

# Radius

CONNECT 24

YOUR CALL FOR HELP, ALWAYS  
ANSWERED

## PRODUCT GUIDE

PERSONAL ALARM, FALL DETECTOR, OUT  
AND ABOUT WATCH



**ONLY £18 PER MONTH\***

## PERSONAL ALARM BUTTON

### HOW DOES IT WORK?



Need help fast? Our personal alarm is there for you in a swift press of a button.

Working alongside our SIM based Home Intercom unit, a simple button press instantly connects you to our specially trained call advisors. From here, our call advisors can communicate with you directly in your home. Whether you need assistance, have a safety concern, or simply want to test, we're there for you, 24/7.

### QUICK OVERVIEW:



- Local 24/7 response centre
- Arrives ready to use from box
- No set up or equipment costs
- Free delivery
- Alarm worn as a wrist stirp or neck cord
- Straightforward to use button and box
- £18.00 per month (1st payment 3month upfront)

peace of mind that if they need some assistance in their home or garden, that help is just a button press away.

**NO ADDITIONAL COST FOR 2ND ALARM \***



**NO LANDLINE REQUIRED**

\*You may qualify for VAT exemption, making the price even cheaper! VAT exemption rate is £15 per month - further details can be found within the application pack

\*Must be in same household, when ordered at the same time.



# PERSONAL ALARM BUTTON

## FEATURES:

- LED light for visual reassurance that the alarm has been pressed
- A range of easy to wear options, including: wrist strap, neck cord and belt clip (upon request).
- Waterproof
- Works 100m from Home Intercom Unit.
- Indented alarm button helps eliminates risk of accidental presses.
- Lightweight, small and discreet

## Technical Dimensions:

26 x 36 x 14mm (WxH xD)

## Weight:

7g

## Radio frequency:

European 869 MHz social alarm frequency

## Waterproof:

## BENEFITS:

- Provides increased peace of mind and reassurance for those living independently, their families and carers.
- Small, compact and comfortable design is easy to wear and improves safety levels
- No landline required
- Best for: anyone and everyone. The personal alarm button is our most popular product

## Radio range:

100 metres

## Battery:

Low batteries monitored by call centre

## Battery life:

5-7 years



**Note:** The personal alarm button does not have fall detection built in

**Pacemaker:** The personal alarm meets all mandatory European standards and should not interfere with a pacemaker that also meets European Standards. Please consult your doctor if you are concerned

ONLY £18 PER  
MONTH\*

## FALLS DETECTOR

### HOW DOES IT WORK?

Using advanced technology, the falls detector automatically detects serious falls in the home and garden. It will automatically raise an alarm via your Home Intercom Unit to our 24/7 call response centre. The falls detector also has an alarm button built into device, allowing users to manually request help also.

In case of a false alarm, the alert can be easily cancelled by covering the sensor or standing up within 20 seconds.

### QUICK OVERVIEW:

- Automatic falls detection
- Alarm button built in
- Arrives ready to use from box
- No set up or equipment costs
- Free delivery
- Alarm worn as a wrist stirp
- £18.00 per month (1st payment 3month upfront)



### WHO IS IT FOR?

Suitable for anyone who may be at high risk of falling. It can be beneficial for those living with learning difficulties or memory impairment, or individuals experiencing long term health conditions prone to sudden collapse, such as epilepsy, diabetes or Parkinson's disease.

\*You may qualify for VAT exemption, making the price even cheaper! VAT exemption rate is £15 per month - further details can be found within the application pack

# VIBBY FALLS DETECTOR

## FEATURES:

- Automatic fall detection alert
- Additional manual trigger to raise fall alert
- Vibration and LED light confirmation
- Easily cancelled alerts to minimise false alarms
- Waterproof and shock resistant
- Hypoallergenic plastic
- Replaceable battery
- Low battery reporting to call centre
- 50m range from Home Intercom Unit

## Technical Dimensions:

37 x 33 x 12.7mm (L x W x D)

## Weight:

35g

## Radio frequency:

European 869 MHz social alarm frequency

## Waterproof:

IP67 (Up to 1m for 30mins)

## BENEFITS:

- Peace of mind for individuals, family members and carers.
- Added confidence for people living independently
- Quicker response times to attend to serious falls
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

## Radio range:

50 metres

## Battery:

Supplied with Panasonic CR2477 lithium battery

## Battery life:

Up to 18 months (battery lifetime subject to usage)

**Note:** The fall detection technology in the Vibby does not allow analysis and interpretation of all fall situations. soft falls, slumping falls, descent controlled falls against wall or a chair are not detected by the Vibby. In spite of its algorithm capabilities considering the technologies used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot be detected, this is the reason why the presence of the manual trigger on the vibby remains vital for the user. Users should regularly (monthly) test their device by pressing the manual trigger.

**Pacemaker:** The Vibby Falls Detector meets all mandatory European standards and should not interfere with a pacemaker that also meets European Standards. Please consult your doctor if you are concerned.

**ONLY £27 PER  
MONTH\***

## MOBILE WRISTWATCH

### HOW DOES IT WORK?

Our mobile wristwatch connects to our 24/7 call response centre via mobile network. It's an ideal solution for those still independently active. Whether you're out and about or at home, the mobile wristwatch provides peace of mind, confidence, and freedom. With a simple push of a button, you can call for help, and our call advisors will promptly assist you, speaking to you directly through the watch. They can even pinpoint your location. It also offers features like wellness monitoring and activity tracking!

### QUICK OVERVIEW:

- Worn as a watch
- One button emergency call with location
- Talk with us directly through the watch
- No call charges
- Works anywhere - inside the home and outside
- Smart phone app for health and activity monitoring
- 24/7 monitoring by our local response centre
- £27.00 per month (1st payment 3month upfront)



**\*OUT AND ABOUT  
DEVICE\***

### WHO IS IT FOR?

It is a perfect solution for persons wishing to live an independent life both out and about and inside your home.

\*You may qualify for VAT exemption, making the price even cheaper! VAT exemption rate is £22.50 per month - further details can be found within the application pack

# MOBILE WRISTWATCH

## FEATURES:

- Built in personal alarm button
- Vibration to notify that an SOS call is in progress
- Looks just like an analogue watch
- Low battery alerts
- IP67 Waterproof (Up to 1m for 30mins)
- Works anywhere that there is a mobile signal
- Smartphone app to monitor health and activity

## Technical Dimensions:

Diameter 46 mm, thickness 13.9 mm

## Weight:

60g

## Waterproof:

IP67 (Up to 1m for 30mins)

## BENEFITS:

- Provides increased peace of mind and reassurance for those living independently, their families and carers.
- The comfortable design is easy to wear
- Discreet personal alarm
- Works outside the home.
- Two different colour options
- No landline required

## Battery life:

5-7 days depending on use

## Health monitoring:

HR, HRV and respiration statistics with trend analysis, circadian cycle tracking, go-to-sleep prompts and sleep/stress analysis



**Pacemaker:** Navigil watches and beacons emit electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using Navigil devices.

## Frequently Asked Questions

**Q: Where are we located?**

A: Radius Connect 24 Response Centre is located in Hollywood, Co. Down.

**Q: What happens if I press the button by accident?**

A: First of all, don't worry. Simply inform the Call Advisor that you've accidentally pressed the button. In fact, we encourage you to press your alarm once a month to keep yourself familiar with the Radius Connect 24 Service.

**Q: What happens if there is a power failure?**

A: The Home Intercom Unit is equipped with a back-up battery, allowing the hub unit to continue working during a power failure.

**Q: Will any of the other equipment in my house affect the button working properly?**

A: No, household equipment should not affect the alarm system. If you have concerns, please speak to us.

**Q: What if I lose my alarm button?**

A: You can still call for help by pressing the alarm button on your alarm unit. We can provide a replacement pendant.

**Q: How do I change the details of my keyholders?**

A: You can change these details at any time by contacting our Call Advisors at 028 9039 7103 (NI) or 01 670 4114 (ROI).





## Contact Us

Visit our website - [www.radiusconnect24.com](http://www.radiusconnect24.com)  
To order your Radius Connect 24 Service

To speak with a member of our team call:  
NI: 028 9039 7103  
ROI: 01 670 4114

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