

VIBBY

Falls Pendant



User Guide

01553 616200
careline-cs.org.uk



Careline
COMMUNITY SERVICE

Borough Council of
**King's Lynn &
West Norfolk**



Welcome to Careline

We hope you're happy with your new Vibby Falls Pendant, and we're delighted to welcome you as a client.

The Vibby Falls Pendant is an easy to wear pendant with falls detection technology. If a hard fall is detected or if you press the pendant, a call will be made to our 24/7 monitoring centre through your Careline alarm unit.

If you have any queries at all about your new pendant, please call the Careline Community Service team directly on 01553 616200 (option 1). We are available 9am–5pm Monday to Thursday and 9am–4:45pm on Friday.

Please keep this guide in a safe place.

How it works

Using advanced technology, the Vibby Falls Pendant automatically detects hard falls. It immediately raises an alarm call to our 24/7 monitoring centre through your Careline Alarm Unit. This works on an algorithm which measures loss of altitude and speed, and can detect if a person falls from an upright position.

You can also raise an alert directly from the Vibby Falls Pendant by pressing the button on its face. Any alarm raised is confirmed via vibration and an LED light. In case of a false alarm, the alert can be cancelled by the wearer, by covering the sensor or standing up within 20 seconds.

Some falls (soft or broken falls against a wall or chair) may not be detected by the pendant, so we encourage you to always press the button if you are able to.

Key features

- Lightweight, easy to wear and stylish
- Allows you to move freely about your home and garden (50m range from alarm unit)
- Automatically alerts us if you have a hard fall

- A great solution if you experience regular falls and poor mobility
- Waterproof and shock resistant

Wearing the Vibby Falls Pendant

We advise that the pendant is worn around your neck to increase the chances of it registering your hard fall.

Expect false alerts in the first few days as you get used to wearing your pendant. Getting dressed and undressed can lead to false alerts if the Vibby Falls Pendant gets caught in clothing.

Care and maintenance

Clean with non-abrasive and non-polishing cleaners only. A warm damp cloth is usually sufficient.

Important note

Vibby Falls Pendant is designed to detect a hard fall, subsequent impact, and a period of no movement. While every effort is made to capture the range of falls that occur, some people will fall in a manner that will not automatically detect that a hard fall has occurred. The help button is available to press in this situation.

Advanced technology is applied to process and report events. However, due to some rare occurrences it is not always available to notify all events immediately. Use of this product confirms acceptance of these limitations.



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