

**QUICKTIP**

# Fall Detection and Alerts

## User Guide

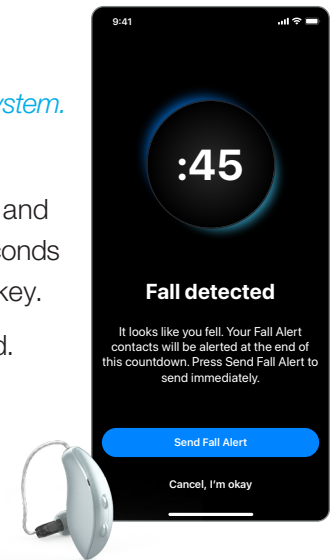
### How it Works

Once the Fall Detection and Alert system is active, a fall can be automatically detected, or a Manual Alert can be initiated by the user.

*Reference [Fall Detection and Alert Setup QuickTIP](#) for more information on achieving an active system.*

**A fall is automatically detected, or a Manual Alert is initiated by the user**

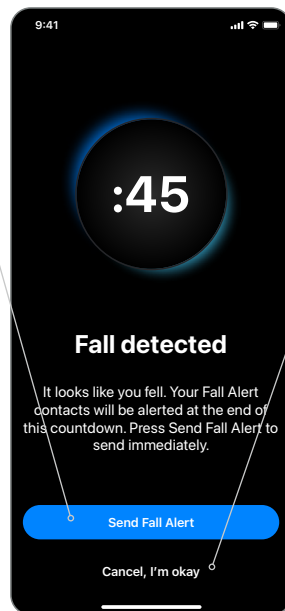
**1** If a fall is automatically detected or a Manual Alert is initiated by the user with the push and hold user control, the timer will start. The timer will count down from 60 seconds or 90 seconds depending on the user-selected preference in the Fall Alert settings within My Starkey. Notifications will show on the lock screen after a fall is detected or a Manual Alert is initiated.



**2 An alert is sent to contact(s) or is canceled**

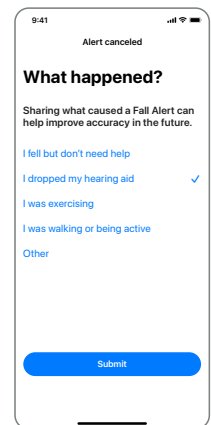
**1** The alert text message will be sent as soon as the timer runs out. The alert text message will be sent immediately if the user selects **Send Fall Alert** on the screen.

**2** Once the alert text message is sent, the user will hear an audible indicator in their hearing aids that says "Alert sent."



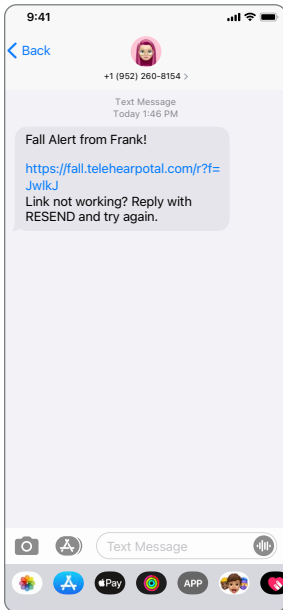
**3** User can cancel the alert by tapping **Cancel, I'm Okay** on the screen or by pressing the user control on either hearing aid.

**4** Once the alert is canceled, the user will hear an audible indicator in their hearing aids that says "Alert canceled."



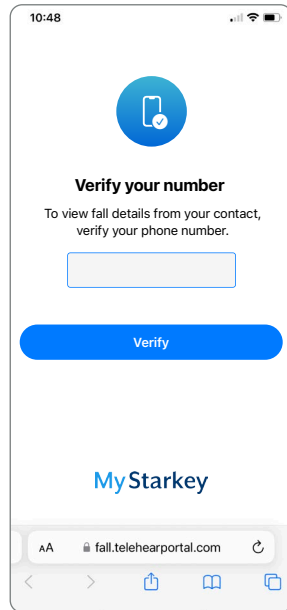
**5 Alert Canceled**  
Answer question to clarify why the alert was canceled.

### 3 Contact(s) are notified that a fall was detected or an alert was manually initiated



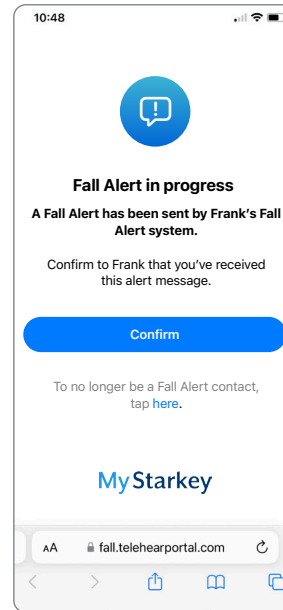
1

Alert text message is received by the contact.  
Tap the link within the text message.



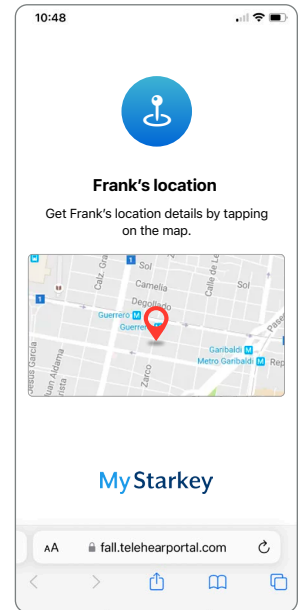
2

Contact(s) verify their phone number.



3

Contact(s) tap **Confirm** to inform the user the alert text message was received.



4

Tap on the map to view location details for the user. If the user has disabled Location Settings, contact(s) cannot view location details/map.

### 4 User receives notification that the alert was received by contact(s)

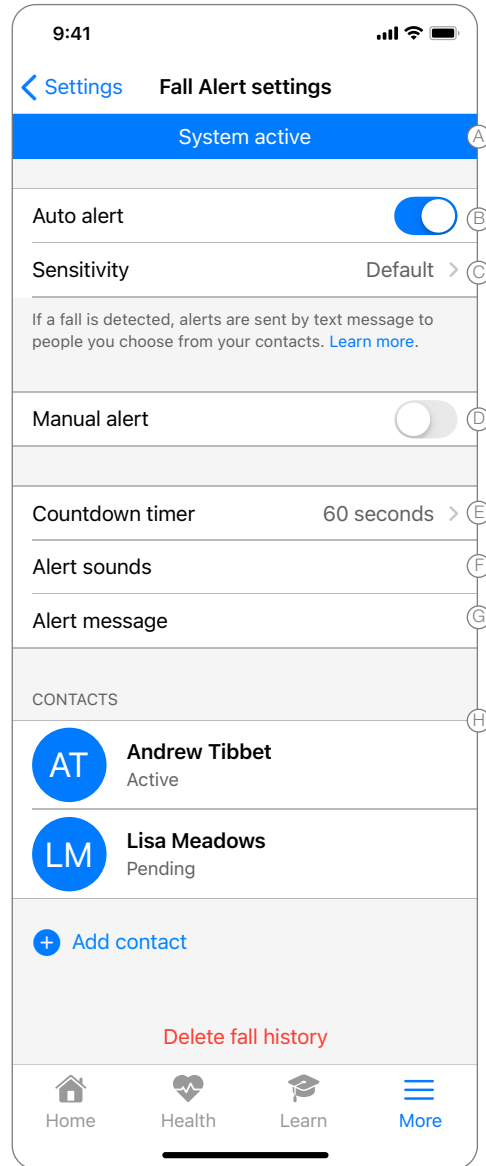
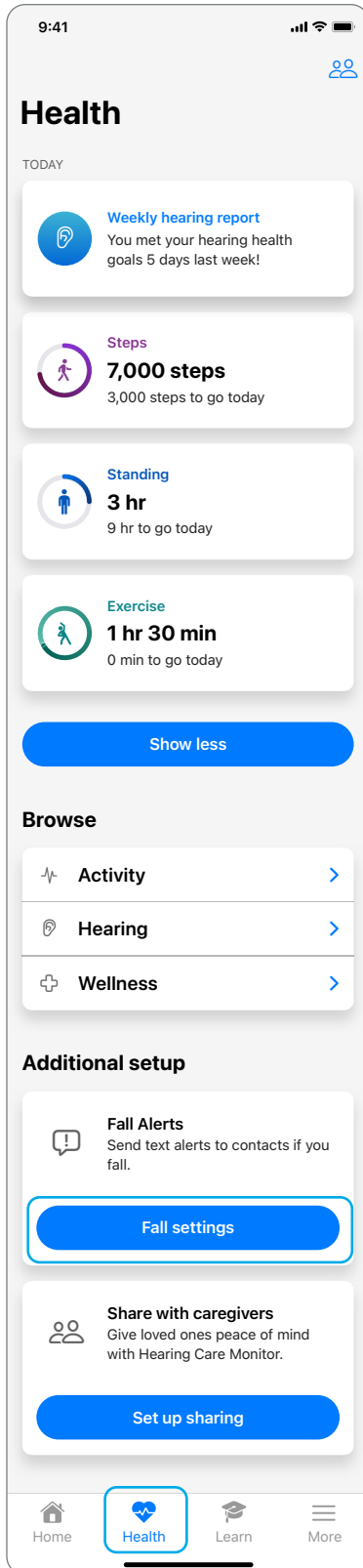
After contact(s) confirm the alert text message was received, a notification will show on the lock screen and the user will hear an audible indicator in their hearing aids that says "Alert received."

# Fall Alert Settings in My Starkey

Modify Fall Alert preferences by going to: **Health > Fall settings**

**NOTE:** Settings for Countdown timer, Alert sounds, Alert message, and Contacts impact both Auto Alert and Manual Alert.

## Fall Alert Settings



- (A) **System active:** Banner indicates status of system (active or inactive).
- (B) **Auto alert:** Tap the slider to turn Auto alert on/off.
- (C) **Sensitivity:** Sensitivity settings impact Auto alert feature.
- (D) **Manual alert:** Tap the slider to turn Manual alert On/Off.
- (E) **Countdown timer**
- (F) **Alert sounds**
- (G) **Alert message**
- (H) **Contacts:** Add a contact (up to 3).

### **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 Starkey 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 Starkey'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 Starkey End User License Agreement, which is available in My Starkey and must be read and agreed to before using My Starkey.

*Features may vary by country.*

This app may have slight differences depending on your phone.

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