

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 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 gives you continuous protection, 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 alarm response centre.

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

We have a number of ways to call for help.

A simple squeeze will send an SOS. We can also monitor for severe falls. You can also set up I'm Ok checks. The wristband will buzz and pressing a single button confirms you are OK - ideal for confirming you are up in the morning and OK before bed.

If you have the time please read the rest of this guide as it will help you to get the most from your system however if you are in a hurry just follow the quick start guide.

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



A handwritten signature in black ink that reads "Karl". The signature is stylized and fluid.

Karl Gibbs,
Founder

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The *Assure*

The *Assure* 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. If the wristband vibrates you can confirm you are OK by pressing 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 system you will also find:

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

How the *Assure* calls for help

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 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. 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.
2. If we can't connect with the wristband or the wristband is not being worn we email administrators to let them know.
3. If the wristband is reporting it is being worn but there is no response from the wearer an alert will be raised.

Warnings

Cold at home warning

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 colder than your chosen minimum temperature.

You can also turn on the 'Frost protection alert' which will email anyone authorised as an administrator to let them know the building is at risk.

Lost connection warning

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 warning

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 send a message to all administrators.

Missed reminder call warning

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



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.

You can always confirm you are OK by pressing a single button. This will always stop the base from sounding an alarm.



Pressing a single button with your thumb

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' or fall alert.

Automated check call

The wearer's phone number(s) 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.

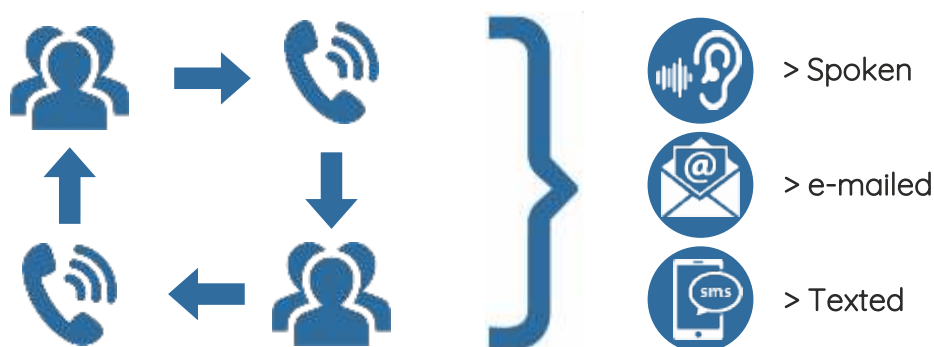
When the wristband is linked via the smartphone app we will only call that phone.



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 can only be used to call emergency services if you have taken the Fallback Alarm Response Service option.

The system automatically calls responders, in your chosen order, until one 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 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 response' service (see page 18).

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.

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

Setting up your system

Acticheck use a combination of email messages and phone voice & text messages to connect to users. All email addresses and telephone numbers need validation.

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.

Step 1

Please choose the set up option which matches your situation.

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

Go to my.acticheck.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.
- Authentication mode: 2 Factor Authentication (2FA) options to protect your data.
- 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.

Additional phone number can be added after the account is registered.

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

Use this option if you are a responder and are setting up a system for a wearer.

Go to my.actichex.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 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 when you log in.
- **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:** 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 (see page 12). *N.B. 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 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).

You will automatically have Administrator status and can designate other responders as administrators (see page 18).

Step 2: Verifying your phone number

IMPORTANT: For the system to work your phone numbers must be verified by answering and responding to an automated phone call. You should verify your own number by selecting SETTINGS (The cog, top left) > 'Phone Numbers' and following the instructions in the number verification screen.

Enter your phone number. All Non-UK numbers should start with a + followed by the country code. Please check, if needed edit the number, and click on 'Save changes' (top right).

When you are content with the phone number click on [Make verification call now](#)

Follow the spoken instructions.

Call blocking/screening

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 base station: this is not essential for a cellular system.

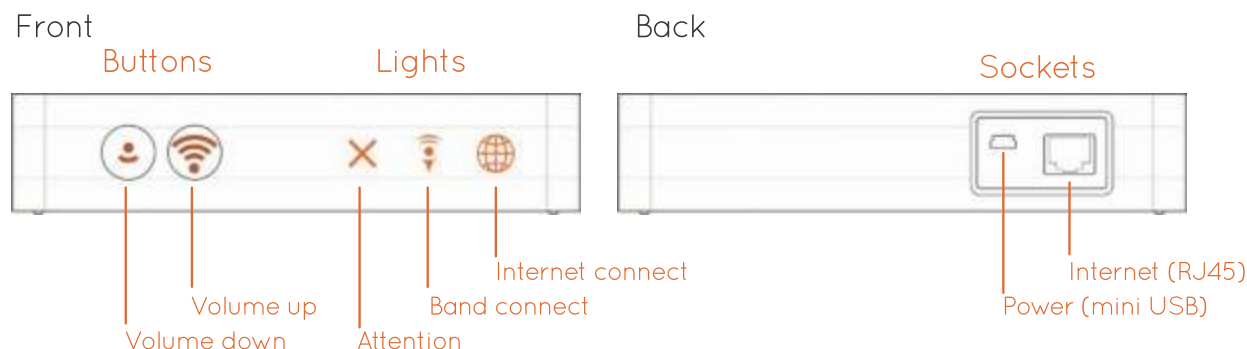
The other is a power/charging (mini-USB) cable. Try to plug this in to a wall socket using the Power Supply Unit (provided) but if there is not one available use a spare USB socket on your internet router instead. You should find a position in which both cables can be easily connected and where the base 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: 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 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.



CELLULAR SYSTEM: Connect your *Assure* base to the power using the black cable plugged into the supplied Power Supply Unit (the cellular base station draws too much power to be plugged into a USB socket in the router).

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 the 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 signifying 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.

Tuning the wristband buzzer

You can change the duration and feel of the buzz on the wearer's MY BAND page.

Coverage testing

Go to MY BAND and change 'Range and buzz test' to 'on' (then click on Save Changes). The band will now buzz every time you press a button if it is in range. Alerts are disabled in this mode. The Range and buzz test automatically cancels after 15 minutes or can be turned off by toggling the online switch to 'off' and saving changes.

Familiarising yourself with the pre-alert phonecall

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.

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

Step 7: Your network of responders

The *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/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 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 added to the system, they can call 0161 850 4480 from their contact number and follow the spoken instructions to verify.

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

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 Response Centre

Acticheck users can subscribe to our Telecare Services Association accredited response centre who, if no 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 onscreen instructions.

IMPORTANT: If the emergency services are called they will benefit from knowing 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 able to move after a fall they should always try and raise an SOS manually by squeezing both buttons.

Slump falls, when the wearer gently slides to the floor will not be detected by the *Assure*. However, it is likely the wearer will 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 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 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 .

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

Managing your settings


There are four places that your settings are held:

- Personal and address information is accessible by clicking on the 'cog' (top left).
- Timing of I'm OK checks, fall monitoring sensitivity, buzz strengths and a calendar to mark when to pause system messages (e.g. the wearer is on holiday) are available in MY BAND.
- Base location & access instructions, base sounds and Comfort Zone/settings are in MY BASE.
- 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 '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.

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

Fitting your 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 place the top of your wrist against the orange segment. Place the hole side of strap over your wrist and then pass the 'peg' side over the top. Identify a suitable hole for the peg to fasten in and placing one finger behind, gently push through with thumb. The peg clicks gently as it passes through the hole.



Releasing your wristband

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

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 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.

Helping us know when your wristband is being worn

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

To reduce the chances the system assessing the wristband is being worn leading to false alerts, 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, a shelf is better 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.

Some phones manufacturers ignore the Open Handset Alliance protocols to implement power saving which can disable the Acticheck app after a period of time. To find out more about the latest status of the app and how to install it please visit www.acticheck.com/apps

Reminder calls

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

- Medication reminders
- Checking that normal activities such as feeding 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 time but if the phone is busy it will try 15 minutes later. If the call is not acknowledged your selected responders will be notified by email.

You will find 20 credits, for 20 calls but after that the reminder calls are chargeable at a scaled rate.

Click on 'Buy reminder credits' to see the current prices and buy credits.



Charts

The main dashboard shows the base temperature and wearer's activity over the last 24 hours. You can select the last 48 hours and previous week. These charts are repeated in MY BASE and MY BAND. A quick look at these charts can give selected responder confirmation that the wearer is OK.

There is also a monthly activity chart in MY BAND. This is equivalent to a daily steps count and can show if the wearer is becoming inactive.

Daily 'Up & active' emails

By turning on 'Send Daily Email if everything is OK' in MY WEARERS responders are sent a daily email when the wearer's activity has exceeded a threshold.

Email responder after alert

The DASHBOARD shows recent alerts and you can also select older alerts. When an alert has been accepted you can see who responded. If you need to contact them there is an email link.

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 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 functioning)

To return to normal functioning squeeze the both band buttons.

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 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.

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 Actichck 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 store 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 should turn the light to 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.actichack.com/support

We can also be contacted by email: support@actichack.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@actichack.com with the date of purchase and the buyer's address and phone number. We will authorize the return and send you instructions.

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

This stated policy does not affect your Statutory rights.

Warranty and faulty goods

Actichack 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, Actichack 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.actichack.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 (just under 1p a day at current 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 Industrial, Scientific & Medical band.
- The Bluetooth Low Energy (BLE) section of the 2.4 GHz ISM band.



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UK/English
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