

User Manual



Important

Please read the User Manual, the User Agreement, and Privacy Policy on the APP carefully before you use the device/service provided. Please keep these documents for any possible future references or uses. Failure to follow the instructions may result in the product not functioning as intended, and potential damage in the product.

Dangers

- 1) The device is suitable for installation in a bathroom; however, it must be placed at least 2 meters away from water sources, such as bathtubs or sinks. Avoid any situation where the device could be submerged in water or other liquids.
- 2) Keep the device away from corrosive substances and hot surfaces.



Warnings

- 1) Please always use the power cord and adapter included with the product. The provided cable ensures that the device operates correctly, and functions as intended.
- 2) Do not attempt to repair, disassemble, or modify the product on your own.
- 3) Keep the device away from potential impacts with hard objects.
- 4) To clean the device, use a clean, soft cloth to wipe the surface. Avoid using water, alcohol, or detergent.
- 5) This product is not intended for use by young children.

Cautions

- 1) The height and angle of installation impact the device's performance and accuracy. It is essential to follow the provided instructions to achieve optimal results.
- 2) The device is compatible with 2.4GHz wireless networks
- 3) The App supports IOS 13.0, Android 6.0 and above.
- 4) The device meets safety standards for electromagnetic devices. If you have medical conditions, please consult your physician before use.
- 5) The device cannot monitor through walls. Install it in the room you wish to monitor, ensuring it has the best line of sight (LOS). Avoid obstructing the device's view with large furniture, doors, curtains, or plants.
- 6) When disassembling or reinstalling the device, please follow the provided instructions carefully.
- 7) The device functions best with only one person in the room. The presence of a second moving individual, such as another person or pet, will not trigger fall alerts, under the assumption that the second person can help if needed.

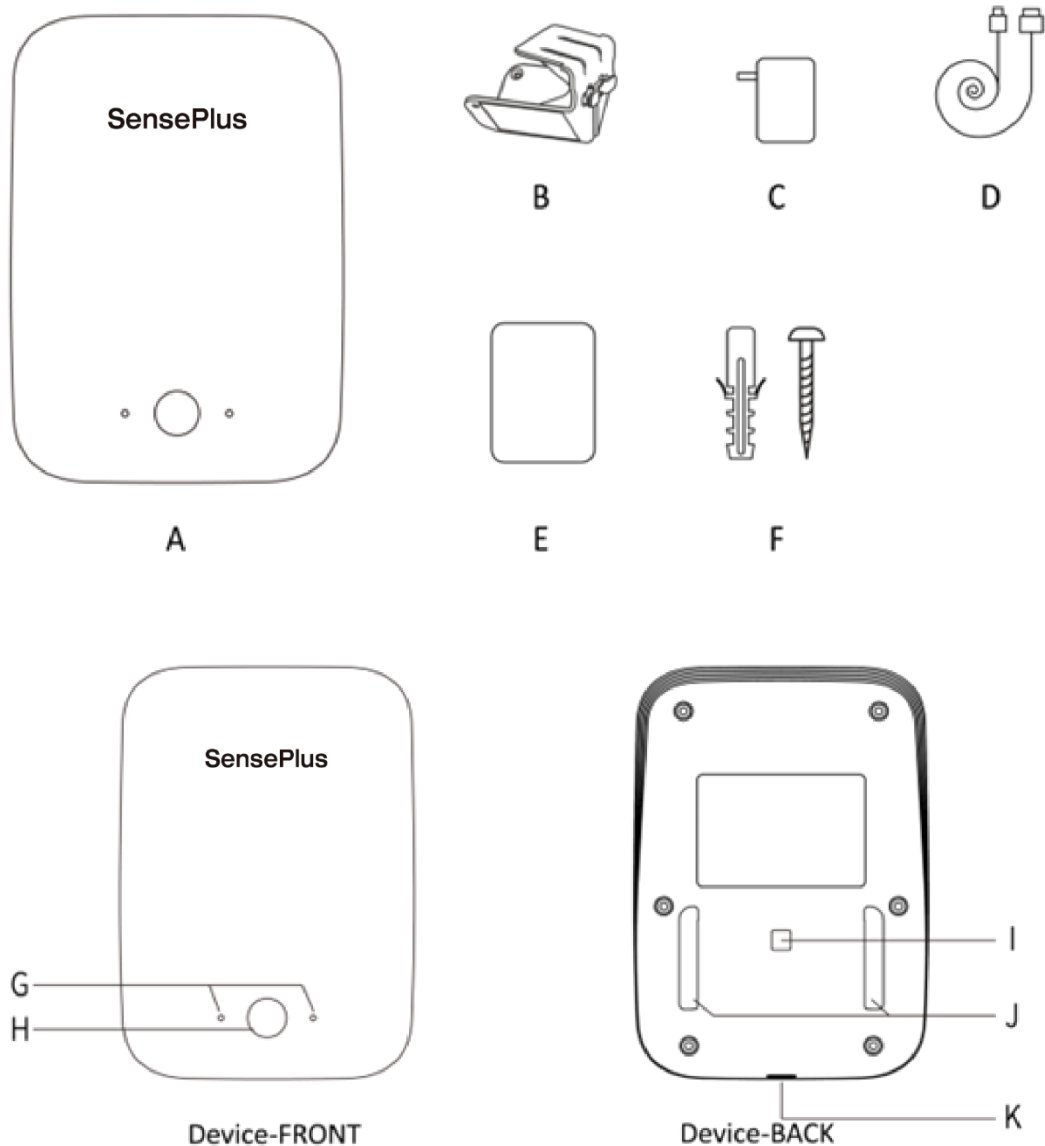
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1. About the Device

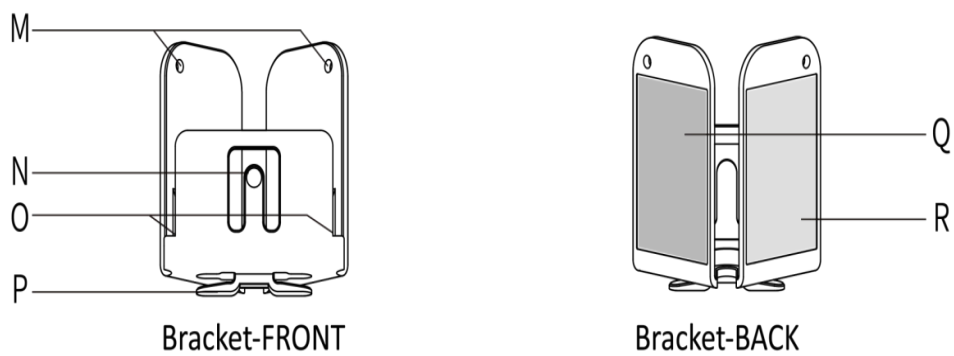
Leveraging advanced mmWave radar and gesture recognition technologies, along with our intelligent algorithms, machine learning, and data analysis capabilities, the device can track various daily living metrics for senior citizens. It provides valuable insights to healthcare professionals and family members. The device generates integrated health alerts, intelligently identifies different postures, and detects high-risk events such as falls, oversleeping, abnormal wandering, and potential burglaries. It can actively alert caregivers if any concerning incidents occur.

1.1. Inside the package



- | | | |
|------------------------------|-------------------------------|----------------------------|
| A: Fall Detect Device | B: Mounting Bracket | C: Power Adapter |
| D: Power Cable | E: Adhesive Tape | F: Screw set |
| G: Status indicators | H: HOME Button | I: Positioning slot |
| J: Mounting Slot | K: Type-C Adapter Port | |

- **Blue Indicator:** Flashes when the device is in setup mode. When it remains constant, it indicates that the configuration was successful, and the device is functioning properly.
- **Red Indicator:** Flashes when a potential fall is detected. When it is constant, it indicates that the device is disconnected from the network.
- **Indicator off:** After successfully setting up the device, the blue indicators will remain on for 30 seconds before automatically turning off. You can press the HOME button to wake up the indicators. If the indicators do not turn on, there may be an issue with the power supply.



- L:** Bracket screw hole **O:** Cable Clip **P:** Bracket-Adhesive Side
Q: Bracket-Orientation Side

1.2. Product Parameters


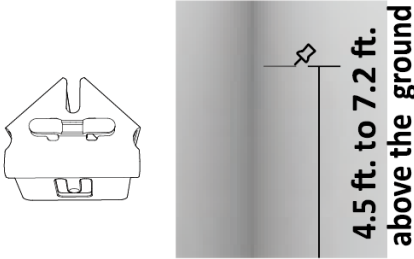
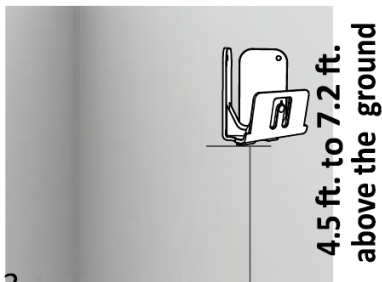
Product Model	See the label on the back of the device
Voltage Rating	DC 5V/2A Max
Power Consumption	3W
Storage Temperature	-10°C~70°C(14~158°F)
Operating Temperature	-10°C~50°C(14~122°F)
Effective Detection Range	Up to 7m (23 feet)
Communication Interface	WIFI access to the home network

2. Product Installation and Configuration

Tips

- 1) The height and angle at which the bracket is installed are critical. Improper installation can adversely impact the user experience.
- 2) Please ensure you enter the correct height and working distance during device configuration. Incorrect installation can affect detection accuracy.
- 3) The device must be installed in an area with a stable WiFi signal; otherwise, it may not operate properly.

2.1 Installation

 <p>Fig. 1</p>	<h4>A. Installing the Mounting bracket</h4> <ol style="list-style-type: none">1) In the room that needs monitoring, select a corner with the best line of sight. Avoid placing the bracket near obstacles such as wardrobes, doors, curtains, or tall plants.
 <p>Fig. 2</p>	<ol style="list-style-type: none">2) The device must be installed at a height between 4.5 and 7.2 feet above the ground (Fig. 2).3) Ensure the installation area is thoroughly cleaned and dried before proceeding.
 <p>Fig. 3</p>	<ol style="list-style-type: none">4) Remove the protective layer from the adhesive side (P) of the bracket. Position the oriental side (Q) against the wall, ensuring that the base is installed at a height between 4.5 and 7.2 feet above the ground. (Fig. 3)

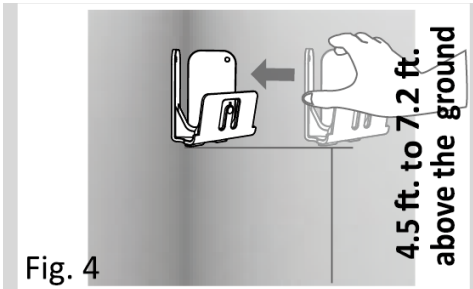


Fig. 4

5) Slide the bracket parallel to the corner, maintaining a vertical orientation. Ensure that the **adhesive side (P)** of the bracket contacts the adjacent wall, and that the base of the bracket is positioned between 4.5 and 7.2 feet above the ground. Apply firm pressure to ensure the adhesive adheres properly (See Fig. 4).

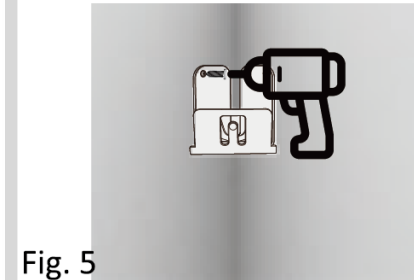


Fig. 5

6) If the wall is uneven or if there is wallpaper or plaster, secure the bracket with the **screw set (G)** included in the package. Failure to do so may result in the bracket detaching from the wall, potentially causing damages to the product (See Fig. 5)

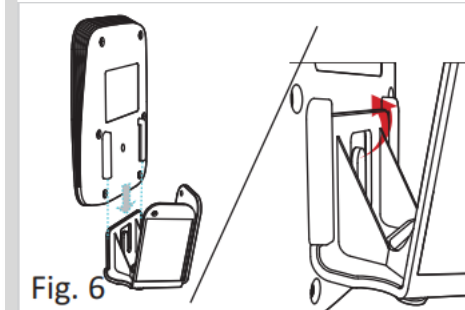


Fig. 6

B. Installing the Device

Align the **slot (J)** on the back of the device with the bracket and slide it down until you hear a light snap. The device is now securely in place (See Fig. 6)

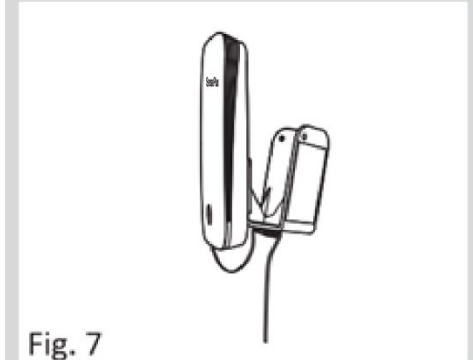


Fig. 7

C. Powering on

Connect the power cord and adapter to the device, then turn it on. Within 3-5 seconds, the **status indicators (G)** will begin flashing blue. If they do not, press and hold the Home Button (H) for 3 to 5 seconds. You can now proceed with setting up your device. It is recommended to use the **cable clip (O)** to secure the power cord to prevent it from falling (See Fig. 7)

2.2 Device configuration

If you are an institutional user, please reach out to our sales or tech support team for further information.

If you are an individual user, please download the APP (QR Code below) and follow the instructions within the App to complete the device configuration.



Tips:

- 1) The device currently supports only 2.4 GHz wireless networks. If you are using a router that supports both 2.4 GHz and 5 GHz, please ensure you select the 2.4GHz network when setting up the device.
- 2) Verify that your phone is connected to the appropriate home Wi-Fi network and that you have entered the correct Wi-Fi credentials during configuration. If incorrect credentials are entered, the status indicators will illuminate red.
- 3) Ensure that you select the correct installation height during the device configuration.
- 4) The device must be paired to a Room to function properly. We offer different services for various room types. For an optimal experience, please choose the correct room type during configuration.

2.3 Moving the device

If you need to relocate the device, please follow the steps below:

- 1) Power off the device and remove it from the bracket.
- 2) Secure the mounting bracket in the new location.
- 3) If the new location uses the same Wi-Fi as the previous one, press and hold the Home Button for 3 to 5 seconds until the blue lights flash. Then, repeat the configuration steps outlined above.
- 4) If the new installation location uses a different Wi-Fi network than the original, press and hold the Home Button for 3 to 5 seconds until the blue lights begin blinking. Then, repeat the device configuration steps outlined above.

3. Warranty and Service

When you purchase a new device, we provide a warranty against defects in materials and workmanship under normal consumer use for one year from the date of original purchase. This limited warranty applies only to the hardware components of the devices that have not been subjected to accidents, misuse, neglect, damage of any kind, alteration, repair, or commercial use. For assistance, kindly contact us via email at cs@senseplus.io.

4. Frequently Asked Questions

Q1: Problems with device configuration.

- 1) Select 2.4 GHz WI-FI network.
- 2) During configuration, your phone may prompt you to use the current network; please select YES. **IT IS ALSO RECOMMENDED THAT YOU TURN OFF YOUR MOBILE DATA.**
- 3) The status indicators will illuminate red if there is no WI-FI connection, an unstable WI-FI signal, or if the wrong WI-FI password has been entered. Please press and hold the HOME button for 3 to 5 seconds until the lights flash blue and then repeat the


configuration process.

- 4) Ensure that your device is not connected to another phone. If it is, you will need to remove the device from the other phone and repeat the configuration steps.
- 5) If the device configuration fails, power off the device and repeat the process.

Q2: Not receiving alert messages?

- 1) The internet, mobile network, or cloud service may be unavailable or experiencing issues for various reasons. Such as lack of local internet service, third-party cloud failures, the phone being powered off, or being outside of the service area.
- 2) Enable notification permission for the app in your mobile phone settings.

Q4: Why am I not receiving alerts even though I have successfully added a device to the App?

You must pair the device with the correct room. If you need to relocate your device to another room, navigate to the “Device” page in the app, press and hold the device until it is activated. Select the device you wish to move and click the button  at the bottom of the page. This will automatically redirect you to the “Room” page, where you can choose the appropriate room for the device.

Q5: Can I use one account to control multiple devices?

Yes. You can add as many devices as you like. Please note each device must be assigned to a room to work properly.

Q6: Can I log in to the same account using different mobile phones?

The App supports up to FIVE (5) different mobile logins, but only one can be active at a time. You can view all registered devices in your app under Setting > Account and security > Login Device Management.

Q7: How can I tell if the device is functioning properly?

When the device is operating correctly, the status indicators will be off. You can press the HOME button to activate the indicators, which will then light up blue.

5. 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 may splash onto it, such as directly above a bathtub, a sink, or shower. As this will void your warranty.
- 3) Always use the provided power cable and adapter with the device. Using other cables may lead to improper functioning or damage due to insufficient or excessive power supply.
- 4) The maximum field of view is only guaranteed when the device is installed correctly at the intersection of two walls, following the optimal placement guidelines in this manual. Improper installation may result in blind spots and missed alerts. Additionally, the monitored area should be on the same plane; the device may not function properly in spaces with steps or slopes.

- 5) While the device can successfully recognize most common falls, certain scenarios may go unrecognized, such as slipping slowly while leaning against a wall or other supports, or when a user slips down to the floor from a chair or bed.
- 6) To enhance accuracy and user experience, there is a delay between the device detecting a fall and sending an alarm (this buffer time can be configured by the user), depending on internet availability. When a fall is detected, the device will flash red. During this interval, if the device senses that the user has stood up or sat down, or if other individuals enter the room, it will automatically cancel the alarm, and the red lights will dim. Otherwise, an alarm will be sent to the app.
- 7) The presence of obstacles can affect the accuracy of the monitoring.
- 8) Common causes of false or missed alerts include: movement of curtains, fans, and ventilation systems; the presence of children, pets, or multiple individuals; fish tanks, bathtubs, or large containers of water; robot vacuum cleaners in operation; and the dropping of highly reflective objects in the vicinity of the mmWave sensor.
- 9) The device can monitor through glass. However, if there is a moving object on the other side of a glass partition or door, it may lead to false or missed alerts. Please adjust the working distance accordingly.
- 10) If there are multiple individuals in the monitored room, some features, such as fall alerts, may not function as intended, as the system assumes that the other person will assist the resident, making an alert unnecessary.

6. FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, as defined in Part 15 of the FCC Rules. These limits are intended to provide reasonable protection against harmful interference in a residential setting. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the provided instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to take one or more of the following corrective actions:

- 1) Reorient or relocate the receiving antenna.
- 2) Increase the distance between the equipment and the receiver.
- 3) Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- 4) Consult the dealer or an experienced radio/TV technician for assistance.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Caution: Any changes or modifications not expressly approved by the manufacturer for compliance may result in the user's loss of authority to operate this equipment. The antennas used for this transmitter must be installed to maintain a separation distance of at least 20 cm from all persons and must not be co-located or operated in conjunction with any other antenna or transmitter.