

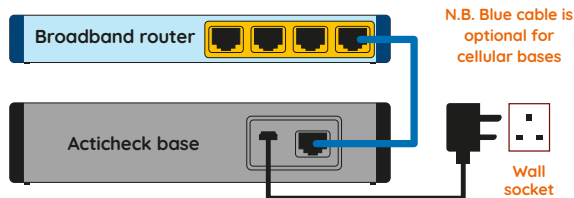
The life saving wristband user guide



Quick start guide to set up a system for **yourself**

If you ARE NOT the wearer and are setting up a system for someone else, please see page 8 of this User Guide.

1. Unpack the Acticheck base unit, cables and USB power supply unit.
 - If you are connecting your base station to broadband, place it near your internet router.
Cellular only systems should be positioned high in the home, ideally near a window.
 - If you are connecting to your broadband, plug one end of the blue cable into an ethernet socket on your router (these are normally yellow) and the other end into your Acticheck base.
 - Now plug the USB connection of the black cable into the USB plug and the other end into the base. Then plug the power supply unit into the mains (if you have a broadband only base and there are no mains sockets available, there should be a spare USB slot in your router).



2. On your computer, tablet or smartphone, open a web browser, enter **my.acticheck.com** in the address bar and press Enter. When you see the Acticheck login page, click on **Register** and on the next page enter your email address and click **Register**.

3. Check for an email from Acticheck (look in your spam/junk folder too). Follow the instructions for **Option 1**.

4. You should be directed to a form. Enter all your details (please use a real name that will be easy for us to search) including your home telephone number, and the base registration code with NO spaces (which is the large number printed on the sticker on the base), then click on **Complete Registration**.

5. After a few seconds your base should make a 'bing-bong' sound and after a few more seconds, the internet light  should be on and the band light  should flash.

6. Take your wristband within 2m of the base and press one of the buttons on the side. After a few seconds you should see the band light  on the base change from flashing to constantly on.

7. Put the wristband on and with your thumb and finger, squeeze the buttons on both sides together. The band should vibrate and after 10-15 seconds your phone should ring. Answer the call and when prompted press **1** on your telephone keypad. Your wristband is now connected. Before relying on the system, add and verify at least one responder, then complete an agreed test with them.

8. Click on the **MY RESPONDERS** tab (left hand side) and enter the details for your first responder, then click on [Add Responder](#).

If you add a new responder without an email address, they will receive an automated verification call. We suggest you contact your responder beforehand to prepare them to expect a call from 0161 850 4480. If you add an email address they will receive an email invitation and can verify their own number.

9. Now go to **MY BAND** where you can turn on **Fall Detection** if required (page 16) and set up **I'm OK checks** (page 18).

What every wearer needs to know

The Acticheck life-saving wristband helps you call for help when you can't get to the phone.



TRY TO WEAR YOUR WRISTBAND ALL THE TIME

That way it will be there whenever you need it, even in the shower and in bed.



IF YOU NEED HELP, SQUEEZE BOTH BUTTONS AT ONCE

You will feel a click and after 2 or 3 seconds the wristband will vibrate, confirming your system is raising an alert.



IF THE WRISTBAND VIBRATES AND YOU DO NOT NEED HELP, PRESS EITHER BUTTON

A vibration means we have reason to check you are OK – normally a fall check or an I'm OK check – and pressing one button tells us to stand down.



I'M OK CHECKS

The ideal way to confirm you are OK in the morning and before bed (see page 18).

REMEMBER:

2 buttons = I need help

1 button = I'm fine

and we will be happy to help

Welcome to your Actichack wristband

We created the Actichack life-saving wristband to enable people to get help even when they can't use a phone; ultimately helping people live life with more confidence.

Waterproof and with a one year battery life, the Actichack life-saving wristband was designed for everyday, round-the-clock use. If you need help we will call your responders – family, friends and neighbours – but you can also add our Fallback Call Response Service which will call an ambulance if needed.

The Actichack 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.

There are three main triggers: SOS calls, Fall monitoring and I'm OK checks.

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

We hope your life-saving wristband will help you live with more confidence.



Karl Gibbs
Founder

With your Actichack system you will find:



1 x base unit
(batteries only needed
in cellular systems)



1 x wristband with puck
(already inserted)



1 x blue RJ45
network cable



1 x black mini-USB
power/charging cable



1 x USB plug

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The Acticheck system

The Acticheck system is composed of three elements - the wristband, the base unit and the online portal. There is an optional fourth element - the free smartphone app, which keeps you connected when away from your home & garden (see page 26).

1. The wristband

The Acticheck wristband is designed to be worn all the time and fit in with a modern lifestyle.

Our wristband is made from black polyester fabric with a velcro fastening and should be worn as snugly as is comfortable. It carries a 'puck' (which contains the battery) which is monitoring for activity, signs of a severe fall (when that function is turned on) 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 pressing one button confirms you're OK.

The Acticheck 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.

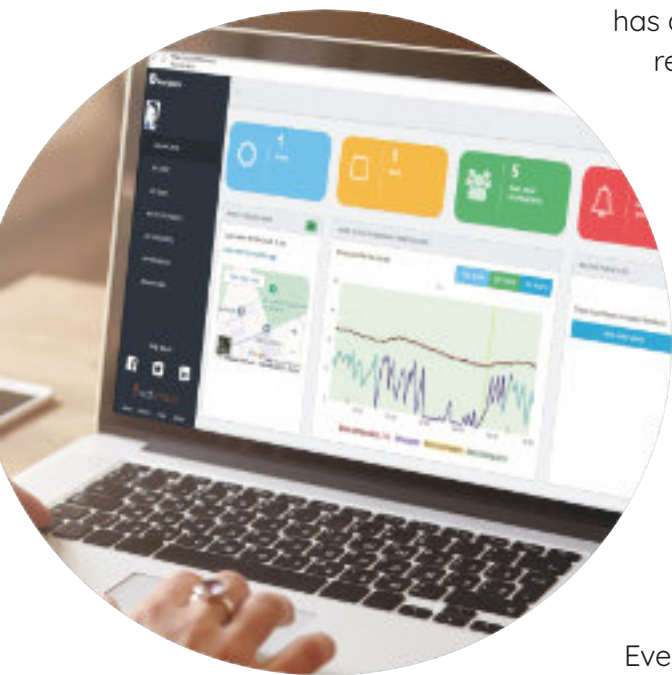
The Acticheck wristband can also link through a smartphone app when away from the home & garden (see page 26).

2. The base

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

3. The portal: my.acticheck.com

Every wearer must have a profile on **my.acticheck.com**. This is where all of their details are held, such as their address, phone numbers and responders.



The person who wears the wristband is known as a 'WEARER' and those who are contacted for help are 'RESPONDERS'. They will all need to be registered on the system. Actichack uses a combination of email messages and phone voice & text messages to connect to users, so **all email addresses and telephone numbers need validation**. Ensure 'notify@actichack.com' is added to your whitelist so our emails don't go into the Junk or Spam folders.

We appreciate a lot of our wearers may not have a computer or be confident online, so a friend or family member can set them up. If this is not an option, Actichack can help set you up – just give us a call.

my.actichack.com is also where responders, health and access details are added, fall detection can be turned on, I'm OK checks set up etc – read on to find out more.

Setting up a system

Step 1 Please choose the set up option which matches your situation – if you're setting a system up and you ARE NOT the wearer, please use Option 2

Option 1: Setting up a system for yourself as the WEARER

It is important that the contact details used should belong to the wearer, not a responder, and you should use Option 2 if you are setting it up for someone else.

Go to **my.actichack.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 'WEARER' link in the email. You will then be asked for the following information:

- **Wearer's name:** The name that will be announced to the responders, so use a name that they will recognise. This should also be a name that we can look up if ever you need support, and not 'Gran' for example!
- **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. It must have at least 12 characters and include upper case, lower case and a number.

- **Phone number:** This is your 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 (do not put a Responder's phone number in here). As the wearer, if you cannot answer a telephone call or you do not want pre-alert calls, enter '00000000' (8 zeros).
- **Authentication mode:** Optional 2 Factor Authentication (2FA) options to protect your data.
- **Base Registration Code:** This 12 character code is printed on labels on the base unit and packaging box - DO NOT include spaces.
- **Address and postcode:** This is announced to your responders and so must be where the base is located. Please include the postcode. (N.B: Access instructions should be added later in **MY BASE**.)

Option 2: Setting up a system for someone else

Use this option if you are a responder (or relative) and are setting up a system for a wearer.

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 your real name (without spaces), that can be used instead of the email address to log in.
- **Password:** Enter a password for you to use whenever you log in. It must have at least 12 characters and include upper case, lower case and a number.
- **Phone number:** Your responder number to be called when an alert is raised.
- **Authentication mode:** 2 Factor Authentication (2FA) options to protect your data.
- **Postcode:** Enter your 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 YOUR username or email address – the password will work for either.
2. Select **NEW WEARER** (left hand menu) and complete the wearer information, then click [Add Wearer](#).

NB: If the wearer does not want to receive pre-alert phone calls, enter 00000000 (8 zeros) as their phone number.

3. To manage the wearer's settings go to **MY WEARERS** and select [View Wearer Panel](#) – ensure you can see their name (top left).
4. You can now add additional responders by selecting **MY RESPONDERS** (left hand menu) and then [Add Responder](#) (top right).

You can now set **fall detection** (page 16) and **I'm OK checks** (page 18) for the wearer – **these are not automatically turned on.**

To return to your own account, where you can manage your own availability and profile settings, select the [click to exit](#) button (top right).

You will automatically have Administrator status and can designate other responders as administrators (see page 15).



Step 2 Verifying phone numbers

IMPORTANT: For the system to work, all phone numbers must be verified by answering and responding to an automated phone call.

In the wearer's **my.acticheck.com** account, verify the number by selecting **Settings** (the cog  top left) > **Phone numbers**, and following the instructions in the number verification screen.

Enter the phone number (NB: For international-format numbers, enter + followed by the country code. For example, the UK number 07123 456 789 becomes +447123456789). Please check and, if needed, edit the number and click on [Save changes](#) (top right).

When you are satisfied the phone number is correct, click on [Make verification call now](#) and then follow the spoken instructions.

Call blocking/screening

The system 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/call screening](http://www.acticheck.com/call-screening) for details on how to whitelist our number.

Step 3 Positioning your base

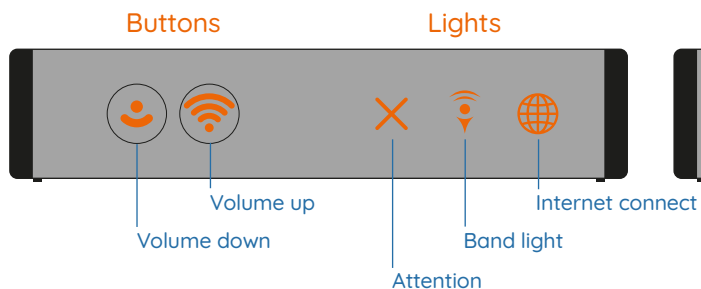
Your base comes with two 1.8m cables. One is a blue RJ45 internet network connection cable: one end plugs into your broadband/internet router and the other into the back of your base station (this is not essential for a cellular system).

The other is a black power/charging (mini-USB) cable. Try to plug this into a wall socket using the USB power supply unit provided, but if you have an 'ethernet only' system you can use a spare USB socket on your internet router instead. (The black power cable has a mini-USB connector on one end – this goes into the back of the Acticheck base unit. The other end has a larger USB connector – this goes into the USB power supply unit (plug) provided.) You should find a position in which both cables can be easily connected.

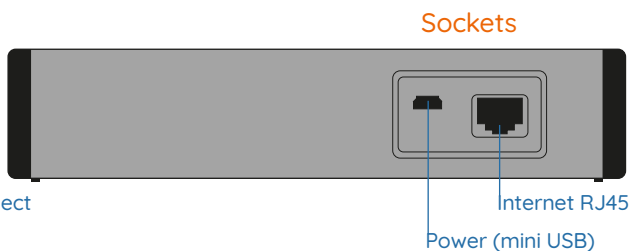
IMPORTANT: The base should be positioned at least 30cm from your router or other electronic equipment.

The base has been designed to be used either upright or flat, but tends to have a better signal to the wristband if it is upright.

Front



Back



Cellular systems benefit from being positioned higher in the home and close to a window.

Step 4 Connecting your base

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

Now return to the **my.acticheck.com** 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 now (if not, click on 'SET UP A BASE'), then enter the code with no spaces in the box on your screen. Now wait until the INTERNET light  on the base comes on. This may take a few minutes.

CELLULAR SYSTEM: Connect your base to the power using the black cable and USB power supply unit plugged into a wall socket (the cellular base station draws too much power to be plugged into a USB socket in the router).

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

The Acticheck cellular base has a battery back-up that provides 20 hour operation if the power fails. Once the base has registered, remove the rear panel and remove the battery isolation tab.

Step 5 Adding a base location

If your address is already saved, check that it is correct, then add or review the access instructions.

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 and testing your wristband

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

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, 5-10 seconds.)

Pairing your wristband

IMPORTANT: Once started, this process must be allowed to complete with the wristband close to the base.

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 and the base should make a sound, confirming the connections. The on-screen installation process will also confirm the pairing.

Press either button on the wristband once more. You should feel the button click and the band light will flicker shortly afterwards.

Now put the wristband on.

Fitting your wristband

Your comfort is important and so is your wellbeing. The Acticheck system needs to know when the wristband is being worn and 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: Your wristband can be worn on either wrist. It is waterproof but might benefit from a squeeze with a towel when it gets wet. The straps are available in two sizes – regular and small. Visit acticheck.com/product/replacement-wristband to find out more. If you have just purchased a new system and the wristband is the wrong size, please contact us and we will send out a free replacement.

Setting your wristband buzz levels

The wristband buzzes to ask you to confirm you are OK. You can alter the buzz setting by visiting the **MY BAND** tab in the wearer's dashboard.

Select a new **Buzz Type** and **Buzz Feel**, then turn on '**Range and buzz test**' and click on

 **Save changes**.

Alerts are disabled during these tests and the band will buzz when you press a button. When you are happy with the new setting, turn off **Range and buzz test** or wait 15 minutes and it will automatically turn off.

This process can be repeated when the wristband is replaced or if you are finding it difficult to feel the buzz as the battery ages.

What to do when you take your wristband off

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

To reduce the chances of false alerts from the system assessing if the wristband is being worn, if you take your wristband off please lay it flat on one side (one button facing down and one up) somewhere it won't be knocked, for example, a shelf is better than in a drawer which may get opened and closed. This orientation helps the system recognise that the band is not being worn and helps avoid false readings.

Automatic checks depend on the wristband being worn and connected, but SOS alerts can be raised by squeezing both buttons at once, even if the band is not being worn. You and your admins may receive emails such as 'no communication with wristband' or 'lost connection' - these are nothing to worry about as long as this is expected. If you're away from home and have the app activated, remote alerts will only be delivered if there is a working connection.

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.

Coverage testing

Go to **MY BAND** and change '**Range and buzz test**' to 'on' then click  **Save changes**. The band will now buzz every time you press a button if it is in range. Alerts are disabled during this test. Test the places you normally use, then toggle the online switch to 'off' and select  **Save changes** before relying on the system.



Familiarising yourself with the pre-alert phone call

If you have opted out of pre-alert phone calls you should skip this step.

Squeeze both buttons but this time do not press a button to cancel. After 10-15 seconds your base will make an alert sound and soon your phone will ring. Answer your phone and follow the instructions in the message to cancel the alert (see page 19).

Before testing, tell your responders that you are carrying out a test.

Step 7 Your network of responders

The **Acticheck** 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 Responder](#).

IMPORTANT: You must add at least one of your own responders.

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/or 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 confirm 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, once we have called their number from **0161 850 4480**, they can call it back and follow the spoken instructions to verify it.

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’

Administrators can check and change the wearer’s settings and see whether the wearer is active, out, or at home but not active (and maybe needing help). They will also be notified about any alert event and outcome, even if they were not called – this feature is particularly helpful for loved ones who don’t live nearby but like to stay informed.

When a responder with an email address is created they can be designated as an Administrator, or it can be enabled/disabled after they have registered by ticking the box in the wearer’s **MY RESPONDERS** panel and pressing

 [Save changes](#).

Fallback Call Response Centre

Acticheck users can subscribe to our Telecare Services Association accredited response centre who, if none of the wearer’s own responders are available, 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 on screen instructions.



IMPORTANT: If the emergency services are called they will benefit from knowing ‘Access Instructions’ (**MY BASE** > [Edit](#) > **Access Instructions**), and  (top left) > **Settings** > **Profile** > **In Case of Emergency Information**.

The different types of Acticheck alerts

SOS calls

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 SOS alert with a discreet buzz.

Fall detection

The Acticheck 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 19).

IMPORTANT: The Acticheck system arrives with 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 indicate a severe fall.

Every fall is different and the Acticheck system 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 able to move after a fall, they should always try and raise an SOS manually by squeezing both buttons, and not assume an alert is automatically being raised.

Slump falls, where the wearer gently slides to the floor, will not be detected by the Acticheck system. If help is needed, both buttons can be squeezed to raise an alert.

Fall detection is activated in 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 triggers are set to 'normal' with a one minute wait for movement.
- **Active:** The triggers are set to low sensitivity and a five minute wait for movement.

Before an alert is raised, there will be pre-alert checks (see page 19).



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 can delay automatic fall detection by up to 4 hours during 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. If help is needed during this time, squeezing both buttons at once will still raise an SOS alert.

When you have changed your settings click on

 **Save changes**.

Testing fall detection

Set 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 stimulate 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 80 seconds. An alert should then be raised. To cancel the alert press a single button on the band.

Fall checks

The Acticheck approach to fall monitoring means there will be occasional pre-alert fall checks coming through, and they are often when the wearer least expects it. This can be when sitting down and 'plonking' an arm onto the arm of a chair or lap and then not moving for a while. They are also likely to happen at night if the day/night mode is not set.

REMEMBER:

If a wearer moves after an impact/shock, the system will assume they can squeeze both buttons to raise an alert if help is needed, and will not automatically raise an alert.

2 buttons = I need help

1 button = I'm fine

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. 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.

A button press on the wristband in the 10 minute confirmation window before a check is due will confirm the wearer is OK and cancel the check.

IMPORTANT: I'm OK checks will only work when the band is being worn and it is connected to the Actichack base or the smartphone app.

When setting a new I'm OK check allow 20 minutes before it becomes active. If you want more than two checks a day please contact Actichack.

Outcomes of I'm OK checks

1. If the wearer confirms they don't want help there will be no messages sent, but an event confirmation marker will show on their activity chart at **my.actichack.com**.
2. If we can't connect with the wristband or the wristband is not being worn we email the wearer's Administrators to let them know.
3. If the wristband is reporting as being worn but there is no response from the wearer, an alert will be raised.

NOTE: If you're going away and not taking your wristband, it's advisable to mark the days you will be away on the calendar in **MY BAND** – this will ensure that we don't try to deliver any I'm OK checks and your responders/administrators won't receive any 'missed I'm OK check' notifications. Also, leave your wristband on its side on a solid surface.

What happens when an alert is raised

Pre-alert checks

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

1. 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, by pressing either button by itself (i.e. a single button). If you don't confirm within around 8 seconds there will be an automated check call (see below).

Unless it has been disabled (**MY BASE** > Alert Sounds) the base will also sound as another indicator that an alert sequence is in process.

- **Beep-beep:** This is the pre-alert sound to warn you an alert is about to happen.
- **Nee-naa:** This sound tells you we are calling your responders.
- **Four rising tones:** This sound confirms that someone has responded to an alert or that the wearer has cancelled the alert.

2. Automated check call

Your phone number(s) will be called (unless this step has been skipped by adding 00000000 (8 zeros) as your number in your profile) and a voice message will prompt you to press '1' on your telephone keypad or to say 'cancel' if you DO NOT need help.

When the wristband is linked via the smartphone app (i.e. the wearer is out of range of the base unit), we will only call that phone.



Cancelling an alert

You can always confirm you are OK by pressing a single button. This will stop the base sounding an alarm, but won't necessarily stop a responder coming to help if they have already accepted responsibility.

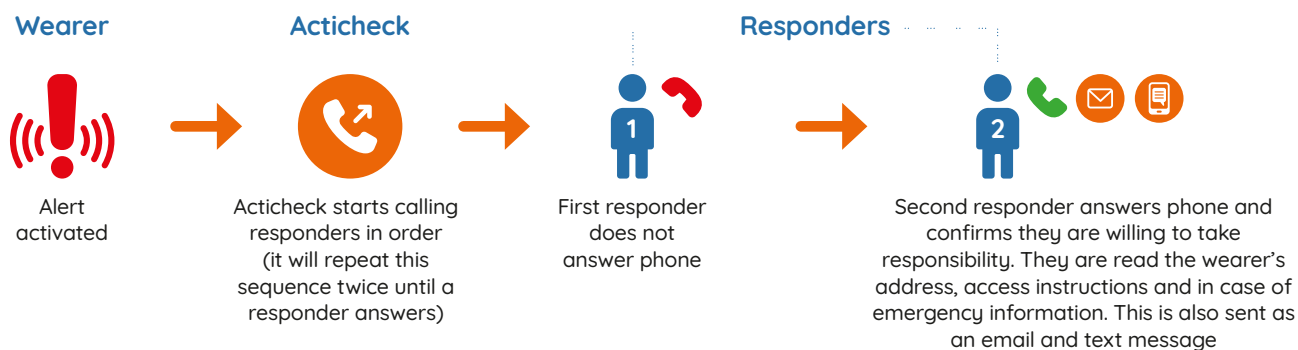
In the **MY BAND** section of the dashboard, you can set the option to 'shake to cancel'. Shaking the wristband (perform a waving action) within a period of 3 seconds after the band has buzzed, confirms you are OK and will cancel an 'I'm OK' check, but not an SOS or fall alert.

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 carer, if you have arranged it with them.

The system automatically calls responders, in order, until one of them accepts responsibility.

NB: They must have verified their phone numbers for this to happen.



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 the list of responders twice to try and get a positive response. If you are unsure that there will always be cover you could subscribe to our **Fallback Call Response Service** who can call Emergency Services on your behalf (see page 15).

NOTE: In order to avoid call blocking, responders should add our number **0161 850 4480**, to their phone book and ideally give it a name, e.g. 'Mary's Alarm' (see www.acticheck.com/call for more information). Configure your phone to allow Acticheck calls through your chosen call-screening and Do Not Disturb settings, then test that the calls ring as expected.

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

Pressing a single button cancels the system's alert sequence. If a responder has already accepted the alert, it may be too late to cancel with a button press, so we advise calling them.

Communications after an alert

Once a responder has accepted an alert they will receive any relevant information held on the system by voice, text message (SMS) and email. Those who have been called and all those with Administrator status will be emailed to let them know the alert is being dealt with. Administrators can send an email to the responder through our system by logging in and clicking on the Responder's name link in the **Recent Event Log** on the **DASHBOARD**.

Other types of warnings



These notifications are delivered as emails to the wearer and/or responders. They do not necessarily indicate an emergency or that the wearer needs immediate assistance.

Inactive day or restless night (Predictive Analytics)

Predictive analytics uses historical data trends to indicate that something may happen in the future. In terms of wellbeing, this can indicate a possible health problem.

The life-saving wristband reports movement readings every 15 minutes, which enables us to quickly build a picture of the wearer's normal activity levels throughout the day.

The general pattern of activity levels is reasonably consistent and gives us a baseline, which we call the 'golden line', to compare against the last 24 hours of activity.

You can see this by looking at **MY BAND** on the dashboard. The dark blue line shows the readings we receive every 15 minutes when the wristband is in contact with our server.

If our analysis finds a significant discrepancy between the recent activity and the golden line, we will notify the wearer and anyone with admin status in an email (there is the option to opt out of these notifications) that the wearer has had an **inactive day** or a **restless night**. The emails are sent mid-morning to cover the preceding day. If you are a responder and get one of these notifications, you might want to make contact with the wearer to see if anything's amiss.

Cold at home

The base station reports its temperature. If you position it somewhere representative of the general household temperature and set the hours that are important to you, we will send an email if the wearer is at home but the temperature is colder than your chosen minimum temperature.

You can also turn on '**Enable frost monitor**' which will email anyone authorised as an administrator to let them know if the building temperature falls below 5 degrees centigrade, whether or not the wearer is at home.

Lost connection

If we don't hear from the base station for 45 minutes (e.g. a power cut, internet outage or an accidental unplugging) we will email all Administrators to let them know.

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

No communication with wristband

If we have no contact from the wristband overnight and the wearer has not been marked on the **MY BAND** section of their dashboard as being absent, we will send a message to all administrators.

Missed reminder call

If the wearer has not acknowledged a reminder call (see page 24) a warning is sent to the responders.

Additional features & benefits

Water resistance

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

Daily update emails

By turning on 'Send daily update emails' in **MY WEARERS**, Responders are sent an email when the Wearer's activity has exceeded a threshold, indicating that they are wearing their wristband and are nice and active (i.e. not when the Wearer first gets up).

Reminder calls

Reminder calls allow you to set customisable reminders that ask the wearer to confirm they have received the call. These can be used for:

- Medication reminders.
- Checking that normal activities, such as feeding pets, have happened.
- Reminder to get ready for weekly activities (e.g. yoga class).
- One off reminders (e.g. Doctor's appointment).

In **MY REMINDERS** you can set times and what you would like each call to say. The call will be made at the chosen time, but if the phone is busy it will try 15 minutes later. If the call is not acknowledged, responders will be notified by email. Please note that an acknowledgement doesn't necessarily mean that the task has been completed.

You will find 20 credits for 20 calls in your **my.acticheck.com** account, but after that, the reminder calls are chargeable at a scaled rate.

Click on [Buy reminder credits](#) to see the current prices and to buy credits.

Standby/Airplane mode

Standby mode – also known as Airplane mode – disables all radio transmissions, meaning alerts cannot be transmitted. The Acticheck 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 inside of the band facing up.
2. Press and hold a single button until you feel a short buzz (blip) after around 7 seconds.
3. Release then press the other button within 2 seconds. The band should buzz 3 times to indicate it has entered standby mode.

Deactivating standby mode (returning to normal function)

To return to normal functioning, squeeze both the band buttons for 2 seconds and release. Confirm that your wristband is connected before relying on it.

Additional users and bases

The Acticheck base station can have additional wristbands for people living together, such as married couples. In fact, it can have up to 10 wristbands linked to a single base.

Additional bases can also be added onto the same Acticheck 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 accordingly.

NFC and public profile

Your **Acticheck** band has a Near Field Communication (NFC) tag with a web link to your **my.acticheck.com Public Profile** page, used 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 on 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, accessed via the cog  on your dashboard.

NOTE: The Public Profile information is stored as part of your account as a publicly available web page (URL) and not stored on the NFC device itself. Your Public Profile is a publicly accessible web page. Only add information that you deliberately choose to make public, such as medical details. For example, keep your full address and access instructions in the encrypted MY BASE location box.

Away from home

Using the smartphone app

Linking the life-saving wristband to the **Acticheck** app on your iPhone or Android smartphone enables your wristband to work when you are away from home. Once installed, the wristband will automatically connect when out of range of the base unit.



Although the app is available to download from the App Store (iPhone) and Play Store (Android), it is important you follow the instructions on our website to ensure your settings are adjusted to allow the app to work at all times. Please visit **www.acticheck.com/app** to find out more.

Rather than loading the band with all the technology that you already have in your phone, the app enables you to share the geo-location and data capability of your phone to continue to deliver alerts, fall monitoring and wellness checks wherever you have phone coverage.

The phone 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.

We do need you to give the Acticheck app the following permissions:

- **Location**, so a responder knows where you are.
- **Mobile data**, so the system can communicate with the wider world.
- **The mobile phone number** of the phone, which will be shared with a responder in the event of an alert.
- **Autostart** should be enabled if your phone has it.
- **Battery optimisation** should be turned off for the Acticheck app to ensure it is not closed down when running in the background.

If you disable any of the required permissions the app will not work effectively. This app should not be used as a failsafe.

We recommend that you leave the app running at all times. To check it is working before you leave home, open the app then press and hold a single button on your wristband for 10 seconds. You should see the display change to 2 green ticks. See page 31 for troubleshooting.

Your band will remain connected to the app until the connection to the app is unavailable when it will try and reconnect to your base.

When connected to the app your latest location will be shown on your **my.acticheck.com** web page. If you raise an alert, the location will be provided to your responders as a link to Google maps in an SMS and email.

Before leaving the house, please use the following checklist:

- Does your phone have enough charge?
- Will your phone be nearby the whole time you are out?
- Is Bluetooth on?
- Are all of the required permissions set up properly?
- Is there a working data connection?
- Is the app open?

N.B. The app is purely there to act as an alternative to the base unit when you are out of range. It is not a My Acticheck app, but does include a link to open my.acticheck.com in your phone's browser. Therefore, it is only needed by the wearer and not their responders.

Managing your settings

Your settings are held in four different places:

-  (top left): The wearer's personal and address information. The phone symbol will take you to 'Phone Numbers' while all other personal information, such as In Case of Emergency instructions and NHS number etc is held under 'Profile'.
- **MY BAND:** Timing of I'm OK checks, fall detection sensitivity, buzz strengths and a calendar to mark when to pause system messages (e.g. the wearer is on holiday).
- **MY BASE:** Base location, access instructions, alert sounds, frost monitor and room temperature monitor settings.
- **MY RESPONDERS** is used to add new responders and change the order they are called.

Reviewing your settings



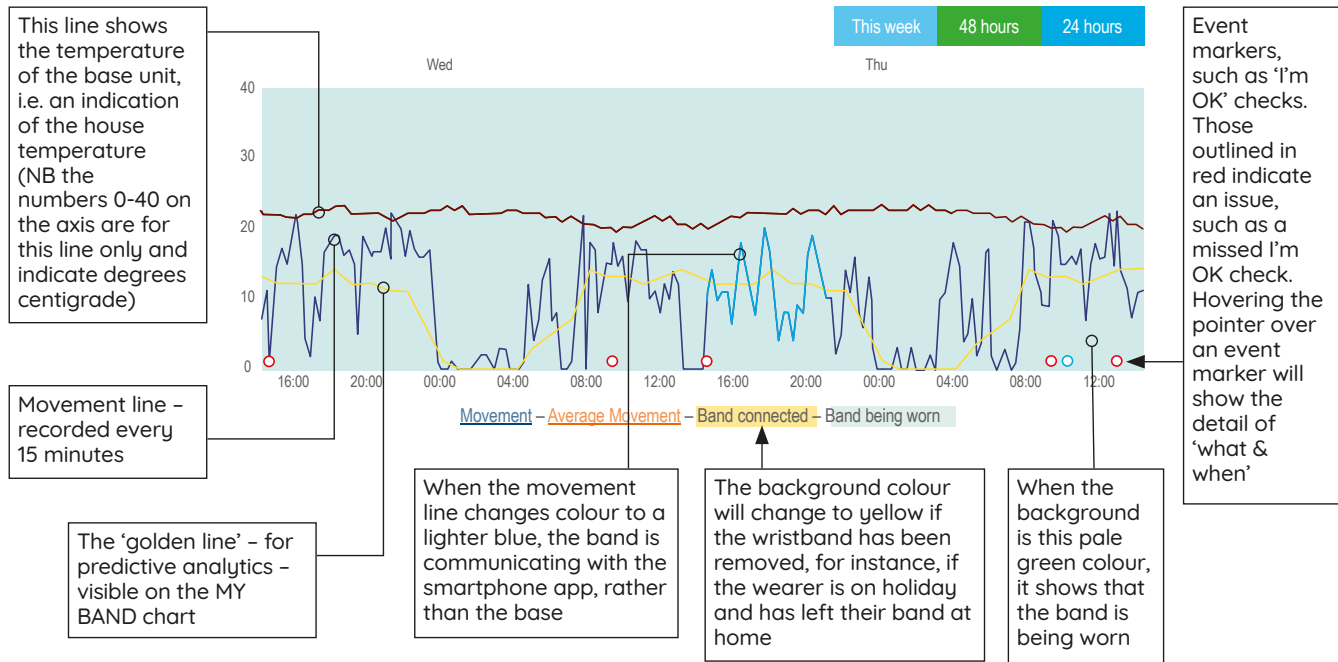
To get to the 'Settings' menu, click on the  in the top left corner of the screen and then click **Profile**. From here you can review and change your **Public Profile** information as well as your '**In Case of Emergency Information**' (e.g. medications, date of birth and other information helpful to emergency services). You can also log out of the dashboard here. Remember to click on

 [Save changes](#) to save your changes.

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

Charts

The main **DASHBOARD** in **My Acticheck** shows the base temperature and wearer's activity over the past 24 hours. You can view the past 48 hours and the previous week too. These charts are repeated in **MY BASE** and **MY BAND**. A quick look at these charts can give selected responders an indication of the wearer's recent activity. There is also a monthly activity chart in **MY BAND** which can indicate if the wearer is becoming inactive over time.



Troubleshooting and technical information

System sounds

Your Acticheck system 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 we are calling your responders.
- **Four rising tones:** This sound confirms that someone has responded to an alert or that the wearer has cancelled the alert.
- **Three rising tones:** This sound confirms a new puck has been linked successfully.

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 a power source. This will be accompanied by alternating internet  and attention  lights on the base.

You can set the volume either in the dashboard or by using the volume up  and volume down  buttons on the base. To enable the volume buttons on the base, set the dashboard slider in **MY BASE** to the far left.

Smartphone app

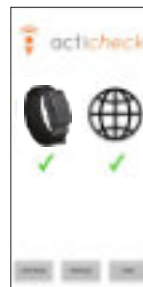
The Acticheck App enables you to remain connected while you are away from home, so here is a brief guide to ensure you remain covered:

- Before you leave home check your phone has sufficient battery power for the time you are away.
- Open the Acticheck App and click on the word 'OK' if you get the initial warning message.



Band connected at home: The tick indicates that the band is connected, but it has a house behind it signifying the band is connected via the base station.

Press and hold a single wristband button for 8-10 seconds – this forces the wristband to try and communicate with the app.



Band connected via phone: The tick without a house indicates that the band is connected via your smartphone.

N.B. These screenshots are from an Android phone, an iPhone may show a little differently but the principles are the same.

- If both connection indicators show the expected connected state, this confirms the connection at the time of the check.

We recommend that you never close the App just in case you forget to do the checks above.

If your wristband still doesn't connect with your phone, restart your phone, and then the app, and then press and hold a single wristband button for 8-10 seconds.

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 11)

OFF: No band communication (**NOTE:** This may occur if the band has recently been out of range. A single button press should turn the light back to ON.)



Internet connect light

ON: Normal operation

FLASHING: No communication with internet/ActiCheck

OFF: See 'Attention light' (see page 32)

✗ Attention light

OFF: Normal operation

ON or FLASHING and Internet connect light  is ON: Base is not yet registered (see page 11).

ON or FLASHING and Internet connect light  is OFF: There is no internet connection.

If using a broadband system, 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 plugged into a LAN socket on your router (usually yellow) and that it is clicked in at both ends
- ▶ If the green light is ON there are two possibilities:
 1. Your router has lost internet connectivity (an active connection is normally indicated by a light marked 'Internet' or a 'tick' on your router)
 2. 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.

ALTERNATING with Internet connect light  (Cellular systems only): This indicates that the base is using the back up battery. If there is not a power cut, you need to check the base power connection before the back up battery is exhausted. It is accompanied by the base station making four falling tone sounds every 15 minutes.

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 (costing around 1p per day).

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

Network: Support for DHCP and DNS.

Operating frequency

The Acticheck system uses the following frequency bands:

- The Social Alarms section of the 869 MHz Industrial, Scientific & Medical band.
- The 2.4 GHz ISM band.

Customer services

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

You can contact us by email at support@acticheck.com, or by phone on **0345 25 75 080** between 9.00am and 5.30pm on weekdays and 9.00am and 12.00pm on Saturdays. This is a LoCall cost number.

Returns

If you are not 100% satisfied with your Acticheck system, you can return it to us within 30 days of delivery for 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 authorise the return and send you instructions.

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 Acticheck system. If, within one year of receiving it, your Acticheck 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.

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

Set-up checklist

To ensure you get the most out of your Actichck life-saving wristband, please use this checklist once everything's up and running.

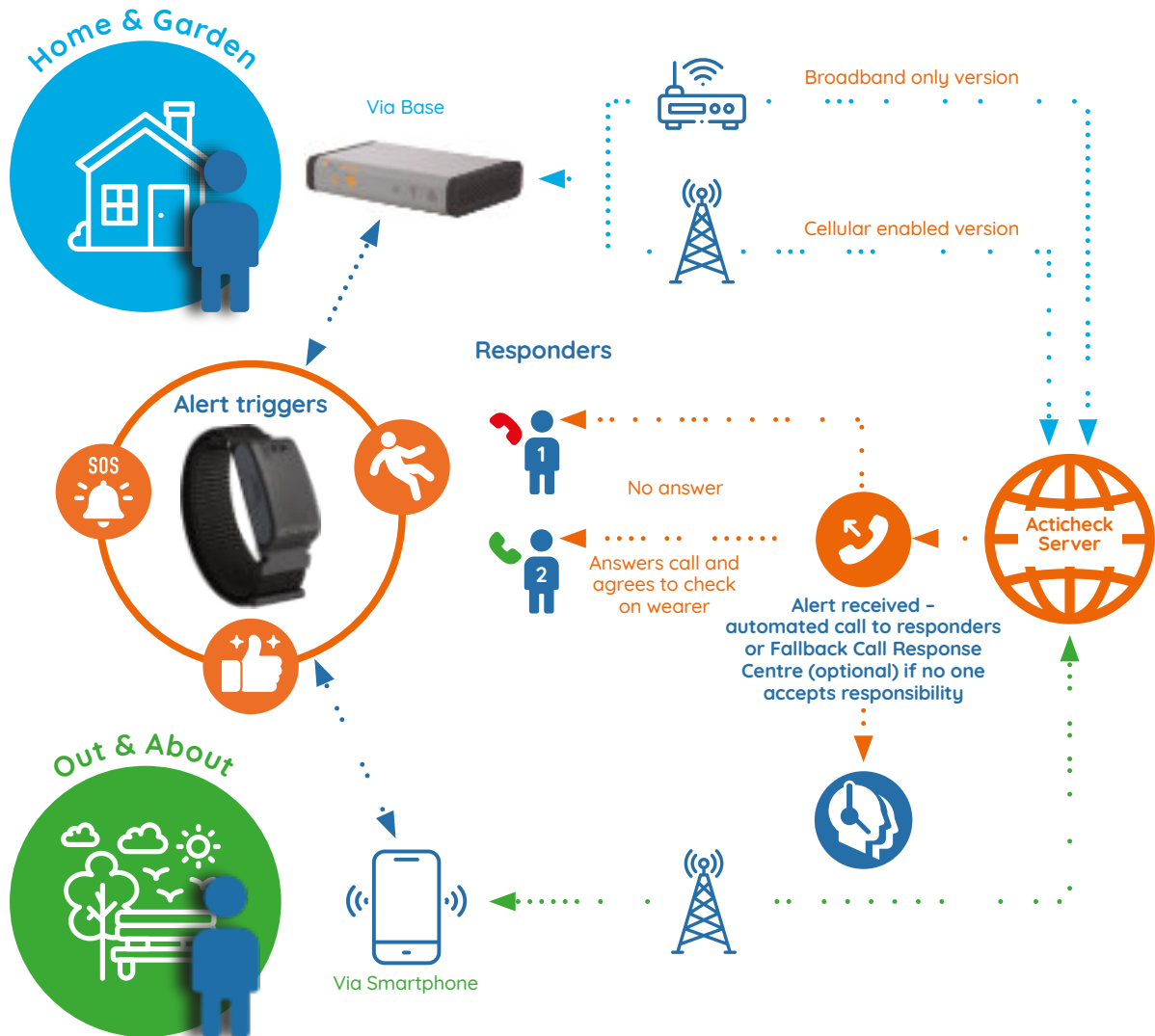
Have you:

- ☐ Turned on fall detection (if required) in **MY BAND**
- ☐ Verified all phone number/s
- ☐ Added 0161 850 4480 to your incoming phone number whitelist
- ☐ Added at least one responder (and have they verified their numbers?) in **MY RESPONDERS**
- ☐ Set up I'm OK checks (if required) in **MY BAND**
- ☐ Tested the wristband buzz type in **MY BAND**
- ☐ Checked the address is correct and added access instructions (such as a keysafe code) in the **MY BASE** location box
- ☐ Added 'In case of emergency information' and 'Public profile' details in the **PROFILE**
- ☐ Completed a range test in the house and garden
- ☐ Successfully completed an alert test and confirmed that the responder received and understood it
- ☐ Checked the wearer understands how and when to raise an alert and how and when to cancel

Notes

You can use this page to note down any non-sensitive information, such as your set-up date and renewal date. Keep your password in a separate, secure place.

How it works



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