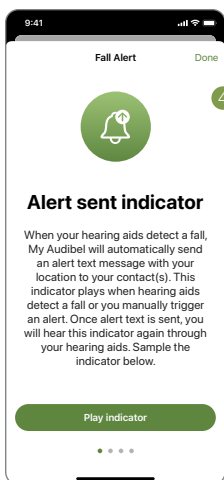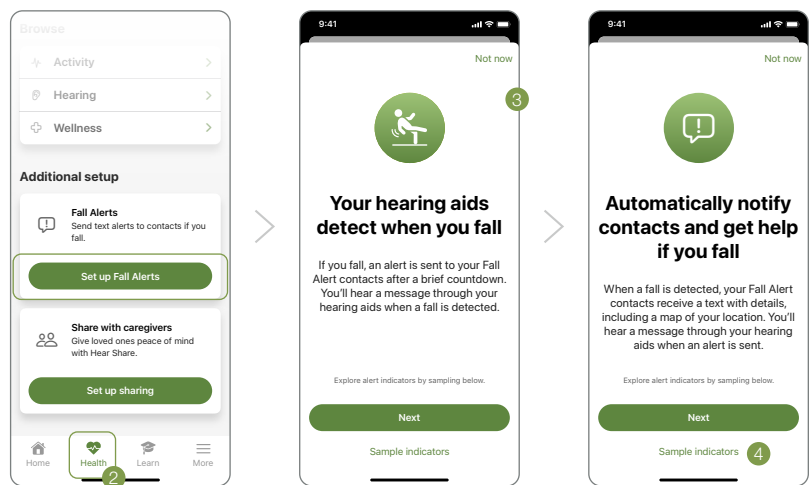**QUICKTIP**

Fall Detection and Alerts

System Setup

User
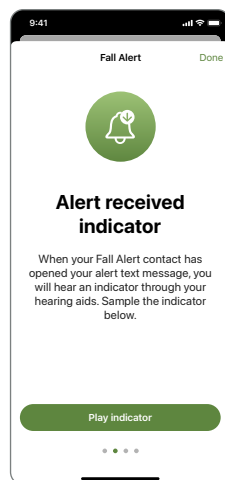
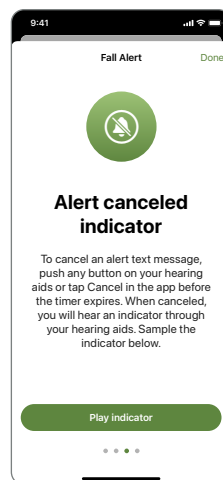Setup must be completed in My Audibel for the system to be active.

1. **Load My Audibel:** For more information, see the My Audibel QuickTIP.

2. To begin setup, select **Health > Set up Fall Alerts**.

3. On-boarding screens provide the user with information on Fall Alert functionality. Tap **Next** on each screen to begin the setup process.

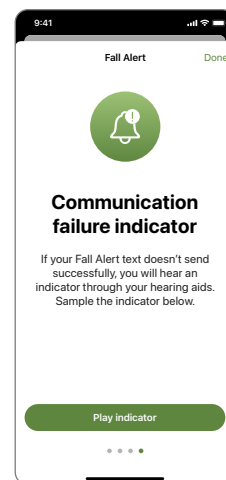4. Tap **Sample Indicators**, then **Play Indicator** to preview the alert indicators for familiarization.

Your hearing aids detect when you fall

If you fall, an alert is sent to your Fall Alert contacts after a brief countdown. You'll hear a message through your hearing aids when a fall is detected.

Explore alert indicators by sampling below.

Next

Sample indicators

Automatically notify contacts and get help if you fall

When a fall is detected, your Fall Alert contacts receive a text with details, including a map of your location. You'll hear a message through your hearing aids when an alert is sent.

Explore alert indicators by sampling below.

Next

Sample indicators

Alert sent indicator

When your hearing aids detect a fall, My Audibel will automatically send an alert text message with your location to your contact(s). This indicator plays when hearing aids detect a fall or you manually trigger an alert. Once alert text is sent, you will hear this indicator again through your hearing aids. Sample the indicator below.

Play indicator

Alert Sent

Alert received indicator

When your Fall Alert contact has opened your alert text message, you will hear an indicator through your hearing aids. Sample the indicator below.

Play indicator

Alert Received

Alert canceled indicator

To cancel an alert text message, push any button on your hearing aids or tap Cancel in the app before the timer expires. When canceled, you will hear an indicator through your hearing aids. Sample the indicator below.

Play indicator

Alert Canceled

Communication failure indicator

If your Fall Alert text doesn't send successfully, you will hear an indicator through your hearing aids. Sample the indicator below.
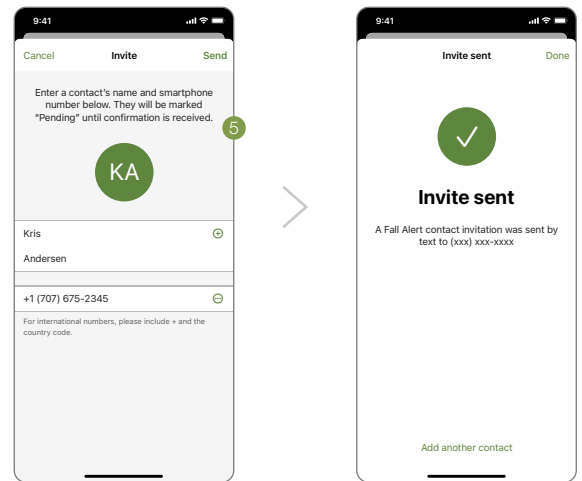
Play indicator

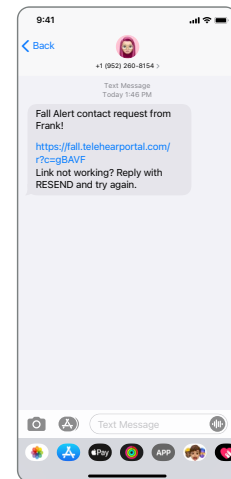**Communication Failure**

User (Continued)

5   Enter the name and smartphone phone number for up to three contacts to receive alert text messages. Each contact must confirm participation within 72 hours. Contacts will be "Pending" and the system remains inactive until at least one contact has confirmed participation.

Contact

1   Each contact entered by the user will receive a text message requesting participation in the Fall Detection and Alerts system. An individual can be a contact for more than one user.

2   Click the link in the text invitation.

3   Verify phone number.

4   Select **Confirm** to confirm participation in the Fall Detection and Alerts system.

5   Contact will receive a text message confirming their participation.

Contact Opt-Out

To opt out of the Fall Detection and Alerts system, a contact may tap the link in the original text message sent to confirm participation and tap the opt-out link.
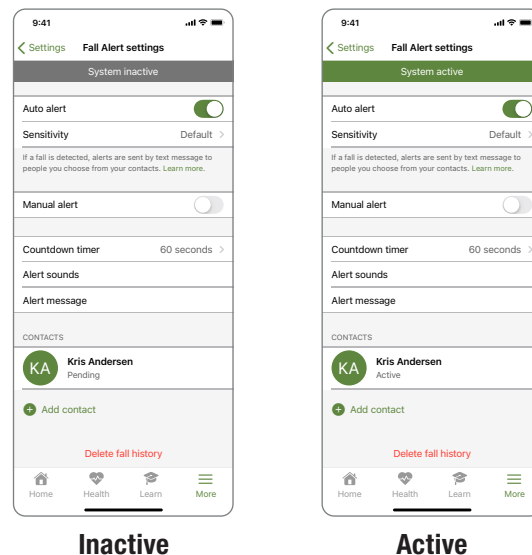
1   Enter smartphone number to receive verification code via text.

2   Enter verification code.

3   Select **Remove** next to the name to opt out.

4   User is notified of a contact opt-out.

Active System

Confirmation of participation from at least one contact is needed for an active system. The banner on the Fall Alert screen displays **System Active**.

Once a contact has confirmed participation, "Active" appears under their name.

Once the Fall Alert feature is active, a fall can be automatically detected or a Manual Alert can be initiated.

Inactive   **Active**

Other

Fall Alert Notifications are not a Substitute for Emergency Services and will not Contact Emergency Services

Fall Alert notifications are merely a tool that may assist in communicating certain information to one or more third-party contacts the user has identified. My Audibel does not communicate with emergency services or provide emergency assistance in any way and is not a substitute for contacting professional emergency services. The operation of My Audibel's fall-detection features depends on wireless connectivity for both the user and the user's designated contact(s), and the feature will not successfully deliver a message if Bluetooth® or cellular connectivity is lost or interrupted at any point in the communication pathway. Connectivity can be lost under a number of circumstances, such as: a paired mobile device is out of range of the hearing aid(s) or otherwise loses connectivity with the hearing aid(s); the hearing aids or mobile device are not turned on or sufficiently powered; a mobile device is in airplane mode; a mobile device malfunctions; or if bad weather interrupts a mobile device's network connectivity.

Fall Alert Feature is a General Wellness Product (Not Regulated as a Medical Device)

The Fall Alert feature is designed and distributed as a General Wellness product. The Fall Alert feature is not designed or in any way intended to detect, diagnose, treat, cure, or prevent any specific disease or particular, medical condition and is not targeted to any specific or particular population. Rather, the Fall Alert feature is designed only to detect that a user may have fallen and try to send a text message in response to such an event, in support of the user's general health.

Additional information can be found in the operations manual that comes with the hearing aid and the My Audibel End User License Agreement, which is available in My Audibel and must be read and agreed to before using My Audibel.

Features may vary by country.

AUDIBEL