



Active Care **QUICK FACTS**

by Wilsons Security

PRODUCT SPECIFICATIONS

AUTOMATIC FALL DETECTION:

- On-board sensors and cloud-based analysis uses proprietary algorithms to detect and report falls

BATTERY:

- 48-hour battery life

CONNECTIVITY:

- 4G/LTE support for improved cellular range, no landline required
- Equipped with global positioning services and mobile network location-based services to allow emergency response teams to identify the exact location

COMMUNICATION:

- A full-duplex speaker-phone allows communication up to 1 meter away from the device
- For manual alerts, touch button activates voice call and simultaneous data transmission to the Wilsons Security Monitoring Centre

ENVIRONMENTAL

- Highly water-resistant: designed to be worn in the shower or bath and submersible up to 1 meter for 30 minutes
- Shatter-resistant for falls up to 6.5 feet

USE AND APPEARANCE:

- Can be worn on a lanyard or belt
- Two-Tone: Cool Gray/Storm Gray
- Dimensions: 3.0" x 1.9" x 0.8" (With protective casing)





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FREQUENTLY ASKED QUESTIONS

HOW DOES FALL DETECTION WORK?

The Active Care device uses algorithms and 4 fall sensors to detect a fall and report it. Based on real human falls, the device reacts to shock and positional changes to determine if a fall has happened versus when a device is dropped on the ground. In the event of a fall, the device assists the user in communicating to get help.

WHAT HAPPENS WHEN A FALL HAS BEEN DETECTED?

When a fall has been detected the active care device alerts a representative at the Monitoring Station. The representative will attempt communication with the client to ensure their well being. If there is no response from the client then they will automatically contact emergency services and send help to the location using GPS. The Wilsons representative will also communicate directly with the user to keep to emergency services personnel informed on the user's status.

CAN ACTIVE CARE BE USED TO CALL FOR HELP FOR REASONS OTHER THAN A FALL?

Yes, Active Care can be used as a Personal Emergency Response Device. Users can simply press the button to start a two-way voice call to the Wilsons Security Monitoring Station any time of day or night, seven days a week. Calls are hands-free and work effectively up to 1-metre distance from the device. In the event where a user is disoriented or loses consciousness, an attending person can push the button to access help.

IN CASE OF AN EMERGENCY, WHO IS CONTACTED?

When a customer orders an Active Care device from Wilsons Security the sales consultant will ask for contact information for up to three people to be called in an emergency situation. If a fall or emergency does happen, the Wilsons Security Monitoring Station will call Emergency Services first and then inform the persons listed as emergency contacts.

HOW TO KNOW IF THE BATTERY NEEDS TO BE CHARGED?

A battery indicator surrounds the Call Button to know how much of the battery is charged.

DOES ACTIVE CARE HAVE A GEOFENCING OR TRACKING FEATURE?

Not at this time.

IS THE DEVICE THE PROPERTY OF THE CUSTOMER?

The Active Care device is the property of Wilsons Security. If you need to cancel the service, give our customer service team a call at 1-866-453- 3388 and they will arrange how you can return the device. Returned units are professionally cleaned and sterilized, tested and put back in service.



CONTACT US TODAY!

Toll Free: 1-866-453-3388

wilsonssecurity.ca