TEQ-FallsAlert

USER MANUAL

Model CT3000

SOFIHUB

Promoting Independent and Dignified Living

TEQ-FallsAlert

User Manual

Model CT3000

Please read this User Manual carefully before you use the device or service we provide. Please keep this document for future reference.

Failure to follow the instructions may seriously affect the effectiveness of the product and damages may be caused to the device.

Please Note

1. The TEQ-FallsAlert can be installed in any room of the house where there is access to Wi-Fi, including the bathroom, kitchen room, living room or bedroom.
2. Do not place or keep the device directly near water; and away from bathtubs, sinks etc.
3. Do not immerse the device in water or any other liquids.
4. Keep the device away from any corrosive liquids and hot surfaces.
5. Always use the power cord and adapter provided with the device. This ensures that the device will work properly and remain free from damage.
6. Do not attempt to repair, disassemble, or modify the product without our authorisation.
7. Avoid direct impact on hard objects.
8. To clean the device, wipe the surface with a clean, soft cloth. Do not use water, alcohol, or detergent.
9. This product is not intended for use by children.

Detects Falls the Instant they Occur

Contents

Specifications

Model	TEQ-FallsAlert CT3000
Detection Range	**Up to 7 m (23 ft) *conditions apply**
Horizontal Field of View	45 Degrees
Installation Height	**1.4 m or 2.2 m (4.5 ft or 7.2 ft)**
Network Interface	2.4GHz Wi-Fi
Water Resistant	**IP54**
Operating Temperature	-10-50oC (14-122oF)
Dimensions	**148 x 105 x 24 mm (5.8 x 4.1 x0.9 in)**
Weight	260g (9.2 oz)
Power Consumption	**3W**
Device Voltage Rating	DC 5V 0.6 A
AC Adapter Voltage	**100-240V**

Cautions

1. The height and angle of the installation affects the performance and accuracy of the device. It is important to follow the instructions for best results.
2. The device only supports 2.4GHz wireless Wi-Fi networks. Other Wi-Fi networks are not supported.
3. The device complies with the safety standards for electromagnetic devices. If you have medical concerns, consult your medical professional prior to use.
4. The device cannot monitor through walls. Please install the device in the room that is to be monitored and in a location where the best line of sight can be obtained.
5. Avoid obscuring the "view" of the device (eg. behind large pieces of furniture, doors, curtains, or large plants).
6. If reinstalling the device, please follow the instructions provided.
7. The device works best when there is only one person in the room. The presence of a second moving object such as another person, a child, or a pet, may cause false or missed alerts.

Inside the Box

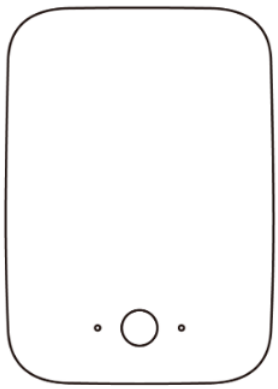
A: TEQ-FallsAlert

B: Installation Bracket

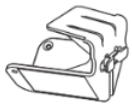
C: Power Adapter

D: USB Cable

E: 2x Screws
2x Rawlplugs



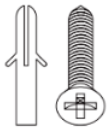
A



B

C

D



E

Getting to know your TEQ-FallsAlert

H: Status Indicators

I: Home Button

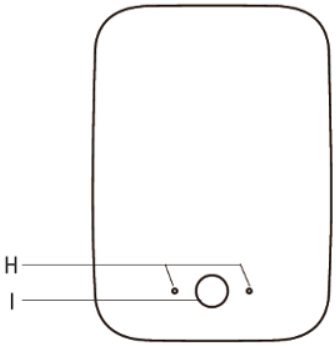
J: Installation Slot

K: Type-C Adapter Port

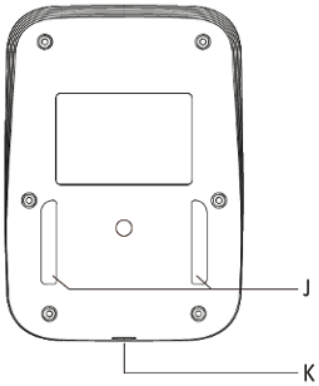
L: Cable Clip

M: Bracket Adhesive Side

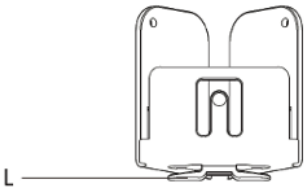
N: Bracket Orientation Side



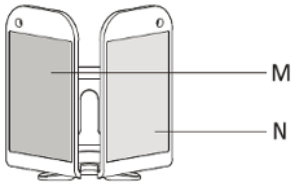
Device FRONT



Device BACK



Bracket FRONT

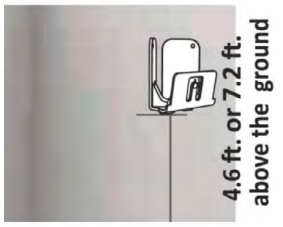


Bracket BACK

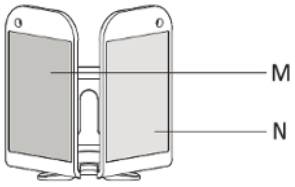
Installation

1. The height and angle of the installation of the bracket are especially important. Improper installation can affect the performance of the unit. Follow the product installation instructions for best performance.
2. The device must be installed in a location where the Wi-Fi signal is stable, otherwise the device will not operate properly.
3. Choose the corner of the room with the best line of sight and with access to a power outlet. Avoid obstacles such as large pieces of furniture. We do not advise installing the device near an air conditioner or exhaust fan to avoid electromagnetic interference.
4. The device can ONLY be installed at 1.4 or 2.2 m (4.6 or 7.2 feet) above the floor, depending on the room's layout. It may be easier to install at a height of 1.4 m (4.6 feet), but 2.2 m (7.2 feet) may guarantee better view, especially for a crowded room. Find the best location and measure out 1.4 or 2.2 m (4.6 or 7.2 feet) above the floor and mark the location for the bracket. See Fig 1.
5. Thoroughly clean and dry the wall prior to installation.
6. Remove the protective layer of the adhesive on the back of the bracket. Place the orientation side (N) of the bracket (B) to the wall. Press hard to ensure the adhesive sticks. Do not affix radar to bracket yet.
7. If the wall is uneven, or if there is wallpaper or plaster, secure the bracket with the rawlplug and screws provided. Do not affix radar to bracket yet.
8. Scan this QR code to download the Sofihub app for iOS or Android. Alternatively, you can search for "Sofihub" in the Apple App Store or Google Play.
9. Open the app, register for an account and add the TEQ-FallsAlert device to your account by following the instructions in the app.
10. Connect the USB cable and adapter with the device, and power on. In 3-5 seconds, the status indicators (H) will start flashing blue. (If not, press and hold the Home Button (I) for 3-5 seconds.) It is recommended to use the cable clip (L) to secure the power cord.
11. Align the slot (J) on the back of the device to the bracket and slide to the bottom until you hear a light click. The device is now in place. See Fig 2.

Fig 1.

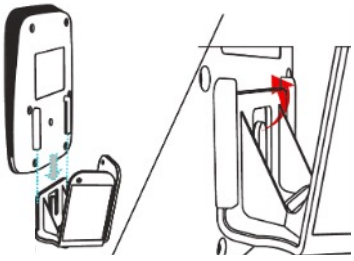


Bracket-FRONT



Bracket-BACK

Fig 2.



Frequently Asked Questions

Problemshooting device configuration.
Select the 2.4GHz Wi-Fi network.
The status indicators will be red if there is no Wi-Fi, or unstable Wi-Fi signal, or if you have entered the wrong Wi-Fi password. Please press and hold the Home Button (l) for 3-5 seconds until the lights flash blue. You can then repeat the configuration process.

How do I know the device is working?
When the TEQ-FallsAlert is working properly, the status indicators are off. You can press the home button to wake the indicators up and they will light up blue.

Will a glass/Perspex shield in the bathroom cause interference?
The radar signal can penetrate the glass, however the water flow from the shower may affect the fall detection, which may lead to no alarm.

Are there known situations where a fall alert will not trigger, when there has been a fall?
Cabinets and other objects can block the line of sight of the sensor, so ensure there are no objects in the way. If a person falls outside the 5m effective range, the fall may not be detected. Fall detection within the 5-7m range may be reduced.

Are there any known situations when the radar could trigger a fall when there has not been one?
Movement of pets, fans, curtains and other continuously moving objects may cause false alarms.

Are there recommendations regarding using the radar in a bathroom?
When installing the device in the bathroom, avoid the line of sight being blocked by other items/ objects. The working distance of the equipment should be set according to the actual size of the bathroom. The water flow of the shower will affect the fall detection, which may lead to no alert being sent.

If someone slides off a chair and ends up lying on the floor, will a fall alert be raised?
A fall directly from the chair can be detected, however a fall may not necessarily be detected if it is a slow slide or slump.

Does a steel framed house affect the operation of the device?
Steel frames will not have an impact, but a steel wall may cause the device not to recognise a fall.

Is the device impacted by heat/steam?
No.

Does the device need to be recalibrated?
No.

What are the understood limits of detection?
The device's detection range is a 7-metre radius, however accurate fall detection within 5-7 metres is reduced. The most accurate fall detection is within a 5-metre radius.

Does the device detect a fall that happens in stages or is more of a slump, such as sliding down a wall?
The device is calibrated to detect the state from standing to fully lying on the ground.

If there is a pet in the room, will the device still detect a fall?
If the pet is moving at the same time as the fall, it may not send a fall alert.

Is there an optimal size/weight range for the end user being monitored? Is the effectiveness of the device impacted by a person's size?
The larger the size and weight of the person, the better the detection. People who measure under 1.5m may not be effectively monitored.

Does someone have to stay still on the ground for a fall to be recorded? If they are rolling or moving on the floor, will a fall still be recorded?
Rolling and moving will not cancel the alarm. Raising your hands too high or standing up may cause the alarm to be cancelled.

Disclaimer

1. This product is not a medical device and does not guarantee 100% accuracy.
2. Do not install the device in areas where water can be splashed onto the device, such as directly above the bathtub, sink, or shower. Otherwise, your warranty will be void.
3. Always use the cables and power adapter provided with the device. Otherwise, it may not function properly or even cause damage to the product due to insufficient or excess power supply.
4. Maximum field of view is only guaranteed when the device is installed properly at the intersection of two walls with the most optimal field of view in accordance with the user manual. Otherwise, there may be blind spots, resulting in missed alerts. The room that needs monitoring should be on the same plane (eg. steps and slopes in the room), otherwise the device will not function properly .
5. The TEQ-FallsAlert can successfully recognise most common falls, but some are unrecognisable, such as slipping slowly whilst leaning against the wall or other supports, or when the user slips down to the floor whilst in a chair or a bed.
6. For better accuracy and user experience, there is an interval between the time the device detects a potential risk and sending an alarm (this buffer time can be set by the user during configuration) and depends on the availability of the internet. Whenever the device detects a fall, the device flashes red. During this time frame, if the device detects that the user has stood or sat up, or if other people have walked into the room, the device will automatically cancel the alarm, and the red lights will dim. Otherwise, the device will send an alarm to the emergency contact.
7. The presence of obstacles will affect the accuracy of the monitoring.
8. Common causes for false or missed alerts: movement of the curtains, presence of children and pets or multiple persons, fish tanks, bathtubs or large containers of water, robot vacuum cleaners (at work), and the dropping of objects with strong reflectivity to mm Wave.
9. TEQ-FallsAlert can monitor through glass. If there is a moving object on the other side of a glass partition or a glass door; it may cause false or missed alerts.
10. If there is more than one person in the room that is being monitored, some features such as fall alerts may not work as we assume the other person will come to the person's aid and thus an alert is not necessary.

TEQ-FallsAlert

POWERED BY SOFIHUB

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