



Fall Detection on Your mCareWatch – What You Need to Know

Action required: fall detection feature must be activated

Fall detection does not switch on by itself. It must be switched on through the mCare Digital app or ConnectiveCare dashboard before it can protect you. Step-by-step instructions are in the enclosed User Guide – please complete this setup if you would like to have this feature on your mCareWatch.

How fall detection works

Your mCareWatch is equipped with FallProtect™, our fall detection technology. Using motion sensors, FallProtect™ is designed to recognise the sudden change in movement and impact that is typical of a fall. When it detects this pattern, the watch checks in with the wearer and if there is no response, it automatically calls your registered SOS contacts.

Important – please read: limitations of fall detection

FallProtect™ is a helpful aid, not a guarantee. Because it works by recognising a specific pattern of sudden movement, it cannot detect every fall. Situations that may not be recognised include:

- Losing balance gradually and easing to the ground rather than falling suddenly
- Coming to rest against a wall, chair, or other furniture, which softens the impact
- Slowly sliding or slumping down rather than falling
- The watch not being worn correctly, being uncharged, or being outside mobile network coverage

As with any fall detection technology, this means some falls – including serious falls – may not be detected, and an automatic SOS call may not be made. mCare Digital does not guarantee that FallProtect™ will detect every fall, and it must never be relied on as the only way to call for help.

Always press the SOS button manually whenever you are able to, whether or not the fall detection is switched on.

Battery life and fall detection

Fall detection runs continuously in the background, which increases battery use. The battery life is typically two (2) days with standard features enabled, reducing to approximately 16-24 hours when fall detection is switched on. A weak mobile signal will also drain the battery faster.

Tips for getting the most from fall detection:

- Charge your watch every day while fall detection is switched on, and check the battery level regularly in the app.
- Test the feature safely from time to time (for example drop the watch from chest height onto a soft surface) so you know what to expect.
- If your sensitivity setting seems too high (false alarms) or too low (missed falls), please adjust via the app or ConnectiveCare dashboard under 'Devices' and 'Features' section. You can also contact us, and we can adjust the sensitivity for you.
- Always press and hold the SOS button yourself if you have a fall and are able to, rather than waiting to see if the watch response.

Questions about fall detection or sensitivity settings? Contact mCare Digital Customer Care on 1300 188 557 (Mon-Fri, 9am – 5pm AEST) or help@mcaredigital.com.au