



Companion Mini Pro

HANDBOOK



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 Pro 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.



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 Alert-iT

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

The carer is then alerted via the Alert-iT “**Safelink®**” radio system. This Quick Starts relates to the use of the Companion Mini Pro when using an Alert-iT Professional Pager (P137 supplied separately).

Companion Mini Pro Features

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
 - ✓ Totally discrete with a remote reset button
- 

| The Companion Mini Pack Contains: | | |
|-----------------------------------|---------------------------------|--|
| A | 1 x Companion Mini - P176A | Includes 2x Spare AAA (LR03) Batteries |
| B | 1 x Reset Button - P176B | Includes 2x Spare AAA (LR03) Batteries |
| C | 1 x Companion Mini Mounting Kit | 2x Cable ties & Velcro Pads |
| D | 1 x Reset Button Mounting Kit | 2x Sticky Pads |
| E | 1 x Foam Block | |
| F | 1 x USB 2.0 | Type-A to micro-USB cable |



Turning on the Companion Mini (Monitor)

The monitor (companion mini) is shipped in a low power state and needs waking up before use. The monitor is woken up by pressing the recessed “**Test**” button on the front of the monitor (Figure 1), typically using a pen tip. When the monitor is woken up, it firstly enters a 60 second “**Test Mode**” before falling into normal operation. The green “**Alarm**” LED will flash to indicate the unit is now turned on and in “Test Mode”. Test mode allows the user to easily test the positioning of the monitor (See page 10), after which it will operate normally and the LED will stop flashing until an alarm condition is detected.



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 (Supplied Separately)

To **TURN ON** the Pager, press and hold the “**ON/OFF & Menu**” button for 3 seconds. The pager will beep and the screen shows the pager status information before entering its standby mode.

- ✓ If the monitor is turned on, you now see the name allocated to the Companion Mini flash on the screen 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.

For full details about this pager see **UQ1043 P137 Pager Quick Start**.



Figure 2

Turning off the Pager

To **TURN OFF** the pager, press and hold the “**On/Off & Menu**” button for 3 seconds to enter the “**Set-up & edit**” menu. Use the right key to scroll to the menu item “**Turn Off.**” Select “**Turn off**” with the up key and the pager will turn off.

PLEASE NOTE:

It is recommended that you change Extended User Mode to **Off**.

“**Setup & Edit**” menu > **Functions** > **UserExt = Off**

This will hide the “**Reset All**” & “**Turn Off**” function behind the password.

This will prevent a carer from clearing an alarm on the pager and ensure they attend locally and press the P176B reset button.

See pager handbook for further details.

Pager Charging

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 it will indicate less than 10% charging remaining. When nearly exhausted it will indicate immediate charging is needed and an intermittent audible alarm will start.

Charge for at least 12 hours.


Pairing Instructions

Ensure the monitor is turned on.

Set the pager into Auto-Add mode. This is done by pressing the menu button for 3 seconds to enter the "**setup & edit**" menu.

Scroll right using the right arrow until a password is asked for (Pass=0000) and enter the password "**1900**" by using the up/down buttons to change the selected number and the right key to select the next digit. The left key is used to accept and confirm the entered password.

Now scroll right to "**AutoAdd**" and select with the up key, then the left key to confirm. Within 10 seconds the pager should bleep and drop out of auto-add, offering a default name for the monitor, which is edited in the same way as the password, this time letters & blank are also available for the name.



Reset Button

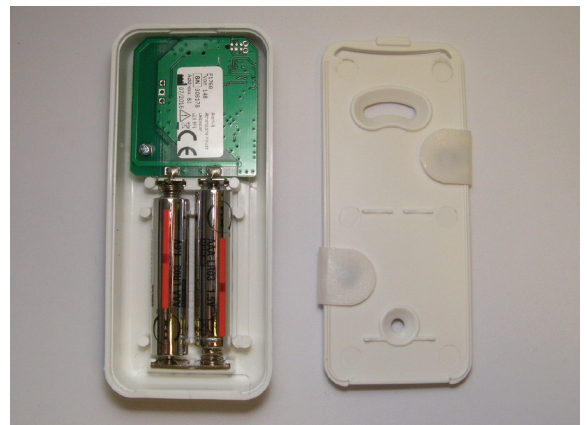
The Reset button is designed so the carer can reset the call on the pager once they have attended to the user.

Alert-iT advise that the Reset button is located as near to the user of the Companion mini as possible and is fixed in location using screws (not supplied) or the sticky pad (supplied).

When the Reset button is pressed, the call from the companion mini will cancel instantly from all pagers;
Please note, if Companion Mini is still detecting abnormal movement it will resend its alarm call and the pagers will re-alarm.

The reset button is powered by 2x AAA batteries and should be replaced at the same time as the Companion mini, see maintenance instructions on page 11.

Fitting of Reset Button



Suggested placement of supplied sticky pads are shown in the photos above. The tabs can be tucked inside the case before fastening the back into place. This will stop the tabs from protruding out of the sides once fitted into position.

View our How to guide for easy installation of our Companion Mini:

alert-it.co.uk/support/#1593172984362-df9e8b0d-2da8

- ➔ Put the companion mini into “**Test Mode**” by briefly pressing the recessed “**Test**” button on the front of the monitor.
- ➔ Temporarily place the monitor under the mattress without any fixings.
- ➔ Tap or press the bed to simulate movements.
- ➔ The pager will temporarily display “**Assist +1**” and a short audible tone is played each time the Companion Mini detects movement.
- ➔ If you are happy that the monitor is picking up each press/tap of the mattress then you can secure it into position using the supplied Velcro pads or cable ties.
- ➔ If movement isn’t detected due to the mattress thickness or density, the foam provide 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.
- ➔ 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 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.

It is **highly** recommended to test the system weekly by stimulating 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. To help keep a record of testing, we have provided a test logging sheet on page 12, please write the serial number in the space provided.

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^{mini} or Reset Button

Remove the base of the monitor. Also please notice the polarity marked into the case (Fig. 3) 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 3



Figure 4

Serial Number: _____

| Test | Signature | Date |
|------|-----------|------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
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| 20 | | |

Serial Number: _____

| Test | Signature | Date |
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| 20 | | |

Serial Number: _____

| Test | Signature | Date |
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| 20 | | |

Serial Number: _____

| Test | Signature | Date |
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Changing settings on the Companion Mini

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

- ✓ Medium sensitivity (2)
- ✓ 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

Installation instructions are available with in the download.

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



Using Profile editor

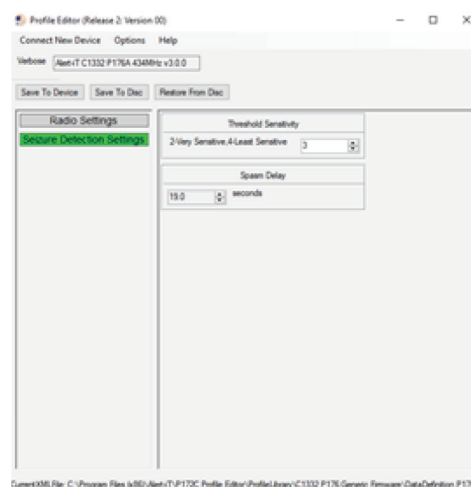
Place the Companion Mini in to test mode
(see device installation section on this handbook)



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.



Reset Button

| | |
|------------------|--------------------------------|
| Connections: | B-Micro USB 2.0 |
| Weight: | 54g |
| Material: | White ABS Anti-microbial |
| Dimensions (mm): | 100 x 45 x 15 (HxWxD) |
| Batteries: | 2x AAA (LR03) Non-rechargeable |
| Battery Life: | 3 years |
| Operating Temp: | 5°C to 35°C (Used Indoors) |
| Humidity: | 90% max. Non-condensing |
| Radio Frequency: | 434.075Mhz @ 10mW |

Companion Mini

| | |
|------------------|--------------------------------|
| Connections: | B-Micro USB 2.0 |
| Weight: | 54g |
| Material: | White ABS Anti-microbial |
| Dimensions (mm): | 100 x 45 x 15 (HxWxD) |
| Batteries: | 2x AAA (LR03) Non-rechargeable |
| Battery Life: | 12 months |
| Operating Temp: | 5°C to 35°C (Used Indoors) |
| Humidity: | 90% max. Non-condensing |
| Radio Frequency: | 434.075Mhz @ 10mW |

Certification

Applicable EU Directives:

93/42/EEC Medical Device Class 1

1995/5/EC RTT&E directive for transmitting devices

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 helpline 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.



PLEASE NOTE:

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

For information on disposal contact Alert-iT.



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 EMC in a Home Healthcare environment.

1. Ensure that the sensor cable is routed and secured to avoid the risk of entanglement or strangulation.
2. Ensure the power cable is routed to avoid a trip hazard.
3. Regularly check the power supplies for damage and potential shock risks.
4. Ensure, by testing, that the alarm is annunciated at the carer's location(s).
5. Clean and disinfect each item regularly in accordance with information on page 11.
6. Regularly test sensors as defined herein.
7. Use only the power supply and batteries recommended.
8. Operate power supply and charge pager away from direct heat and uncovered.
9. As with all medical 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.
10. Only use the monitor with accessories approved for use with this product and only in accordance with instructions.
11. If the equipment is modified in any way, appropriate inspection and testing must be conducted to ensure continued safe use of the equipment.
12. 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 manufacture for assistance with Risk Evaluation Tools.
13. Additional levels of mechanical protection may be needed for some patient disorders. Contact the manufacturers for advice.
14. The pager "Extended User" option should be disabled if there are concerns that the carer may turn-off the pager inappropriately and ignore alarms.
15. Some accessories are fitted with small screws and have plastic bags. Ensure these do not come into the possession of vulnerable patients who might choke on them.
16. Any sensor over the mattress (Bed Vacation or Incontinence) has the potential to cause pressure sores. The carer must assess this risk and monitor the use of these products.
17. Any sensor over the mattress could pose a fire hazard if in contact with a smouldering cigarette.

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.



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