, the wearer should be able to manually raise an SOS alert.

Fall detection is activated on the MY BAND tab where you should choose between:

- **Off** – all fall detection disabled (default setting)
- **Sensitive** – Small jolts will trigger the inactivity monitor which will start an alert if there is no movement in the next minute
- **Normal** – The jolt triggers are set to default values with a one minute wait for movement
- **Active** – The jolt triggers are set to low sensitivity and a five minute wait for movement

Before an alert is raised the wristband will vibrate and the wearer can cancel the alert by either pressing a single button on the wristband or by answering the confirmation phone call and pressing '1'.

Day/Night Mode

During sleep most people naturally change position then remain still. This can be interpreted as a fall resulting in an unwelcome false alert in the middle of the night. Day/Night mode extends the inactivity period to 4 hours during the night. You can select the period this mode is active. Generally you should choose from the earliest the wearer is likely to sleep until the latest they are likely to rise.

When you have changed your settings click on  **Save changes** to save your changes.


Testing fall detection

Enable fall detection to 'Normal' as described above. If the wristband is new and has not been used, put the band on your wrist and continue with normal activity for 30 minutes. This calibrates the detector that determines if the band is being worn. Now simulate a shock (for example by raising your arm then letting it drop firmly into your lap or onto the arm of a chair) then keep the band still for 60 seconds. An alert should then be raised. To cancel the alert press a single button on the band.

Managing your *Assure* system


You are unique, and so is your network of relationships. At Acticheck we have designed the *Assure* so you can have it fit your circumstances, and your dashboard is where you can customise the system to your needs.

Reviewing your settings

To get to the 'settings' menu click on the 'cog' in the top left corner of the screen. From here you can review and change your In Case of Emergency Information (e.g. medications) and Public Profile (e.g. Date of Birth and other information helpful to emergency services). You can also log out of the dashboard here. Remember to click on  **Save changes** to save your changes.

Finding your way around the dashboard

- Personal and address information is accessible by clicking on the 'cog' (top left).
- Timing of *I'm OK* checks, fall monitoring sensitivity and buzz strengths are available in MY BAND.
- Base location & access instructions, base sounds and Comfort Zone / *Cold at home* settings are in MY BASE.

If you are viewing the dashboard on a small screen or mobile click on the menu 'hamburger'  icon to access the menus.

Help to complete specific tasks is available at www.acticheck.com/support

iPad

08:38
my.acticheck.com

42%



Elaine Trellis . . .

DASHBOARD

MY BASE

MY BAND

MY RESPONDERS

MY INCIDENTS

Help forum



acticheck

Terms Privacy Help About

1
BAND

1
BASE

2
AVAILABLE
RESPONDERS

0
INCIDENTS IN
LAST 24
HOURS

LIVE'S ASSURE BAND



Last Seen: 25/06/2017 10:06

Last at 18 Hill Street, Saffron
Walden

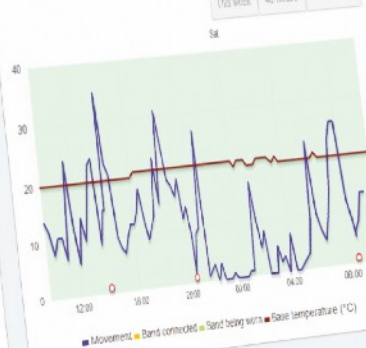


CS101JD

View larger map

BAND ACTIVITY AND BASE TEMPERATURE

This week 48 hours 24 hours



INCIDENT LOG (last 24 hours)

There have been no recent
incidents

[View older alerts](#)

Fitting your *Assure* wristband

Your comfort is important and so is your wellbeing. The *Assure* system needs to know when the wristband is being worn. The *Assure* uses capacitive sensing, which relies on proximity to skin.

Whilst the user initiated SOS call is always active, none of the other functions will work reliably if the wristband is not being worn next to the skin. The wristband should be snug but not uncomfortably tight.

Note the wristband can be worn on either wrist and is made from medical grade silicone.



Fastening your wristband

Rest your wristband upside down and with the holes facing away from you. Rest the top of your wrist against the orange segment. Pull the holes towards you and then wrap the other end over the top. Identify a suitable hole for the tab to fasten in and placing one finger behind, gently push through with thumb. You should sense a click as the tab passes through the hole.



Releasing your wristband

To release gently push the tab out with a finger from behind.

Helping us know when the *Assure* is being worn

We recommend that the wristband is worn all the time but recognise that some people will choose not to.

The system is always assessing whether the wristband is being worn to ensure *I'm OK* checks (if configured) do not lead to false alerts.

To reduce the chances of false alerts, if you take your wristband off please lay it flat on its side (one button facing down and one up) and in a place where it won't be knocked, so on a shelf rather than in a drawer which may get opened and closed.

GoAnywhere

Using the smartphone apps

With the Acticheck app installed on your smartphone and your wristband linked to it you can GoAnywhere and have all the confidence that the *Assure* gives you at home.

Rather than loading the wristband with all the technology that you already have in your phone, the app enables you to share the geo-location and data connectivity wherever you have phone coverage.

The app uses tiny amounts of data from your data plan. Most people will not even notice the 2MB of data usage a month and we have also been careful to conserve your phone battery.

When adding the app we require the following permissions:

- Location - so a responder knows where you are
- Bluetooth - so your wristband can talk to the app
- Mobile data - so the system can communicate with the wider world
- The mobile phone number of the device which will be shared with a responder in the event of an alert.

We recommend that you leave the app running at all times so that it will be available if needed.

Open the app and if you see two ticks it means the wristband is linked to the app. You should also see the location reported in the online dashboard as 'Last seen on mobile app' (you might need to refresh the webpage). If you see a house symbol it means the wristband is connected to the base station. You can force the wristband to link through the app by pressing and holding a single button until you see two ticks, usually about 8 seconds.

When connected to the app your latest location will be shown on the dashboard. If you raise an alert the location will be provided to your responders as a link to Google maps in an SMS and email.

Unfortunately some phones implement power saving that disables the app



Daily OK check emails

By setting the 'Send Daily Email if everything is OK' switch to ON in MY WEARERS the system will send a daily email when it has detected the wearer is actively moving.

Activity Monitor

You can enable the Activity Monitor in MY BAND which gives an indication of user daily activity. Note that enabling this option reduces battery life.

Email responder after alert

The DASHBOARD shows recent alerts and you can also select older alerts. If a responder has accepted an alert you can see who it was and send them an email if you need to contact them.

Standby mode

Standby mode -also known as Airplane mode - disables all radio transmissions. The Assure wristband is safe to use on planes without being in airplane mode. The function exists in case regulations change.

Activating standby mode

1. Turn your wristband so it is facing downwards with the orange section facing up.
2. Press and hold a single button until you feel a short buzz (blip) after around 7 seconds.
3. Release, press, release the button within 2 seconds.

There will be 3 short buzzes confirming the wristband is in standby mode.

Deactivating standby mode (returning to normal function)

To return to normal functioning squeeze the band.

If you are within range of a paired base or smartphone this will initiate a pre-alert check and your wristband will buzz. Simply press one button to confirm you do not need help.

Additional users and bases

The *Assure* can link up to 10 people/wristbands to a single base. When an additional wristband for another wearer is purchased, instructions will be sent with the wristband.

The *Assure* can accept additional bases onto the same account. This can be useful for second homes or workspaces or for retirement complexes. Please contact Acticheck, so we can understand your needs and configure the base suitably.

System sounds

Your *Assure* base is programmed to make the following sounds by default:

- **Bing-Bong.** You will hear this when the base powers on and connects.
- **Beep-Beep.** This is the pre-alert sound to warn you an alert is about to happen.
- **Nee-Naa.** This sound tells you an alert is active and we are calling your responders.
- **Four rising tones.** This sound confirms that someone has responded to an alert.

These sounds can be turned off in the 'My Base' section of your dashboard.

There are also two 'function warning' sounds:

- **Three falling tones every 15 minutes.** This is a warning that the Internet connection is not working
- **Four falling tones every 15 minutes.** Cellular systems only. This is a warning that the base is running on backup batteries and should be connected to power. This will be accompanied by alternating internet 🌐 and attention ⚠️ lights on the base.

Volume

You can set the volume either in the dashboard or by using the VOL UP 📶 and VOL DOWN 🗲 buttons on the base. To enable the volume buttons on the base, set the dashboard slider (in MY BASE) to the far left.

Water resistance

The *Assure* wristband is water resistant and surpasses ISO 2281. This means it is suitable for day to day wear including washing, showering and bathing.

However, if you are active in swimming or watersports which may involve submersion deeper than 1m you are advised to remove the *Assure* for the duration of the activity.

NFC and public profile

Your *Assure* band has a Near Field Communication (NFC) device programmed with a unique web link to your Acticheck Public Profile page which you can use to share vital information that could help a first responder in an emergency. A typical entry may be “I am a diabetic and allergic to penicillin”.

Anyone with an NFC enabled reader, such as a smartphone, can read your Public Profile simply by touching their device against the top of the band and following the web link.

You can enter your Public Profile information in the Profile section of the Settings menu.

Note: The Public Profile information is stored as part of your account as a publicly available webpage (URL) and not stored on the NFC device itself. You should not save sensitive information such as names, addresses and phone numbers in your Public Profile.



Troubleshooting

Base light diagnostics

ALL LIGHTS OFF

No power. Check that the cables are all connected correctly and the power is on.

BAND CONNECT light

ON - Normal operation

FLASHING - Base is in pairing mode - continue pairing, see page 16

OFF - No band communication
(note this may occur if the band has recently been out of range. A single button press will cause the light to turn back ON)

INTERNET CONNECT light

ON - Normal operation

FLASHING - No communication with internet/Acticheck

OFF - see 'Attention light' (next page)

ATTENTION light ✕

OFF - Normal operation

Attention light ON or FLASHING and Internet connect light ON

Base is not yet registered (see pages 12 & 13)

Attention light ON or FLASHING and Internet connect light OFF

There is no internet connection

First check for a GREEN light by the INTERNET SOCKET on the back of the base.

- ▶ If the **green light is OFF** then check that the internet router is ON and the internet cable is securely connected (clicked) at both ends.
- ▶ If the **green light is ON** there are two possibilities:
 - ➡ That your router has lost internet connectivity (an active connection is normally indicated by a light marked INTERNET or a TICK).
 - ➡ Your internet router is not configured to support DHCP.

If you have a router-based issue you have two options; follow your ISP's guidance for correction or turn off your router, wait 30 seconds and turn it back on again.

Attention and Internet lights alternating

(Cellular systems only). This indicates that the base is using the backup battery. If there is not a power cut you need to check the base power connection before the backup battery is exhausted.

It is accompanied by the base station making four falling tone sounds every 15 minutes.



Customer services

There is comprehensive online help available at www.acticheck.com/support

We can also be contacted by email: support@acticheck.com

or by phone on **0345 25 75 080** which is available 9:00 - 17:30 on weekdays and 9:00 - 12:00 on Saturdays. This is a LoCall cost number

Returns

If you are not 100% satisfied with your *Assure* and return it to us within 30 days we will give you a full refund.

The system must be returned with all its hardware and in working condition. The buyer must pay for return postage.

To return a product please email us at returns@acticheck.com with the date of purchase and the buyer's address and phone number. We will authorize the return and send you instructions including a Return Merchandise Authorization (RMA) number.

Once the return is received and checked Acticheck will refund the buyer via the original payment method.

This stated policy does not affect your Statutory rights.

Warranty and faulty goods

Acticheck offer a full one-year limited warranty on the *Assure* system. If, within one year of receiving it, your *Assure* system is not functioning as described, or any other defects in the materials or manufacturing are detected, Acticheck will either repair or replace faulty goods.

If you detect a fault please contact our customer services to enable us to remedy the situation.

Terms & Conditions

The latest terms & conditions are available online at www.acticheck.com/terms

System Requirements

Power - The base requires a 5V USB power source capable of supplying 200mA.

Typical power consumption is 1W which amounts to less than 9KWh a year (about £1 at typical electricity rates).

Connectivity - 10/100 ethernet via RJ45 (optional for cellular enabled base station)

Network - Support for DHCP and DNS.

Operating Frequency

The *Assure* uses the following frequency bands:

- The Social Alarms section of the 869 MHz ISM (Industrial, Scientific & Medical) band.
- The Bluetooth Low Energy (BLE) section of the 2.4 GHz ISM band.

EU DECLARATION OF CONFORMITY

Unique Reference No: UPC/0634211894518/AA

Certifying Organization: Acticheck Ltd
18 Hill Street
Saffron Walden
CB10 1JD
Essex
United Kingdom

Product Description: Continuously monitoring personal alert system

Type Name: *Assure*

Notes: ethernet only

We, Acticheck Ltd, declare under our sole responsibility that the above named product(s) conform to the essential requirements of the following European directives:

2011/65/EU RoHS2, and 1999/5/EC Radio & Telecommunications Terminal Equipment (R&TTE).
The conformity assessment procedures has been carried out with dB Technology, Twentyponce Road, Cottenham, Cambridge, CB24 8PS, UK.

Applied Standards EN 300 220-2 v2.4.1
EN 301 489-1

The Product Safety Assessment was carried out with Planned Finish Ltd, 54 King Street, Rampton, Cambridge, CB24 8QD, UK

Applied Standard EN 60950-1:2006 + A2: 2013

The Technical Construction File, relevant to the product described above and which support this DoC, is available from the address stated above.

Signed for and on behalf of Acticheck Ltd.



Mark Marsden
Technical Director
30 July 2015





Acticheck Ltd, 18 Hill Street, Saffron Walden, CB10 1JD

Helpline: 0345 25 75 080

support@acticheck.com

www.acticheck.com

UK/English
December 2020