



# Active Care QUICK FACTS

by Wilsons Security

## PRODUCT SPECIFICATIONS

### AUTOMATIC FALL DETECTION:

- On-board sensors detect and report falls

### BATTERY:

- 36-hour battery life and 4-hour charging time
- Battery life may be reduced depending on levels of activity, cellular coverage, talktime, device-specific settings, and device life.
- Charging temperature range 0°C to 40°C (temperatures exceeding 40°C could slow or interrupt normal charging cycle)

### CONNECTIVITY:

- Connects to a Cellular Network, no landline required
- Uses Global Positioning Services (GPS) and mobile network Location Based Services (LBS)

### COMMUNICATION:

- Speaker allows communications up to 1 metre away from device to the Wilsons Security Monitoring Station
- 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 metre for 30 minutes
- Shatter-resistant for falls up to 2 metres
- Operational at temperatures from -20°C to 40°C

### USE AND APPEARANCE:

- Can be worn on lanyard or belt
- Dimensions: 6.6 x 4 x 1.9 cm (without clip)
- Weight – 49 grams (1.7 ounces)



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## FREQUENTLY ASKED QUESTIONS

### HOW DOES FALL DETECTION WORK?

The Active Care device has four unique sensors to detect a fall and report it. The device reacts to shock and positional changes to determine if a fall has happened and, if so, assists the user in communicating to get help. It uses an accelerometer, a magnetometer, and a gyroscope to detect a fall.

### 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 light by the call button is colour coded: green when it is fully charged, orange when it is partially depleted, and red when it needs to be recharged.

### 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 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



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