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Demo
Fall Detection

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Demo Fall Detection

- New Demo feature allows a user to test Fall Detection on a Libris 2 device.

- Users can have peace of mind knowing that automatic fall detection is enabled on the device and works.

- Steps to perform the demo are simple, easy to follow and safe.

- Provides a 30-minute window for user to test fall detection.

- Demo feature *turns off automatically* after 30 minutes – or can be manually disabled - and device returns to normal Fall mode.

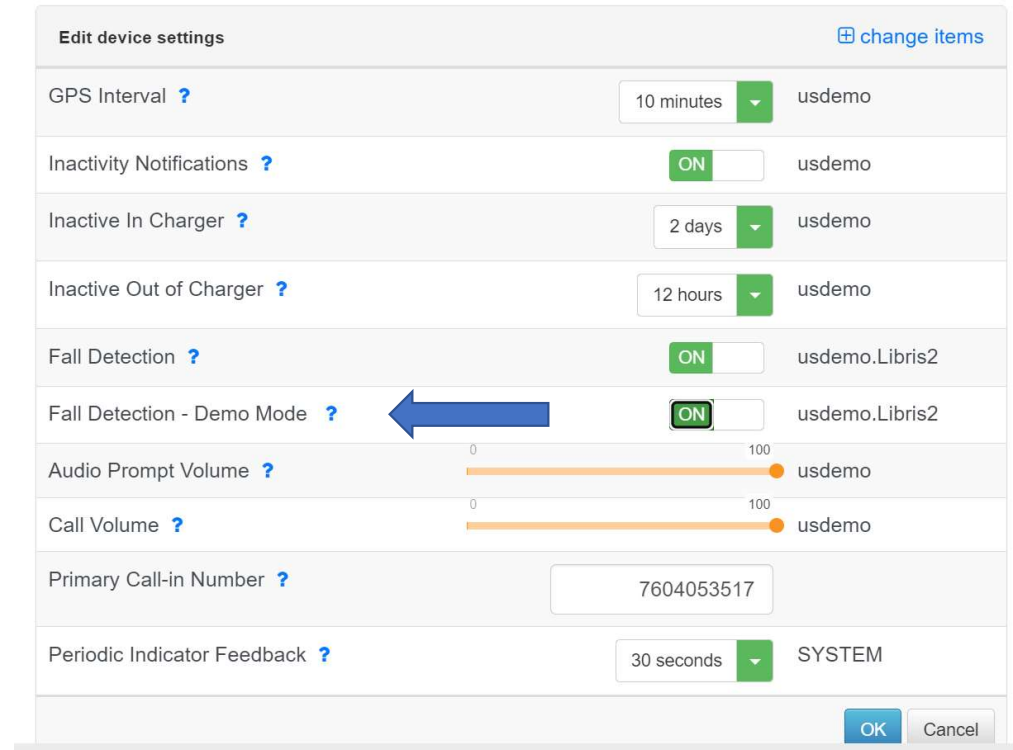*n*umera®

Setting up the Demo Fall Detection - Prerequisites

- Realm *must* be configured to allow for this feature.
    - Dealers can contact Numera Technical Support to request this feature (1.855.546.3399).
- Fall Detection must be enabled on the device.
- Device software must be minimum v2.6.1.
- User <u>must be aware</u> that Demo mode is being enabled for Fall Detection.

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Setting up Demo Fall Detection - Dealer Actions
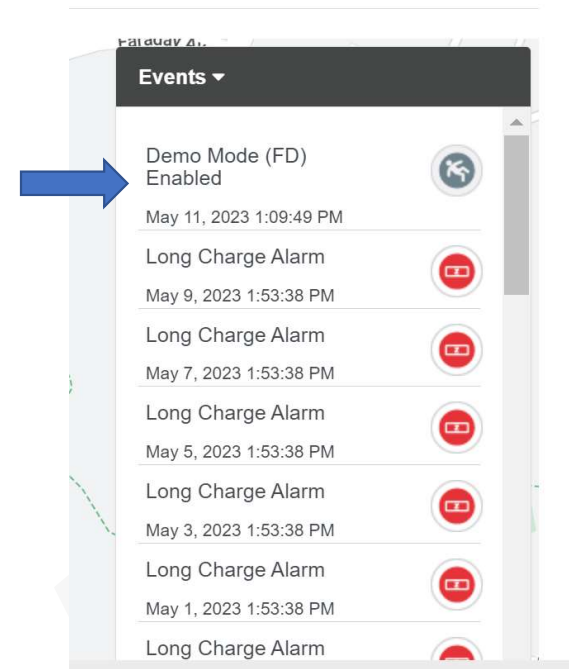
- To enable Demo Fall Detection (FD)
  - Log into the Numera Dealer Portal
  - Go to the Device page
  - Go to the "Settings" section
  - Hit the "Edit" icon
  - Select "Demo Mode" – On
  - Hit "OK"

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Testing Demo Fall Detection – Dealer Actions

- Dealer will confirm they see an event – Demo Fall Detection (FD) Enabled.
  - Click on Locations tab to see the event list
- This action sets the timer for 30 minutes.
- Dealer informs the user that Demo FD is enabled.

Testing Demo Fall Detection – User Actions

- User picks up the device.

- From a standing position, user extends their arm out straight, parallel to the ground.

- User drops the device on to a firm sofa or chair (it is okay if it bounces).

- Device must be left on the surface for 3 seconds and can then be picked up.

- Within a minute, the device will enunciate that it detected a fall and place a call to the station.

- User can tell the operators they are testing Fall Detection.

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After Testing is Complete

- User has no further action. They can resume wearing the device.

- System will disable the Demo Fall Detection feature automatically after **30 min** – or – dealer can manually disable it.

- Device returns to normal Fall Detection mode.

- Dealer can confirm they see a Demo Fall Detection Disabled event.

- Dealer can reach out to the user telling them the FD demo mode is disabled.

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Fall Detection Demo - FAQs

- What if the demo does not detect a fall?
  - It is possible that it may not detect a fall. If that occurs, you can try again.

- How often can I test demo fall detection?
  - During the 30-minute window, a user can test demo fall detection multiple times.

- Will the 30-minute test window end automatically?
  - The system is designed to end the demo time frame after 30 min. However, dealers can disable the setting sooner, if needed.

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Fall Detection Demo - FAQs

- Will the user get notification that the 30 min window has ended?
  - No. The device does not give any indication, but we recommend the dealer inform the user once the time has ended.

- Will the fall detection demo call a central station?
  - Yes. The fall detection demo will place a call to the central station. In most cases, the operator will have indication that it is a "demo" call. There will also be 2-way voice so the user can communicate that to the operator as well.

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Fall Detection Demo - FAQs

- What if the user has an actual fall during the period the demo ode is enabled? Will the fall be detected?
  - No. The device will not detect actual falls while the demo mode is enabled. However, the user can press the button to call for assistance.

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Thank You

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