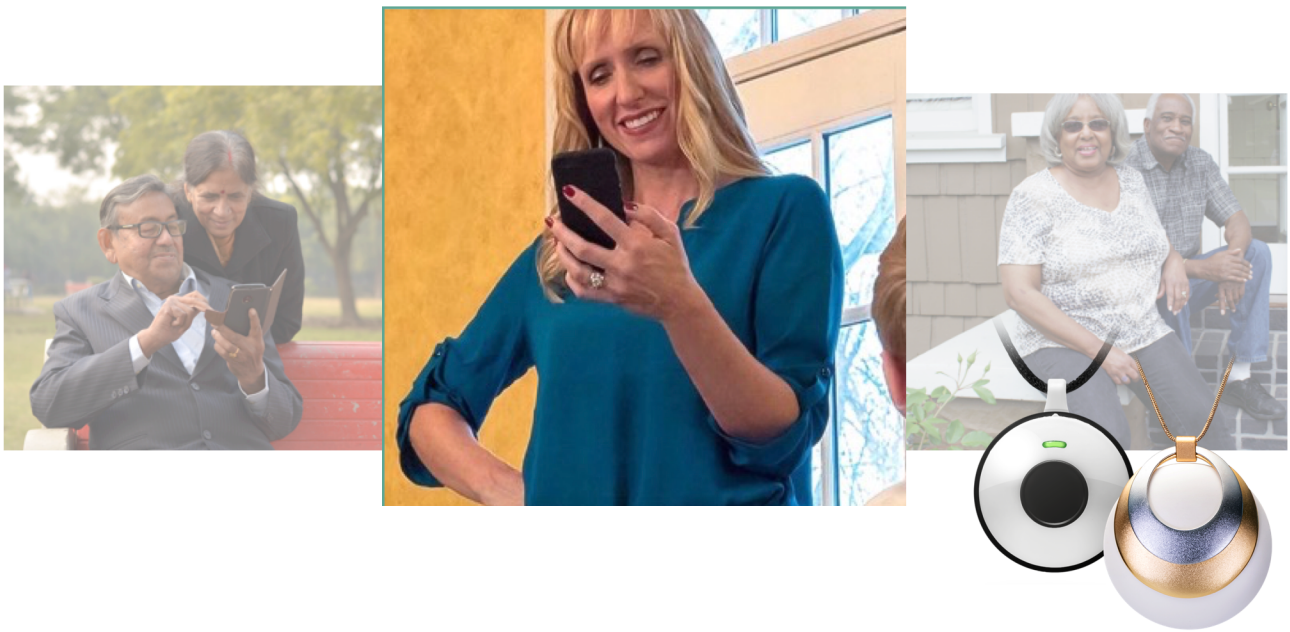
Fall Call Pendant



USER GUIDE

Detect

Download on the App Store | GET IT ON Google Play

Lite

Download on the App Store | GET IT ON Google Play

Publication Date: 5/16/2026

Fall Call

Accessible Safety for All

Important

Thank you for your purchase of one of the most advanced fall detection & help call devices in the world!

When operating the pendant, please be aware that when a button is pressed within range of your mobile phone, it may take up to thirty seconds to pair the pendant during setup OR send a help call. Speed of transmission is dependent on internet connectivity, location determination and signal strength.

THERE IS NO NEED TO PRESS THE BUTTON MULTIPLE TIMES TO SPEED UP THE TRANSMISSION PROCESS.

In the rare event it is necessary, waiting *one minute* between button presses is recommended.

We appreciate your purchase and your feedback. Please feel free to reach out to fallcallhelp@fallcall.com or call 203-736-7647 for assistance.

Sincerely,
FallCall Solutions

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1. Overview

FallCall Pendant

FallCall® Pendant is an innovative, wearable, multi-function emergency device for detecting falls and signaling emergency situations. Once paired with **FallCall Lite** (iOS® and Android®) or **FallCall Detect** (iOS Only) apps, the EPA can be used at home and away from home.

FallCall Pendant is meant to always be with the resident, worn as a pendant using the supplied lanyard. When *FallCall Pendant* detects a fall, or *FallCall Pendant's* button is pressed, an emergency signal is sent to the smartphone, which passes the Help Call to the monitoring station.

EPA features include:

- Fully water resistant (IP67)
- Wireless connectivity with a mobile device
- Up to 150-foot connectivity in the open air
- Up to two years battery life
- Configurable emergency press duration
- Lightweight
- LED indication



FallCall Pendant-Jewelry Edition contains the same technology as the standard *FallCall Pendant* in a stylish, jewelry case. The operation and features of the pendants are the same.



The FallCall Apps

FallCall turns your smartphone into a mobile base station for *FallCall Pendant* inside and outside the home. Users can activate help calls via the help button or through fall detection. Additionally, Elders (pendant users) and Caregivers can pair with each to maintain up-to-date communication during emergencies. By adding Apple Watch, *FallCall Pendant* users and Caregivers can take advantage of additional features and notifications.

- ***Important:*** it is recommended that users download and maintain only one subscription for *FallCall Pendant*. Differences in **FallCall Detect** and **FallCall Lite** are as follows:

Feature	FallCall Lite (App Store / Google Play)	FallCall Detect (App Store)
Emergency notifications for up to 5 Caregivers	✓	✓
Elder GPS location	✓	✓
Elder heart rate	✓	✓
Elder Watch battery level	✓	✓
Voice activated call for help via SIRI	✓	✓
FREE Central Monitor testing by Elder	✓	✓
Electronic updates sent to Care Group during event	✓	✓
Trained Emergency Medical Dispatchers	✓	✓
Emergency Medical Services dispatch to respond	✓	✓
Final incident report sent to Care Group	✓	✓
Backup emergency calls to Care Group	✓	✓
Kwikset Halo Kwik-Unlock In Emergencies	✓	✓
Kwikset Halo "Shake-to-Unlock" feature	✓	✓
FallCall Pendant Help Call and Fall Detection Alerts	✓	✓
Trelawear Pendant Help Call Alerts	✓	✓
"Smart" Fall Detection triages High-vs. Low Impact Falls on Apple Watch		✓
"Smart" Fall Detection sensitivity adjustment on Apple Watch		✓
Apple Crash Detection alerts our 24/7 emergency dispatch		✓
+Help button gesture adjustment on Apple Watch		✓

2. Linking FallCall Pendant with FallCall Apps

FallCall Detect or **FallCall Lite** service provides the following features to individuals both inside and outside their homes.

- Emergency call button
- Fall detection
- Kwikset® Halo Lock “Kwik-Unlock” upon ambulance dispatch
- Apple Crash Detection (iPhone 14 and later, **FallCall Detect** only)
- Caregiver notifications of emergency service response or cancellation

Using *FallCall Pendant* with FallCall app requires the individual to carry a working smartphone and have it nearby to receive the emergency signal from *FallCall Pendant.* If an individual subscribes to the FallCall service, activation requires pairing *FallCall Pendant* with **FallCall Detect** or **FallCall Lite.**

To activate FallCall service:

1. Ensure the following:
   - You have the pendant.
   - You have the Elder’s(pendant user) smartphone.
   - The mobile device meets the following requirements:
     - Apple: iOS 13.4 or later
     - Android: 6.0 and up
     - If using accompanying Apple Watch, WatchOS 6.4 or later*

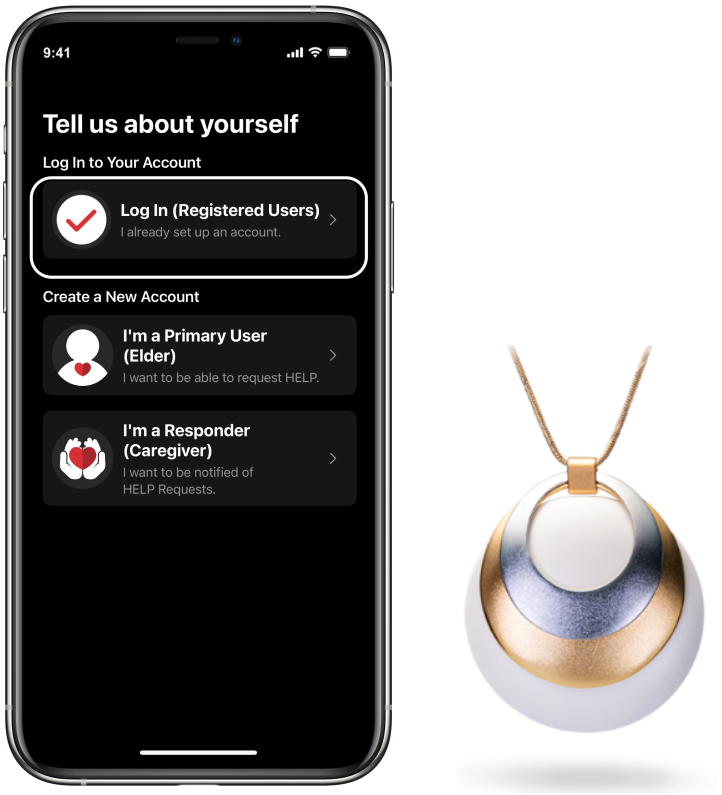
To use FallCall service, you must install **FallCall Detect** or **FallCall Lite** onto the pendant user’s smartphone. The app is available from Apple App Store® or Google Play™.

- ***Important***: Download FallCall Detect if Elders and Caregivers all use iPhone devices. Download **FallCall Lite** if Elder and Caregivers use iPhone AND Android devices.

2.1 Initial Setup: Pendant & Subscription Purchased Online

1. Download **FallCall Detect** or **FallCall Lite.**

2. Select “Login” on the initial Elder/Caregiver setup page, enter the same credentials you set up your online account:



3. Follow the prompts to setup your account to confirm your email and your phone number.

4. Granting Permissions
FallCall apps requires user permissions in order for FallCall Pendant to work properly. Without them, FallCall Pendant will not function properly.

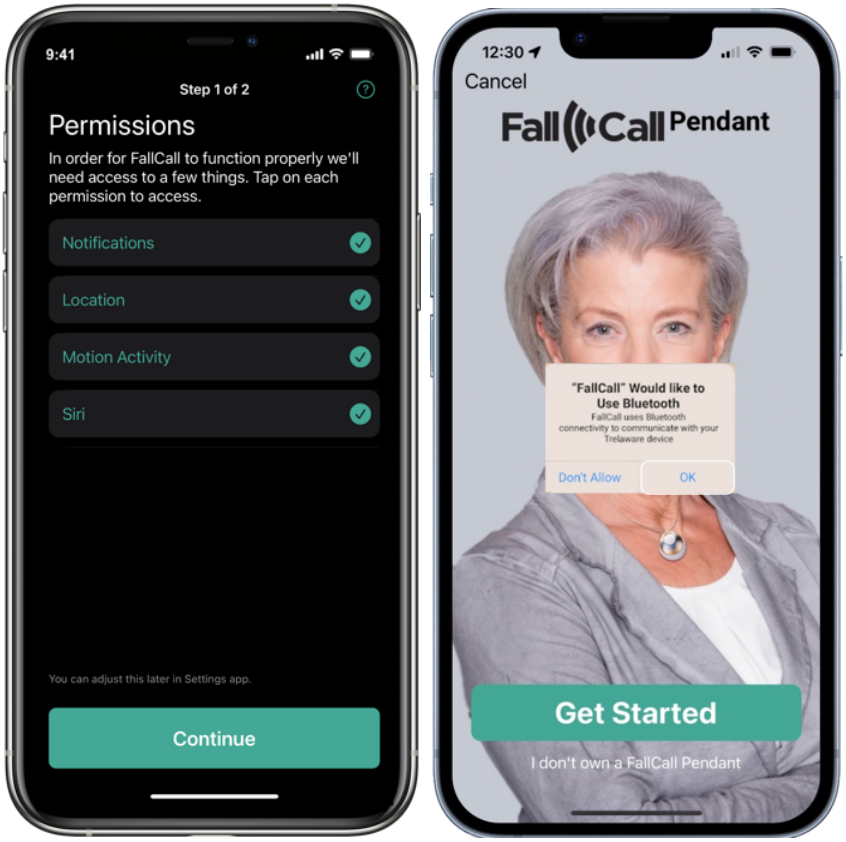
- ***Important:*** FallCall Solutions values your privacy and only uses information granted through a user’s permission for the purposes of app functionality. For more information, please refer to our privacy policies:

FallCall Lite(US):
https://www.fallcall.com/Docs/FallCallLite-HIPAA-Compliant-Policy

FallCall Detect(US):
https://www.fallcall.com/Docs/FallCallDetect-HIPAA-Compliant-Policy

iPhone Permissions:

Please provide the following permissions: notifications, location, motion activity, Siri and Bluetooth®. “Always allow” should be selected for location permission in order for *FallCall Pendant* to activate Help Calls when outside the app and/or when the screen is off. FallCall does not track your location with this setting active.



Android Permissions:

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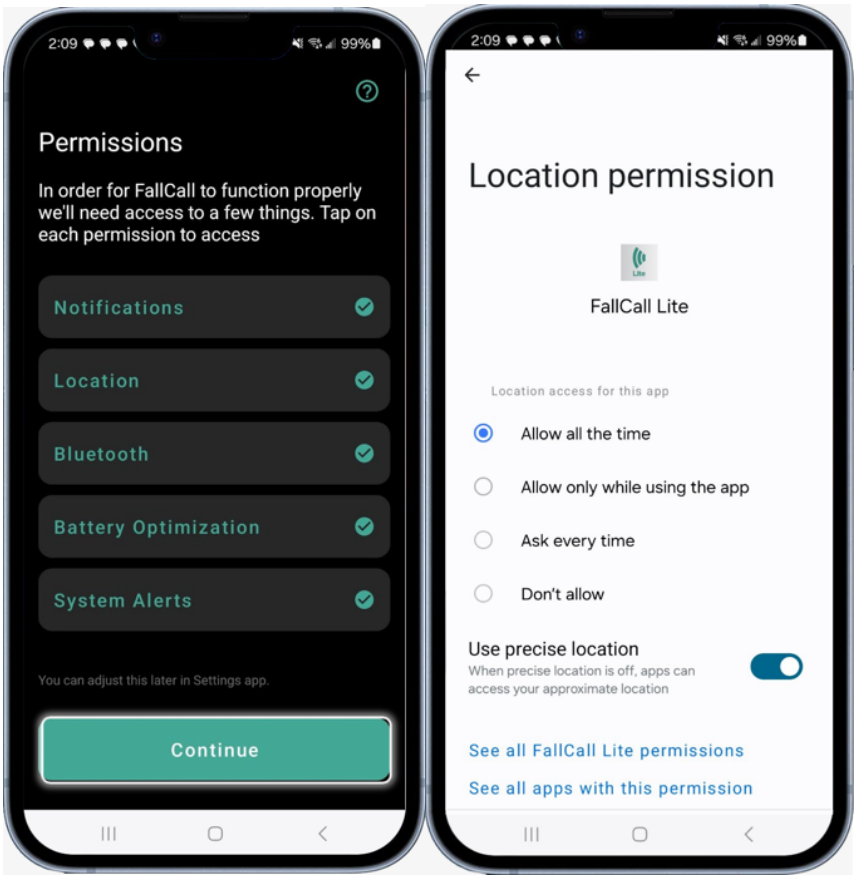
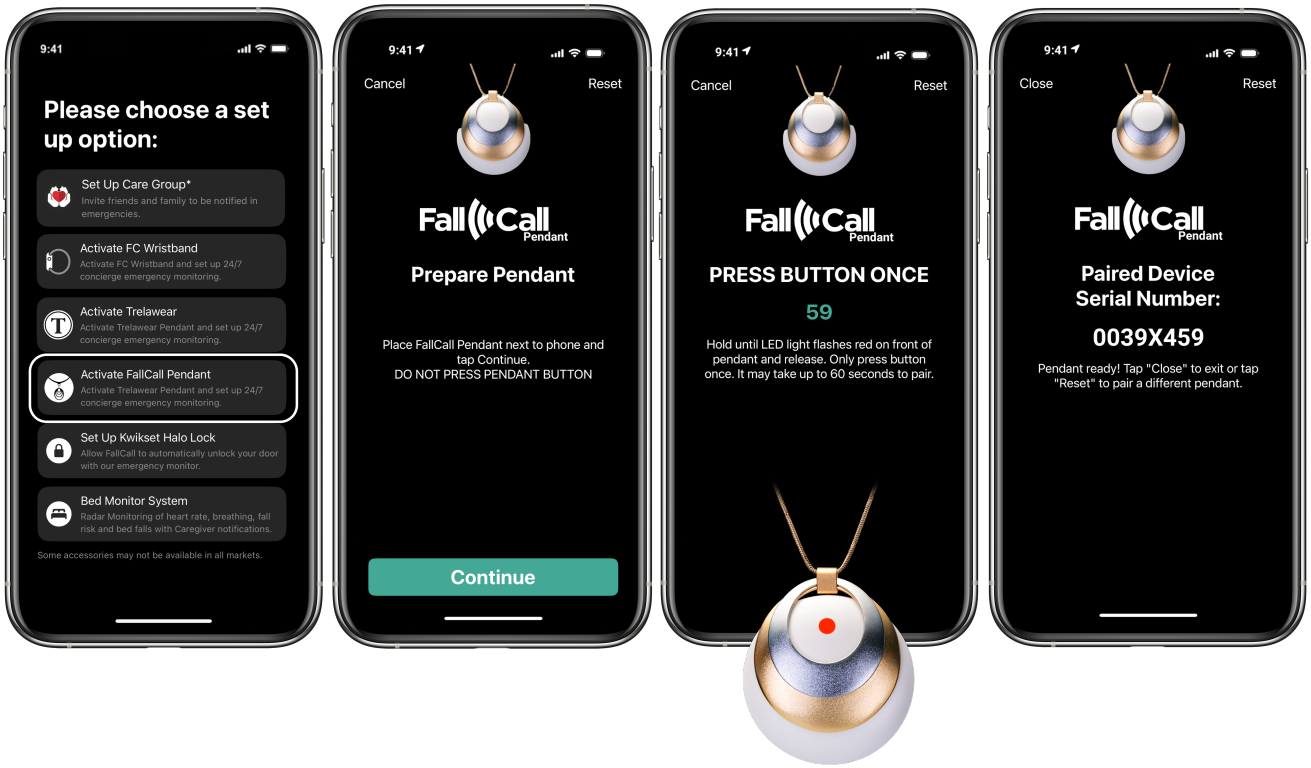


5. Pairing your Pendant

FallCall apps require users to pair FallCall Pendant. To do this, select “Activate FallCall Pendant.” When prompted, press FallCall Pendant’s Help Button for 3 seconds and release. Ensure you are at least 50 cm (20 in.) from the smartphone. An LED should flash on the front of the pendant to signify that a pairing signal was sent. When pairing is successful, a confirmation message will appear. It may take up to 30 seconds for the pendant to pair properly.



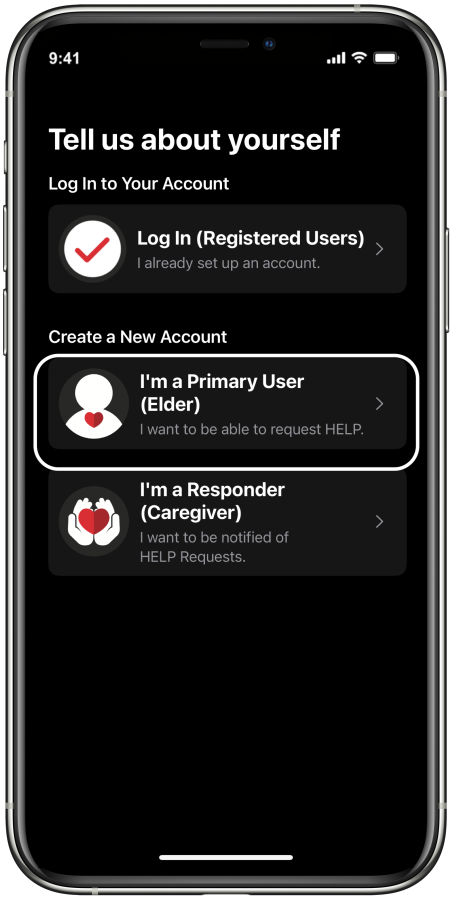
Congratulations!

Your FallCall Pendant has been paired and is ready to activate Help Calls. Be sure to test 1-2 times a month to ensure battery health and functionality.

2.2 Initial Setup: Pendant ONLY was purchased online

1. Download **FallCall Detect** or **FallCall Lite.**

2. If you are a pendant user, setup an “Elder” account. Setup a “Caregiver” account if you wish to securely pair with and monitor emergency activity of an Elder:





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FallCall Detect(US):
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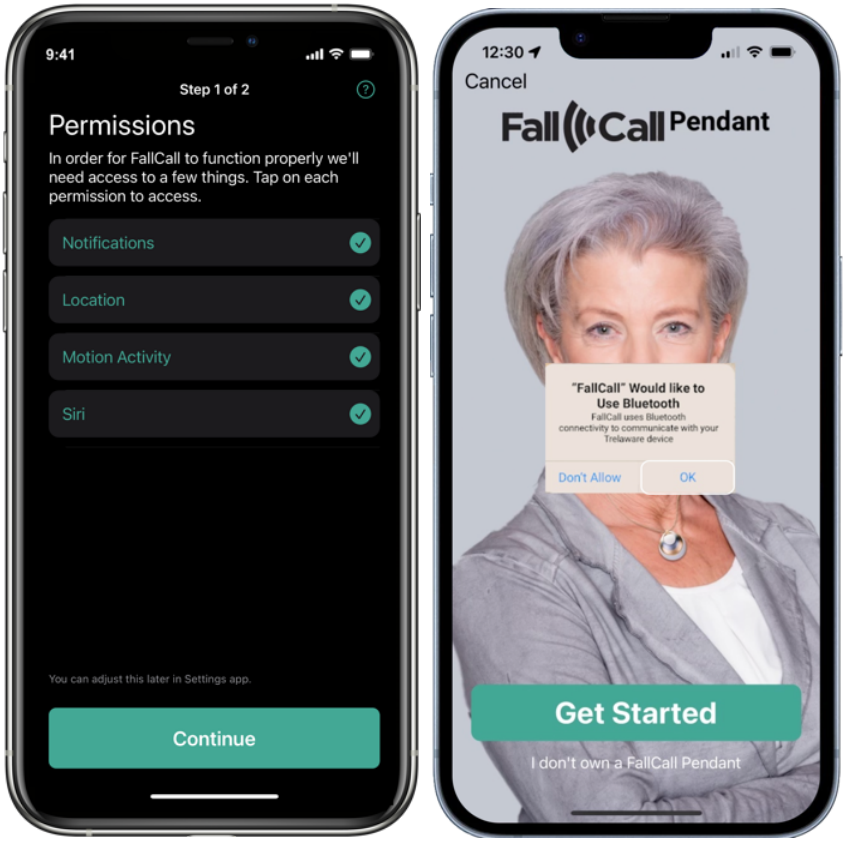

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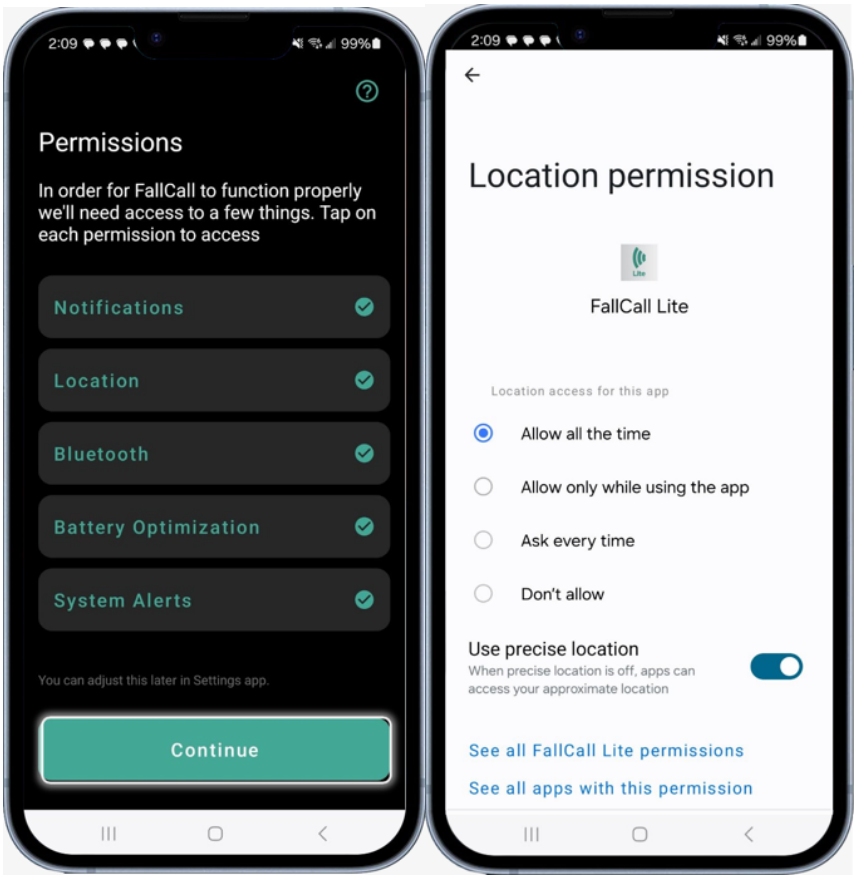

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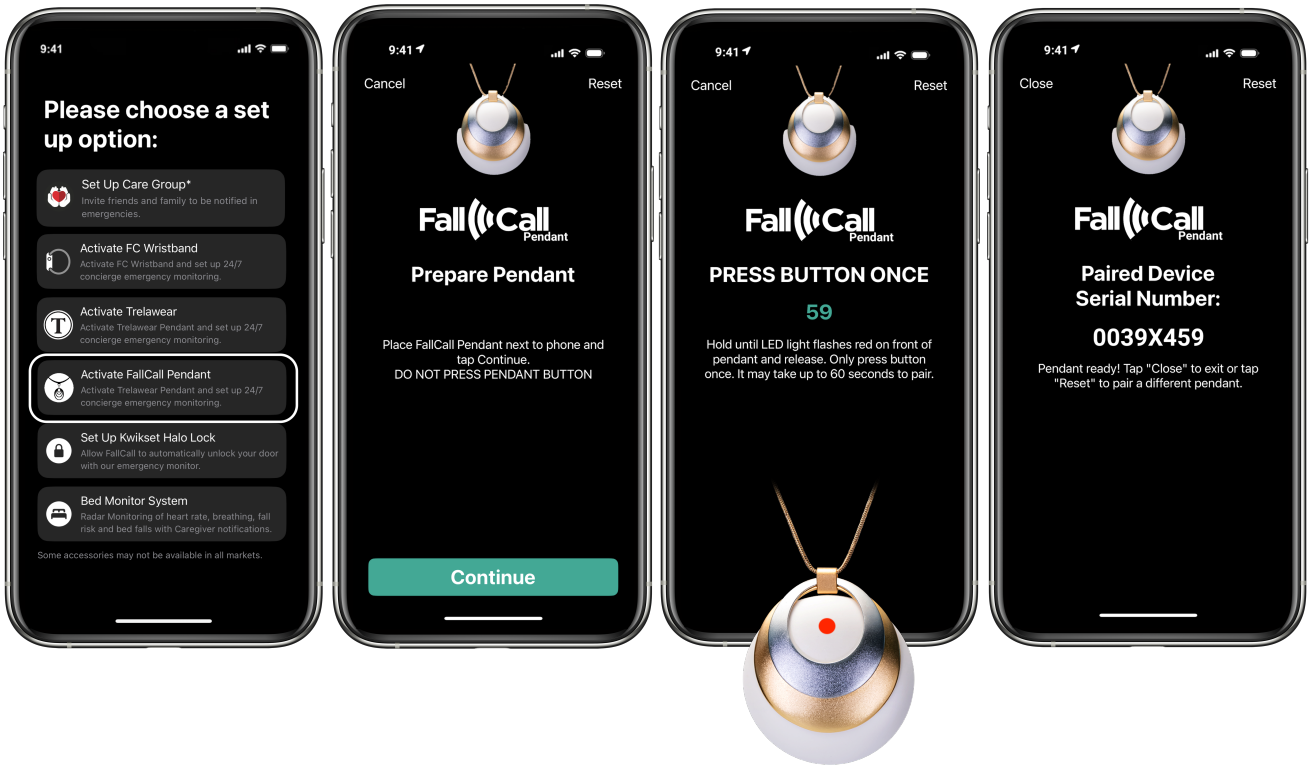
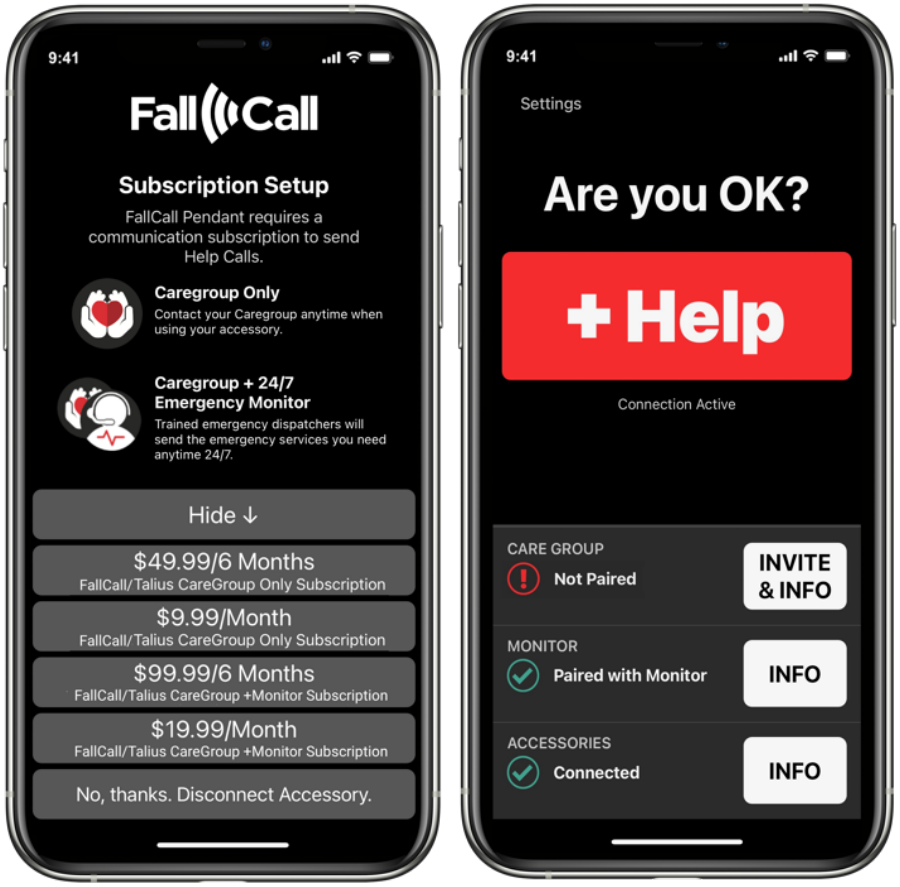


6. Select your subscription
Proceed through the FallCall subscription setup. You will be asked to enter your address, select the First Phone Call recipient in the event of non-contact, and agree to FallCall's latest Terms of Service. When subscription purchase is confirmed it will become active with the "+Help" icon present on the standby screen. Elder users are invited to add Care group members by selecting "Invite & Info" and entering in a Caregiver's phone number.



Congratulations!

Your FallCall Pendant has been paired and is ready to activate Help Calls. Be sure to test 1-2 times a month to ensure battery health and functionality.

3. Testing

FallCall Pendant can be tested using the following methods:

- Help button test
- Fall simulation test
    - Important: an operator will call you back with these tests thus it is important

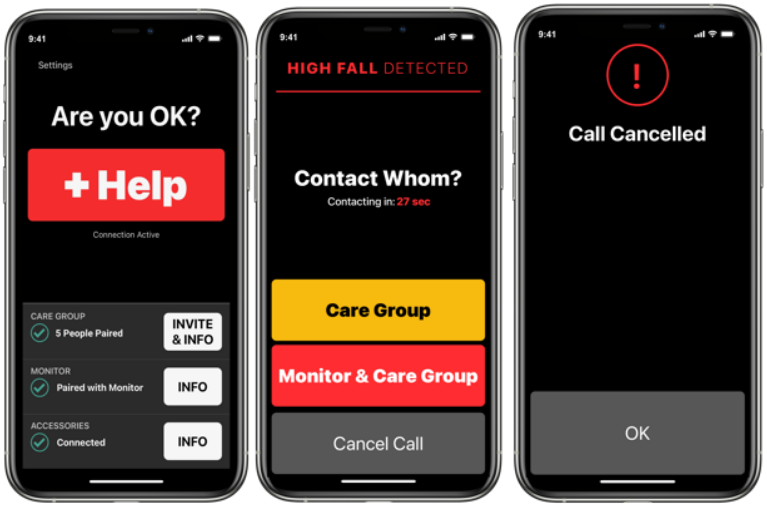
3.1 Help button test

To perform the help button test:

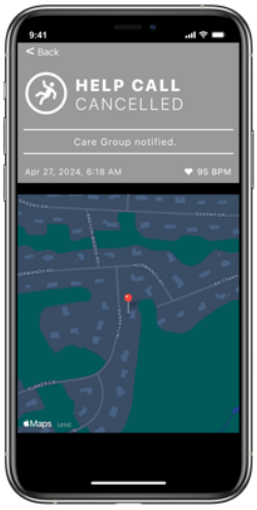
1. Open the FallCall app
2. Press the help button on the back of FallCall Pendant.
3. The LED should blink red.
4. The screen will advance to a countdown screen.
5. Tap “Cancel.”



Elder Phone (App Open)



Caregiver Phone

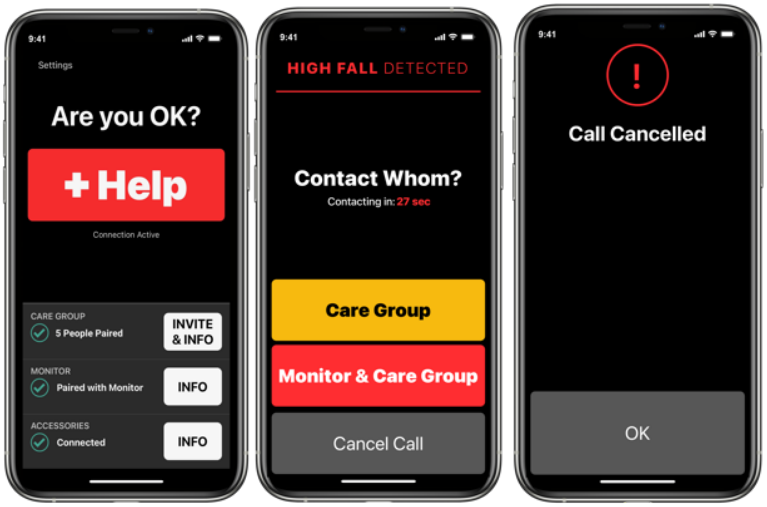


3.2 Fall simulation test

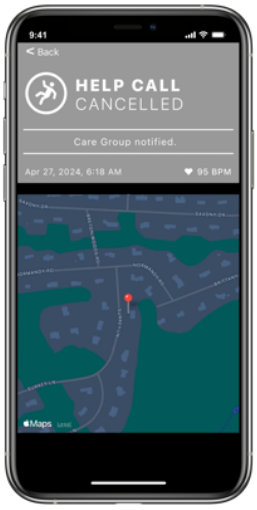
To perform the fall simulation test:

1. Open the FallCall app
2. Move the EPA in a circular motion three times as follows:
   - Parallel with the floor
   - Making a circle about the size of a dinner plate
   - Making one circle per second
3. While sitting, hit the EPA on your thigh three times.
4. Place FallCall Pendant on its edge on a tabletop. You can lean it at an angle against a solid object.
5. Wait 20 seconds. The LED should blink red.
6. The screen will advance to a countdown screen.
7. Tap “Cancel.”

Elder Phone (App Open)



Caregiver Phone



4. Operating FallCall Pendant

4.1 Help Call Triggers

FallCall Pendant sends help call signals to the smart phone for the following events within 30 seconds:

- The user presses the button on FallCall Pendant
- FallCall Pendant detects the user has fallen

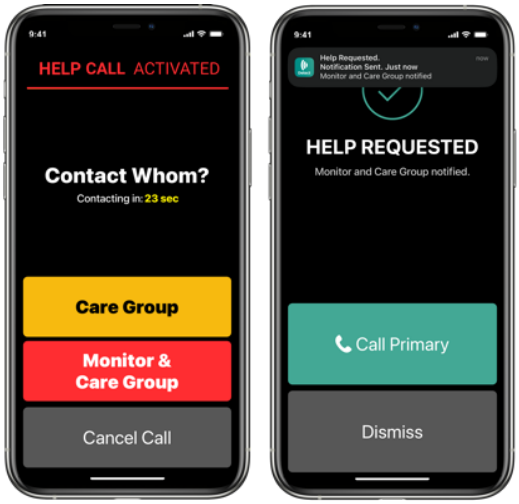
The smartphone will respond in the following manner:

- If the signal is received when the screen is dark, lock screen is on, or when the app menu is on, the signal will automatically trigger a Help Call to the user's care group and the 24/7 emergency monitor center with an active monitoring subscription. If a Caregiver only subscription is active, only the care group will be notified.
- If the app is open, a countdown screen will be encountered and the user can cancel the Help Call.

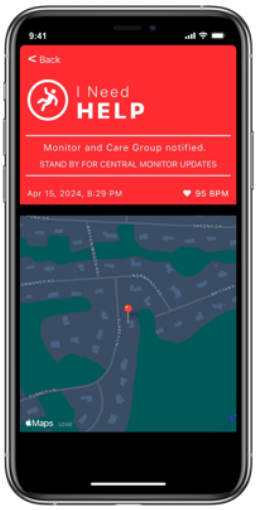
Elder Lock Screen



Elder Phone (App Open)



Caregiver Phone



Once a Help Call signal has been received, a trained Emergency Medical Dispatcher will call the user's smartphone. If the user can't be reached, the dispatcher will attempt to reach the Primary Caregiver OR 9-1-1 depending on the user's preset preference.

Emergency Medical Services will be dispatched based on GPS location of the smartphone and address entered during set up.

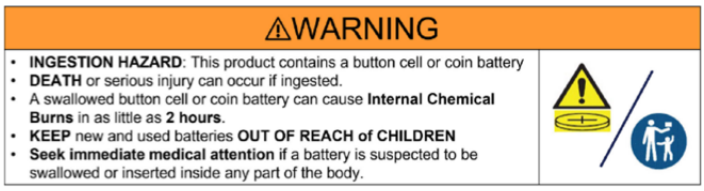
4.2 LED Indications

FallCall Pendant's LED lights up as shown in the following table:

LED Situation	Situation
Blinks red for 8 seconds	Button pressed
	Fall detection
	Fall simulation test – refer to 3.2 Fall Simulation Test Detection on page 8.
Lights green for 1 second Battery was just replaced.	Battery was just replaced.

5. Replacing the Battery

FallCall Pendant uses a 3V CR2450 lithium battery.



5.1 Replacing *FallCall Pendant's* Battery

To replace the battery:

1. Place the pendant, button side up.



2. Remove the rubber gasket around the pendant



3. Twist a coin in the slot to open the case.



- Caution: Avoid pressing the button when opening & closing the case

4. Insert a new battery, positive (+) side facing out.



5. Replace the rubber gasket on the battery side of the pendant



6. Reassemble FallCall Pendant ensuring that the two prominent dots are aligned at the top of the pendant.

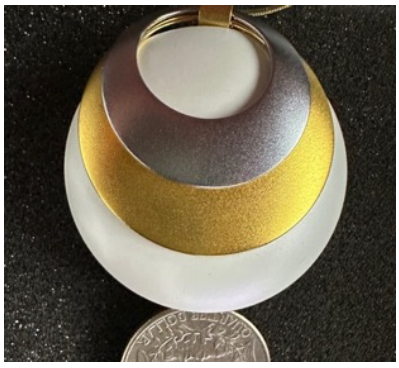


7. Test the pendant making sure the LED is flashing and connectivity was maintained with the FallCall app. (See Section 3: Testing)

5.2 Replacing *FallCall Pendant: Jewelry Edition's* Battery

To replace the battery:

1. Twist a coin in the slot at the bottom of the pendant to open the case.



- Caution: Avoid pressing the button when opening & closing the case

2. Insert a new battery, positive (+) side facing out.



3. Reassemble FallCall Pendant ensuring that the grooves at the top of the inside of the button side are aligned with the slot at the top of the battery insertion side.



4. Test the pendant making sure the LED is flashing and connectivity was maintained with the FallCall app. (See Section 3: Testing)



6. Specifications

Compliance:

- 2ARFP-ES700EPAJ

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference

(2) this device must accept any interference received including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

7. Legal

Usage of this document, and all information (including product information) provided within, are subject to the following terms and conditions, and all applicable laws. If you do not agree with these terms, please do not access or use the remainder of this document.

This document contains information which is proprietary to FallCall Solutions, LLC and/or its affiliates (hereafter, "FallCall"). No part of this document's contents may be used, copied, disclosed or conveyed to any third-party in any manner whatsoever without prior written permission from FallCall.

The information included in this document is intended for your knowledge and for negotiation purposes only. FallCall makes no implicit representations or warranties with respect to such information.

The information included in this document is subject to change without notice. Any decision to rely on the information contained herein shall be at your sole responsibility, and FallCall will not accept any liability for your decision to use any information or for any damages resulting therefrom.

Certain laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the above disclaimers, exclusions, or limitations may not apply to you.

By using the information contained herein, you agree that the laws of the State of Connecticut, U.S.A., without regard to principles of conflict of laws, will govern any dispute of any sort that might arise between you and FallCall regarding the information contained herein, and any such dispute shall be settled exclusively in the competent courts of Connecticut, U.S.A.

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Please check FallCall Lite and FallCall Detect terms and conditions for additional details.

FallCall Lite(US):
https://www.fallcall.com/Docs/FallCallLite-Terms-and-Conditions

FallCall Detect(US):
https://www.fallcall.com/Docs/FallCallDetect-Terms-and-Conditions

8. Returns, Refunds and Exchanges

Returns:

FallCall Solutions devices have a limited 30-day warranty from receipt of purchase. This limited warranty does not cover failures due to abuse, accidental damage or when repairs have been made or attempted by anyone other than FallCall Solutions service center. Unfortunately, after 30 days we do not offer refunds or exchanges. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be returned in the original packaging. There are certain situations where only partial refunds are granted. Any item not returned in its original condition, is damaged or not returned in its original packaging will be partially credited. You will be advised of the reduced credit amount if applicable.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5-7 business days.

Late or missing refunds (if applicable): If you haven't received a refund in this time frame, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund, please contact us at fallcallhelp@fallcall.com.

Exchanges

We only replace items if they are initially received defective or damaged. If you need to exchange your FallCall Solutions device for the same item, send us an email at fallcallhelp@fallcall.com and send your item to: FallCall Returns, 16 Surrey Lane, Trumbull, CT 06611

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a credit will be made to the original credit card that the item was purchased on. If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

Shipping

To return your product, mail your product prepaid in its originally packaging to: FallCall Returns, 16 Surrey Lane, Trumbull, CT 06611

You are responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund if it was not received pre-paid. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. Since you are shipping an item over $75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

For additional information, Please contact:

FallCall Solutions, LLC
16 Surrey Lane
Trumbull, CT 06611
United States of America
Email: FallCallHelp@FallCall.com
Phone: 203-736-7647

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