



# Companion Mini

HANDBOOK

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LESS STRESS CARING

Your product has been manufactured by a team of industry experts with more than 20 years of experience designing, manufacturing and distributing care alarms.

With a commitment to quality and innovation we are able to bring you a robust and reliable system to aid carers and the safeguarding of individuals. Please read this quick start guide carefully to ensure the correct set up, use, and maintenance of your new product for years to come.

If you have any questions or require assistance in regards to the Companion mini or any other Alert-iT product, our experienced team are on hand to help. Please find contact details below. Don't forget you can also join us on Facebook, Twitter and LinkedIn where you'll find even more information and advice.



**Head Office:** Sales@alert-it.co.uk

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 AlertitCareAlarms

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 Alert-iT

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This product has been designed to discreetly monitor the user with high performance sensors which detects fine movements.

The carer is then alerted via the Alert-iT “**Safelink**®” radio system. This offers a failsafe detection of radio integrity using a Class 2 radio receiver. The carer must respond to the radio fail alarm as the user will be unprotected until solved.

## Companion Mini Features

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**Key features of the Companion Mini sensor include:**

- ✓ Our failsafe “**Safelink**®” Radio technology
  - ✓ 450m+ radio range
  - ✓ Digital movement sensor
  - ✓ 1 year+ battery life
  - ✓ Biomaster® Anti-microbial plastic casing
  - ✓ Tamper proof
- 

**The Companion Mini Pack Contains:**

A	1 x Companion Mini - P176A (C0)	Includes 2 x AAA Non-rechargeable Batteries
B	1 x P168 Plesio Pager	
C	1 x 12v Power Supply - P153	
D	1 x Companion Mini Mounting Kit	2x Cable ties & Velcro Pads
E	1 x Foam Block	
F	1 x USB 2.0	Type-A to micro-USB cable

A



B



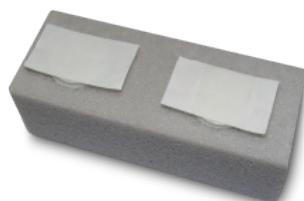
C



D



E



F

**PLEASE NOTE:**

Nurse Call Leads are not included and are provided separately. See page 19 for further details.

## Turning on the Companion Mini (Monitor)

The Companion mini monitor is shipped in a low-power state. The monitor must be activated and placed into a test mode by pressing the recessed “**test**” button on the front of the monitor (Figure 1), typically using a pen tip. The internal green light will flash to indicate the unit is now turned on and in test mode. Once activated, it will enter a 60 second test mode which allows the user to easily test the positioning of the monitor.



Figure 1

## Turning off the Companion Mini (Monitor)

The mini will run for over a year in continuous use, however if the companion mini is no longer needed it can be turned off by press and holding the “**test**” button for 8 seconds. The green light will flash rapidly for 1 second upon shutting down.

### PLEASE NOTE:

After turning the companion mini off, any device that it is paired with will now raise an “**RF Fail**” alarm after 2 minutes. This is due to the devices no longer receiving the 8 second Safelink signals from the mini that they are expecting. To stop the warning the mini will need to be unpaired from the device or deactivated on the pager.

## Turning on the Pager

To turn the Pager on, press and hold the ON/OFF button for 3 seconds. The pager will beep and all three LEDs will flash. The green Pager LED will blip every 8 seconds to show that the pager is awake and listening for alarm signals.

- ✓ If the monitor is turned on, you now see the red Monitor LED on the pager blip every 8 seconds.

### PLEASE NOTE:

While the pager is shipped with some charge in the batteries, it is recommended that the pager is charged before use.



Figure 2

## Turning off the Pager

To turn the pager off, press and hold the On / Off button for 3 seconds. The pager will beep and all three LEDs will flash 3 times.



## Positioning and Setup

Press and release the “**Test**” button on the front of the monitor to enter the 60 second test mode.

Temporarily place the monitor under the mattress without any fixings.

The monitor performs best if placed beneath the user. However, due to the wide variety of bed types and mattresses, it is advisable to test the units positioning before securing it into place.

If movement isn't detected due to the mattress thickness or density, the foam provided is designed to enhance the sensitivity.

This is used to enhance the sensitivity of the 3 settings available if you require the Companion Mini to detect fine movements. Please use the sticky pads provided and secure the foam block to the bottom of the Companion mini, place the unit under the mattress in a central location and test by simulating movement.



Figure 3

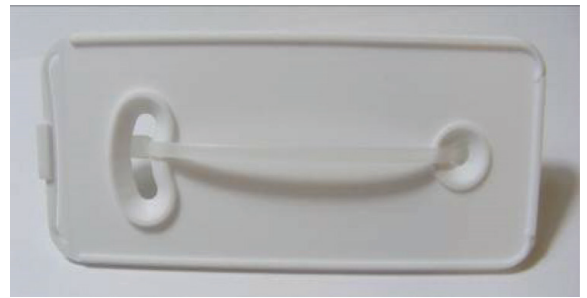


Figure 4

If required, the base can be screwed to the bed through the holes in the base (screws not provided) if foam not required.

If a suitable position (place to detect movements) cannot be found, the sensitivity may need to be increased slightly by connecting the monitor (mini) to a PC and making adjustments with the software provided online <https://alert-it.co.uk/support>

Contact Alert-iT customer support for more information.

As default the monitor detects any excessive movements in the bed for a period greater than 15 seconds.

This 15 second Time Delay is programmable using the provided software.

Please refer to page 16 for how to use this software



## System Operation

You should now have the monitor installed in the bed, and the pager turned on and receiving the Safelink® signal every 8 seconds. Indicated by the red **“Monitor”** LED flashing on the pager every 8 seconds.

If the pager stops receiving the failsafe radio signal from the monitor, the pager’s **“Monitor”** LED will be permanently lit and an intermittent **“Alarm”** tone will sound.

If the monitor’s battery gets low the pager’s **“Monitor”** LED will flash every second, to indicate that you should now change the battery in the monitor. (see page 10).

## Alarm Mode

When prolonged movements are detected, the Alarm LED on the pager will light up, it will make an audible alarm and will vibrate.

Pressing the Pair/Mute button will temporarily mute the alarm tone and stop the pager vibrating for 5 minutes.

A minute after the spasm activity has ceased, the pager will resume the alarm state, pressing the Pair/Mute button again will clear the pager (If previously muted, this will be the second press).

### SAFETY NOTICE:

The monitor is set to send an alarm signal continuously (every 10 seconds) while spasm activity continues. The monitor will send an **“All clear”** signal, when atleast 1 minute has passed spasm free.

At this point the pager will continue to display an **“Alarm”** LED, even after the **“All clear”** has been received, up until the **“Pair/Mute”** button is pressed.

**Always check the user even if the alarm appears to have cleared.**

The Tables below are to give an indication of the status of the Alert-it devices based on LED, Sound and Vibration condition(s).

### Operational Modes of the Plesio Pager

STATUS	Vibration	Beeping/ Tone	Pager LED (Green)	Monitor LED (Red)	Alarm LED (Red)
Stops receiving failsafe radio from mini	No	Du-Di-Du Tone every min	N/A	Solid (Permanently lit)	N/A
Alarm mode with ongoing movement	Yes	Ongoing alarm tone	N/A	Flash every Second	Solid (Permanently lit)
Muted Alarm Mode with ongoing movement	No	No	N/A	Flash every Second	Solid (Permanently lit)
Alarm mode with movement stopped - Pair to clear	Yes	Ongoing alarm tone	N/A	Blips On	Solid (Permanently lit)
Companion Mini battery getting low	No	No	N/A	Flash every Second	N/A
On and paired to Mini-listening for alarm signals	No	No	N/A	Blips On	N/A
Switching Off	No	Three Beeps	3 Flashes	3 Flashes	3 Flashes
Switching On	No	Once	Flash Once	Flash Once	Flash Once
Pager battery getting low	No	No	Flash every Second	N/A	N/A
Pager battery getting very low	No	Sound every minute	Flash every Second	N/A	N/A
Pager - Boost Charge Mode	No	No	Solid with blipping off	N/A	N/A
Pager Trickle Charging	No	No	Solid (Permanently lit)	N/A	N/A
On (battery power only)	No	No	Blips On	N/A	N/A
Off	No	No	N/A	N/A	N/A

### Test Mode - i.e. for positioning and setup

STATUS	Beeping/ Tone	Pager LED (Green)	Monitor LED (Red)	Alarm LED (Red)	Mini Alarm LED
Test Button pressed on Companion Mini	N/A	N/A	N/A	N/A	Green light flashing. On when detected movement.
Simulated movements	Du-Di-Du Tone	Blips On	Long Flash	N/A	Red (Permanently lit)

### Pairing/Clearing a Monitor to the Plesio Pager

STATUS	Beeping/Tone	Pager LED (Green)	Monitor LED (Red)	Alarm LED (Red)
Pairing	Once	N/A	Once	N/A
Clearing Paired devices	Multiple followed by single beep	Flash Once at single Beep	Solid until single Beep	N/A

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## Pager Charging

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The pager's battery should last approximately 3 days depending on how many alarm cycles it goes through during this period.

When the pager's battery starts to get low the green Pager LED (Figure 2) will start to flash every second indicating the pager should be plugged into the provided charger. When the battery is very low, the pager will sound every minute.

The Pager LED will blip off every 8 seconds during boost charge and will be solid green when the battery is approaching full charge.

Charge for at least 12 hours.

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## Pairing Instructions

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The monitor will usually be paired to the pager before it is shipped to you. If you should ever need to pair the items again, please follow the instructions below.

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## Pairing the Monitor to the Pager

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Ensure the monitor is turned on. Pairing is only possible within 30 seconds of powering up the pager. To pair the Monitor to the Pager place the monitor close to the pager and press and hold the **"Pair"** button on the pager. Stimulate any radio transmission from the monitor (to do this press the reset button, trigger an alarm or just wait for the 8 second Safelink® signal).

If successful you will hear a beep and see the red **"Monitor"** LED blip when pairing is successful, you can then release the **"Pair"** button. A lower burp with no red light indicates the monitor is too far away to pair. This protects against falsely pairing with another, distant, monitor.

To clear all paired monitors from the pager memory, press and hold both the **"ON/OFF"** button and the **"Mute/ Pair"** button together within the first 30 seconds after power-up, until the ensuing tone sequence has finished sounding and the green **"Pager"** LED illuminates, then release both buttons.

## Routine Testing

It is recommended to test the system weekly by simulating movements on the bed for 15 seconds (the default time unless changed by a user via programming) & ensure the “**Alarm**” call is sent to the pager. Routine Testing chart is provided on page 15.

## How to Clean the Devices

It is also recommended to regularly clean the units by wiping with cotton wool pads moistened (compressed until dripping stops) with a mild detergent (0.5% washing up liquid) solution or by using an alcohol or baby wipe. Avoid getting any liquid into the micro-USB connector.

## Changing Battery's in the Companion<sup>mini</sup>

Remove the base of the monitor as per figure 3 above OR figure 7 & 8 below. Also please notice the polarity marked into the case (Fig. 5) when replacing the 2x AAA batteries.

After changing the battery's, the monitor **MUST** be turned on again by pressing the recessed **TEST** button and waiting for the 60 second test mode to finish.



Figure 5



Figure 6

## Opening Unit in Situ

If the unit has been mounted to a flat surface using screws, remove the top by inserting the tip of a flat-headed screwdriver into the slot next to the USB connector, applying gentle pressure and twisting. See figures 7 & 8.



Figure 7



Figure 8

## Warranty Information

For 3 years from the date of purchase of the initial equipment, Alert-iT will offer you;

- ✓ Access to support between the hours of 9.00am and 5.00pm each weekday (excluding Public Holidays) via the telephone help-line for the purposes of fault diagnosis and the provision of advice.
- ✓ Repair (or if this is not possible-replacement) of faulty equipment free of charge, however, the equipment must be returned to Alert-iT at your own expense.
- ✓ After inspection by Alert-iT engineers, any equipment that is deemed to have been damaged, rather than failing due to a technical fault will only be repaired after you have agreed to being invoiced for the cost of repairs and delivery.
- ✓ This agreement will terminate 3 years after the initial date of purchase, regardless of any new equipment being issued in the interim period.

Please note that liquid ingress voids warranty.

### NOTE:

For those requiring support outside of Alert-iT's office hours, please contact our sales team and ask about our Premium support packages.

Serial Number: \_\_\_\_\_

Test	Signature	Date
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20		



## Changing settings on the Companion Mini

All the Companion Mini's are supplied with a default setting;

- ✓ Medium sensitivity
- ✓ 15 Seconds delay (The Companion Mini with detects 15 seconds of continuous movement before alarming).

If required, these setting can be adjusted using the Alert-iT profile Editing software which is available to down load free from our Support page [www.alert-it.co.uk/support](http://www.alert-it.co.uk/support)

Installation instructions are available with in the download.

A USB lead is provided to connect between the Mini and your Computer.



## Using Profile editor

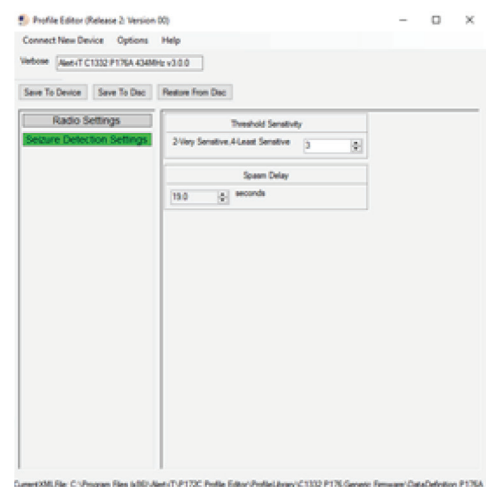
Place the Companion Mini in to test mode  
(see device installation section on this handbook)



Click on the Icon which should be found on your desktop after Profile editor has been installed.

Click on detection settings to make adjustments.

Click save the device to save new settings.



## Plesio Pager

<b>Power:</b>	1.3mm 9V DC
<b>Weight:</b>	144g
<b>Material:</b>	White ABS Anti-microbial
<b>Dimensions (mm):</b>	120 x 70 x 20 (HxWxD)
<b>Batteries:</b>	2x AA (HR6) Ni-MH Rechargeable 2500mAh
<b>Battery Life:</b>	80 hours (100 typical)
<b>Charging Time:</b>	12 hours

## Companion Mini

<b>Connections:</b>	B-Micro USB 2.0
<b>Weight:</b>	54g
<b>Material:</b>	White ABS Anti-microbial
<b>Dimensions (mm):</b>	100 x 45 x 15 (HxWxD)
<b>Batteries:</b>	2x AAA (LR03) Non-rechargeable
<b>Battery Life:</b>	12 months
<b>Operating Temp:</b>	5°C to 35°C (Used Indoors)
<b>Humidity:</b>	90% max. Non-condensing
<b>Sealing:</b>	IP53 (not waterproof)

## Certification

The system complies with 93/42/EEC as a Class 1 Medical Device for use in a Home Healthcare environment.

The system complies with EN60601 for Class 2 Electrical Safety and does not need a protective earth and Group 1 Class B for EMC in a Home Healthcare environment.

The system has a radio transmitter compliant to EN300 220-2 operating at 434.075MHz wideband 10mW power (class 8) less than 1% duty cycle (class 2) and compatible receiver Class 2.



### PLEASE NOTE:

None of the components, including batteries should be disposed of as Domestic Waste.

For information on disposal contact Alert-iT.



This symbol indicates there are warnings and precautions associated with the use of this equipment. This instruction manual should be carefully read and understood before using the equipment.

1. Ensure the power cable is routed to avoid a trip hazard.
2. Regularly check the power supplies for damage and potential shock risks.
3. Ensure, by testing, that the alarm is annunciated at the carer's location(s).
4. Clean and disinfect each item regularly in accordance with information on page 10.
5. Regularly test device as defined herein.
6. Use only the power supply and batteries recommended.
7. Operate power supply away from direct heat and uncovered.
8. As with all electronic equipment there is potential for the equipment to interfere with or be effected by interference from other electrical or electronic devices. For this reason avoid placing the monitor, sensor or connecting cable in close proximity to sensitive electronic devices or devices which produce strong electromagnetic fields such as radio transmitters, mobile phones or power cables.
9. Only use the monitor with accessories approved for use with this product and only in accordance with instructions.
10. If the equipment is modified in any way, appropriate inspection and testing must be conducted to ensure continue safe use of the equipment.
11. The carer must conduct a risk assessment to determine if the level of reliability offered by the monitor is sufficient or if additional monitoring is needed. Contact the manufacturer for assistance with Risk Evaluation Tools. Consideration on the users likelihood to tamper with the system must be included.
12. Additional levels of mechanical protection may be needed for some disorders. Contact the manufacturers for advice.
13. The carer must never clear an alarm without checking the user's condition.
14. Some accessories are fitted with small screws and have plastic bags. Ensure these do not come into the possession of vulnerable people who might choke on them.

*The Alert-iT system has been designed with due regard to reliability and integrity. While it offers a highly vigilant monitoring method, it is always possible that an alarm condition can go undetected for a variety of reasons (including malfunction). It is advisable to use the Alert-iT system in conjunction with additional monitoring techniques. Neither the manufacturer nor its agent can accept legal responsibility to provide a system that is infallible. The carer is responsible for assessing the risks of using this equipment and any settings pertaining to it.*

[illegible]



#### Address:

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Coalville Business Park  
Leicester. LE67 3NR

#### Call:

+44 (0) 1530 239 900

#### Visit:

[www.alert-it.co.uk](http://www.alert-it.co.uk)

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