Call Badge / Call & Fall Badge

User Manual

This document applies to;
Model: P193
Product version: v1
Firmware: v1.0

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UH1521-ENG P193 User Manual. Version: 1.0.0 [18 Feb 2025].

Thank you for choosing an Alert-iT care alarm system

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 caregivers with the safeguard of individuals. Please read this 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 this product 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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Table of Contents

Intended Use....4
Intended operator....4
Liability of the manufacturer....4
About these instructions for use....4
SAFETY....5
Explanations of the markings used on the device and in the documentation....5
Safety precautions....6
Unintended adjustment of settings....6
PACKAGE CONTENTS....7
COMPATIBLE EQUIPMENT....7
INTRODUCTION....8
Product Description....8
OVERVIEW....8
BASIC FUNCTIONS....9
Turning the device on....9
Assistance Call Alarm....9
Resetting Alarms....9
Turning the device off....9
Connection to Radio Systems....9
Fall Detection....9
CHECKS....10
Weekly Check....10
INSERTING BATTERIES AND BATTERY SERVICE LIFE....11
USING PROFILE EDITOR (Installers Only)....12
Connection....12
Device Settings....13
ALERT-IT LIMITED WARRANTY STATEMENT....14
CLEANING....16
DISPOSAL OF THE DEVICE AFTER USE....16
DECLARATIONS OF CONFORMITY....16
TECHNICAL SPECIFICATIONS....17
Control Unit....17
Ambient Conditions....17
Product Conformity....17
ALARM AND FAULT CODE LOOKUP....18
Faults....18
Alarms....18

1 Intended Use

The product is intended to notify the caregiver of;

- the wearer pressing the call button to request for help or assistance.
- (Fall Option Only) the wearer may have fallen.

1.1 Intended operator

The operator needs to be an adult who fully understands the instructions and limitations of use mentioned in these instructions for use. Otherwise no special skills or knowledge is needed for the operator.

1.2 Liability of the manufacturer

ITs Designs Ltd. (T/A Alert-iT Care Alarms) is liable to ensure the safety, reliability and performance of the device, provided that:

- the device is installed, used and cleaned in accordance with the instructions in these instructions for use.
- any changes to the device, maintenance and repairs are conducted by a person trained by iTs Designs Ltd. or its representatives.
- any spare parts or accessories used have been approved by iTs Designs Ltd.
- any accessories are replaced as recommended by the manufacturer.

1.3 About these instructions for use

Read all warnings and reminders in these instructions for use with care to avoid hazardous situations and damage.

If assistance is needed in setting up, using, or maintaining the equipment contact your equipment supplier.

Please report any unexpected operation or events to your your equipment supplier.

2 SAFETY

2.1 Explanations of the markings used on the device and in the documentation

Serial Number.

Catalogue Number

Manufacturer.

Date of Manufacture.

Caution - Refer to instructions for use.

Consult instructions for use.

Product is for indoor use only.

CE Mark. (the product conforms with the relevant EU regulatory requirements.)

UKCA Mark. (the product conforms with the relevant UK regulatory requirements.)

Symbol of the European Waste Electrical and Electronic Equipment Directive (WEEE Directive) 2002/96/EC on waste electrical and electronic equipment.

RoHS Indicates that the product is in compliance with the European directive 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment (commonly referred to as the Restriction of Hazardous Substances Directive or RoHS).

2.2 Safety precautions

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

- Ensure any lanyard used features a breakaway connector to reduce the risks of entanglement or strangulation.
- This device is designed only to be used as an aid for a caregiver.
- Do not use this device for any purpose other than that specified by the manufacturer.
- Only use the monitor with accessories approved for use with this product and only in accordance with instructions.
- Do not try to repair the device yourself.
- No maintenance of the product is allowed during use.
- Do not move or transport the device during use. If the bed equipped with the device needs to be moved remember to unplug all cables.
- Do not let the device get wet.
- This product is for indoor use only in a dry environment.
- Do not install this device near or on top of another device. However, if this cannot be avoided, the user must ensure that the device functions in the normal manner.
- Equipment is not suitable for use in the presence of a flammable anaesthetic mixture with air or with oxygen or nitrous oxide.
- Remove the batteries when the device is not in use or when it is stored for an extended period. Alkaline batteries may become self-discharged, start leaking and contaminate the device.
- Do not use any rechargeable batteries or lithium-ion batteries! Rechargeable or lithium-ion batteries carry the risk of over heating, ruining the device and causing possible danger to the user.
- Ensure, by testing, that the alarm notifications are received at the caregivers location(s).
- Clean and disinfect each item regularly in accordance with information on page 16.
- Regularly test the device as described in these instructions for use.
- 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 device, sensor or connecting cable(s) in close proximity to sensitive electronic devices or devices which produce strong electro-magnetic fields such as radio transmitters, mobile phones or power cables.
- If the equipment is modified in any way, appropriate inspection and testing must be conducted to ensure continued safe use of the equipment.
- A risk assessment must be conducted to determine if the level of reliability offered by the device is sufficient or if additional equipment is needed. Consideration shall be given to the users likelihood of tampering with the system.
- The caregiver must never clear an alarm without checking the user's condition.
- Some accessories are fitted with small screws and have plastic bags. Ensure these do not come into the possession of vulnerable people who may choke on them.

2.3 Unintended adjustment of settings

- Incorrect alarm parameters may lead to false notifications OR may lead to the alarm notification not becoming activated when needed.
- To ensure correct operation of the device, position sensor in accordance with these instructions.
- Changing the radio address (without also changing it on the receiving equipment) will result in alarm notifications no longer being received.

3 PACKAGE CONTENTS

1x Call / Call & Fall Badge [P193]

1x 3V CR2450 Coin Cell Battery (fitted) [P160H]

1x Lanyard

1x Belt Clip

1x Safety Pin

1x Wrist Strap (Not included with the Call & Fall Badge)

3.1 COMPATIBLE EQUIPMENT

Receiving Equipment;

- Alert-iT Pager - [P137 / P168]
- Radio Repeater - [P164]
- Connect-iT - [P155B]

Note: For additional information on any accessories please contact your equipment provider.

4 INTRODUCTION

These ‘instructions for use’ describe the use of the Alert-iT “Call / Call & Fall Badge”.

The “Product Version(s)” these instructions apply to are shown on the front page of this document. This should be referred to and compared against the “Product Version” number shown on the product information sticker found on the top of your device. If this document is not suitable for your product please refer to the “support” section of our website for alternative instructions.

- Follow all instructions provided in this document concerning the installation, use and cleaning of the device.

4.1 Product Description

The badge should be worn by the person that may need to call for help.

Caregivers are notified by visual and audible alerts (if enabled) and/or a notification via external system e.g. pager.

Operating environment is typically a family home or a care facility.

5 OVERVIEW

[Picture 1]

6 BASIC FUNCTIONS

6.1 Turning the device on

- Press the "Call/Reset" button briefly to wake the device up.
    - On power-up the "Alarm" will illuminate briefly.

6.2 Assistance Call Alarm

- Press the "Call/Reset" button briefly to raise an alarm.
    - The device will beep and the alarm light will begin to flash every 4 seconds.

6.3 Resetting Alarms

- Hold the "Call/Reset" button for 2 seconds.
    - The device will beep twice to confirm the alarm has reset. The alarm light will stop flashing.

Note: The reset sound can be disabled if required.

6.4 Turning the device off

In order to turn the device off, you must first raise an alarm, then hold the button to reset the alarm and continue holding to turn the device off.

- Press the "Call/Reset" button briefly to raise an assistance alarm.
- Hold the "Call/Reset" button for 8 seconds.
    - After 2 seconds you will hear the two beeps as the alarm resets.
    - The continue holding until the Alarm Light illuminates.
- Release the button.
    - The device will now turn off.
    - Upon powering off, the device will send an "Monitor Off" fault code over radio when shutting down to warn you about unwanted shutdowns. See the "Device settings" section for more information.

6.5 Connection to Radio Systems

The badge will require pairing to any radio equipment.

On the product label you will see the unique "Radio Address" and "Radio Type" for this device.

Use these details to pair the device to the receiving equipment.

6.6 Fall Detection

A fall condition is triggered when the tilt angle of the badge exceeds 55° from vertical for longer than 10 seconds.

When a fall condition is detected the device will begin to make an audible beeping noise.

If the device remains in a fall condition for 20 seconds an alarm will be raised (30 seconds total).

If the device is returned upright before the alarm is raised, the beeping noise will stop, the alarm will not be raised and the counters will reset.

13 CHECKS

13.1 Weekly Check

13.1.1 Alarm Activation

Ensure the alarm notifications are being received by the caregiver(s). Manually trigger an alarm if required.

8 INSERTING BATTERIES AND BATTERY SERVICE LIFE

Device operates with 1x CR2450 coin cell battery (3V 600mAH).

Install and remove the battery as follows:

1. Unscrew the four screws from the back of the enclosure.
2. Remove the battery by lifting the tab then sliding the battery out. A small tool may be required to push the battery free.
3. Insert a new battery into the device following the polarity symbol on the battery connector.
4. Screw the four screws back into the rear case.

Battery life will vary between 10 months and 5 years dependant on the frequency of alarms, how quickly alarms are responded to and if the Securelink™ radio heartbeat is enabled.

When batteries are low, the “Alarm” light will flash every 6 seconds and the device will start to transmit a low battery notification.

Device is tested and safe to use with the following battery;

Manufacturer: GP Model: CR2450

9 USING PROFILE EDITOR (Installers Only)

The "Alert-iT Profile Editor" can be downloaded from our website at the following address;

www.alert-it.co.uk/support/

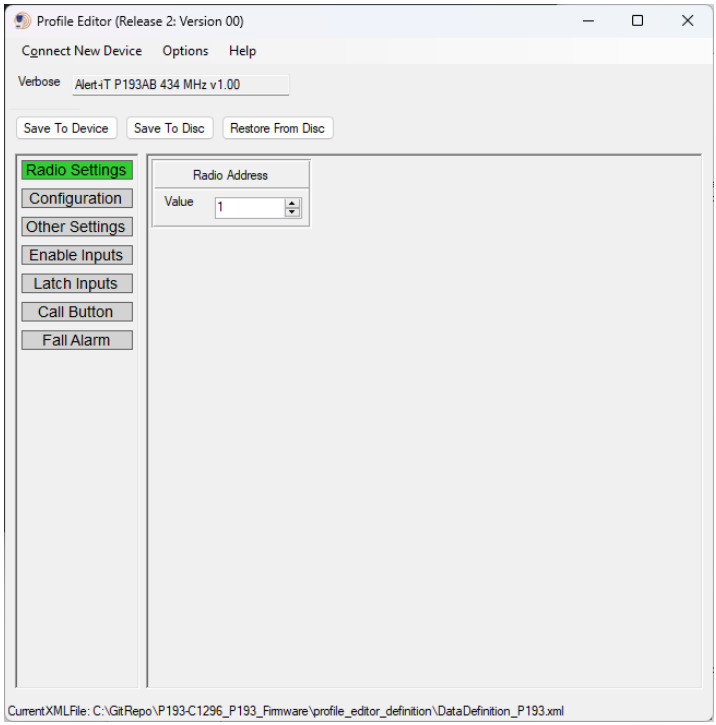
Please Note: This is a windows (7/10/11) only application.

Alert-iT Profile Editor

9.1 Connection

The device can be re-configured as follows;

- Connect the product to a PC using the programming tool.
    - The alarm light will start blinking red rapidly.
    - If the light is not flashing, press the "Call/Reset" button briefly to wake up the device.
- Run the "Alert-iT Profile Editor" and click "Connect New Device".
- Once connected you should be presented with the following screen where various settings can be changed.



9.2 Device Settings

There are various settings that can be configured.

Radio Address

If multiple devices are used at the same location, each device needs to use a unique radio address setting between 1 and 127. The device is supplied with a random address, we recommended only adjusting if duplication on site occurs.

Alarm Light

This setting enables the flashing alarm light. [Default: On]

Alarm Sounds

This setting enables the internal alarm tunes. [Default: Off]

Reset Sounds

This setting enables the sound played when alarms are reset. [Default: On]

Beep Sounds

This setting enables the beep sound heard when the user presses the call button. [Default: On]

Fall Warning Sounds

This setting enables the beep sound heard when the fall condition has been detected. [Default: On]

Safelink

This setting enables the failsafe radio heartbeat signal. [Default: On]

Send Monitor Off on Power-down

This setting enables the fault notification when the unit is turned off. [Default: On]

Send Alarm Timeout Fault

This setting enables the fault notification when an alarm times out. [Default: On]

Sleep on Power-up

This setting makes the device enter a sleep state when batteries are inserted. [Default: Off]

Alarm Timeout

This setting makes the device automatically reset if an alarm is left active. [Default: 30 minutes]

Clear Delay

This setting delays the All Clear signal sent when an alarm is reset. This can be used in combination with the alarm latching to make an assistance alarm automatically reset after a short period [Default: Off]

10 ALERT-IT LIMITED WARRANTY STATEMENT

In the unlikely event that your product needs guarantee service, please contact your provider, distributor or manufacturer. To avoid any unnecessary inconvenience on your part, we recommend you read these instructions for use carefully before seeking guarantee service.

YOUR GUARANTEE

By this Guarantee, Alert-iT guarantees the product to be free from defects in materials and workmanship at the date of original purchase for a period of three (3) years from that date.

If within the guarantee period the product is determined to be defective (at the date of original purchase) due to improper materials or workmanship, Alert-iT will, without charge for labour or parts, repair or (at Alert-iT's discretion) replace the product or its defective parts subject to the terms and limitations below. Alert-iT may replace defective products or parts with new or refurbished products or parts. All retained products and parts replaced become the property of Alert-iT.

TERMS

Guarantee services will be provided only if the original invoice or sales receipt (indicating the date of purchase, model name and dealer's name) is presented with the defective product within the guarantee period. Alert-iT may refuse free-of-charge guarantee service if these documents are not presented or if they are incomplete or illegible. This Guarantee will not apply if the model name or serial number on the product has been altered, deleted, removed or made illegible.

This Guarantee does not cover transport costs and risks associated with transport of your product to and from Alert-iT.

This Guarantee does not cover:

a. occupancy sensors or moisture sensors (see individual products for their guarantees).

b. periodic maintenance and repair or parts replacement due to wear and tear.

c. consumables (components that are expected to require periodic replacement during the lifetime of a product such as batteries).

d. damage or defects caused by use, operation or treatment of the product inconsistent with normal use.

e. damage or changes to the product as a result of:

i. misuse, including:

- treatment resulting in physical, cosmetic or surface damage or changes to the product.

- failure to install or use the product for its normal purpose or in accordance with Alert-iT's instructions on installation or use.

- failure to maintain the product in accordance with Alert-iT's instructions on proper maintenance.

- installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used.

ii. the condition of or defects in systems with which the product is used or incorporated except other Alert-iT's products designed to be used with the product.

iii. use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Alert-iT.

iv. repair or attempted repair by persons who are not authorised by Alert-iT.

v. adjustments or adaptations without Alert-iT's prior written consent, including:

- upgrading the product beyond specifications or features described in the instructions for use, or modifications to the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured.

vi. neglect

vii. accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

This guarantee covers only hardware components of the product.

EXCLUSIONS AND LIMITATIONS

Except as stated above, Alert-iT makes no warranties (express, implied, statutory or otherwise) regarding product or accompanying or constituent software quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, Alert-iT excludes or limits its warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Guarantee.

Alert-iT's only obligation under this Guarantee is to repair or replace products subject to these Guarantee terms and conditions. Alert-iT is not liable for any loss or damage relating to products, service, this Guarantee or otherwise, including - economic or intangible losses - the price paid for the product - loss of profits, revenue, data, enjoyment or use of the product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to: impaired or non-operation of the product or associated products through defects or unavailability while with Alert-iT, which caused downtime, loss of user time or business interruption inaccuracy of output from the product or associated products.

This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied warranty, and strict liability (even where Alert-iT has been advised of the possibility of such damages).

Where applicable law prohibits or limits these liability exclusions, Alert-iT excludes or limits its liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, wilful misconduct, deceit and similar acts. Alert-iT's liability under this guarantee will in no case exceed the price paid for the product, but if applicable law permits only higher liability limitations, the higher limitations apply.

YOUR LEGAL RIGHTS RESERVED

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This guarantee does not affect statutory rights you may have, nor those rights that cannot be excluded or limited, nor rights against the person from whom you purchased the product. You may assert any rights you have at your sole discretion.

11 CLEANING

You can wipe the badge with a damp cloth, neutral cleaning product or mild disinfectant.

12 DISPOSAL OF THE DEVICE AFTER USE

In conformity with the Waste Electrical and Electronic Equipment Directive (WEEE Directive), the device must be collected separately and returned to an authorised collection facility. The owner must take the device to the waste collection point specified by local authorities.

For more information on how to dispose of the device, please contact the relevant authorities.

13 DECLARATIONS OF CONFORMITY

The manufacturer, iTs Designs Ltd., hereby declares that this product is in compliance with the Radio Equipment Regulations (UK) 2017 and the Radio Equipment Directive (2014/53/EU).

The full text of the declaration of conformity is available at the following internet address;
www.alert-it.co.uk/support/

14 TECHNICAL SPECIFICATIONS

Equipment is for continuous operation.

14.1 Control Unit

Model:	P193
Power:	Battery Only. 1x CR2450 (3V 600mAh)
Switches and Controls:	1x Press Button: On / Off. Call / Reset.
Signal Lights:	Red Alarm LED
Measurements:	42 x 52 x 30 mm (HxWxD)
Weight:	30g
Colour:	White
Casing:	ABS Plastic
IP Rating:	IPX5
Service Life:	3 years.
Radio Frequency:	434.0750 MHz (P193A).
Radio Output Power:	< 10 mW.
Radio Range:	300 meters (line-of-sight).
OR	
Radio Frequency:	869.2125 MHz (P193B).
Radio Output Power:	< 10 mW.
Radio Range:	300 meters (line-of-sight).

14.2 Ambient Conditions

Operating Temperature:	5°C to 35°C (Use Indoors)
Storage Temperature:	-30°C to 50°C
Humidity Limit:	5% to 90% max. Non-condensing.

14.3 Product Conformity

Product has the following conformity markings: CE, UKCA.

15 ALARM AND FAULT CODE LOOKUP

15.1 Faults

Fault 16: “Battery Low”.

The internal batteries are low. Replace the batteries soon.

Fault 29: “Alarm Off”.

- An alarm has timed out OR
- The device has been turned off OR
- The device has shutdown due to low battery.

Check the device.

Fault 31: “Battery Flat”.

The internal batteries are flat. Replace the batteries immediately.

15.2 Alarms

Assist 0: “User Call: Assistance”

The user has pressed a call button for assistance.

Help 15: “Fall Alarm”

The wearer may have fallen over.

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For support please contact your equipment provider.