



home8 FDS1300 Fall Detector Add On Device User Guide

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home8

home8 FDS1300 Fall Detector Add On Device



Product Information

The Fall Detector Add-on Device (Model No. FDS1300) is a component of the Home8 system. It is designed to detect falls and send emergency notifications to the user and authorized users through the Home8 app. The

device comes with a lanyard for easy wearing and a power cable for charging.

Product Usage Instructions

Step 1: Assemble your device and accessories

1. Unpack your device and accessories.
2. Pair the device with the Security Shuttle within a range of 1-10 feet to ensure a good connection.
3. Connect the included power cable to the Fall Detector and plug it in.

Step 2: Add a device

1. Open the Home8 app and tap on the menu button, then select "Device Management".
2. Press the add button (+) next to Sensor List.
3. Follow the app instructions to scan the QR code located on the device. If the scan is incomplete, you will be asked to enter the serial number (SN) of the device.

Step 3: Test the range of your device

Before using your device, check if it is within range of the Security Shuttle.

1. Take your device to the room where you want to use it.
2. Test the device by pressing and holding the center button for 3 seconds. If you receive a push notification saying "Emergency", it means the device is within range. To cancel, press the button again.
3. Please charge the Fall Detector for at least 2 hours before testing for the first time. The battery should last for 7 days if the device is triggered twice a day. It is recommended to charge the detector daily for optimal usage.
4. For best use, keep the lanyard as short as possible while maintaining comfort.

Frequently Asked Questions

How can I backup recorded video?

You can backup recorded videos by setting automatic backup to Dropbox (Dropbox account needed) or by sharing the recorded video from VideoGram to your chosen method.

How do I retrieve my Home8 Mobile app password?

To retrieve your Home8 Mobile app password, go to the sign-in page and tap "Forgot password?". Follow the on-screen instructions to enter your phone number. You will receive an access code via SMS. Enter the access code requested by the app and reset your password. You will also receive a confirmation email after successfully resetting your password.

How can I be certain my personal information is secured? Our system ensures security through authentication and encryption. Your password is encrypted when signing in, and bank-level AES data encryption is used for all transmitted data, including videos, images, and account information.

How can I be sure unauthorized people are unable to look at my videos on the cloud?

To protect your videos on the cloud, all data is encrypted with bank-level security. Each user has their own account to access the video, and our system alerts you and authorized users when it detects login attempts from unauthorized smart devices.

How many locations can I manage from my Home8 app?

The Home8 app supports multi-location management, allowing you to manage as many locations as you want.

There is no limit to the number of Home8 Systems you can purchase.

If I lose my smart device, what should I do to protect my Home8 account?

If you lose your smart device, we recommend changing your password as soon as possible using another smart device with the Home8 app installed. Alternatively, you can contact us to disable your account.

What's inside



1x Fall Detector



1x Lanyard



1x Power Cable

All Home8 add-on devices have to work with Home8 systems.

Step 1: Assemble your device and accessories

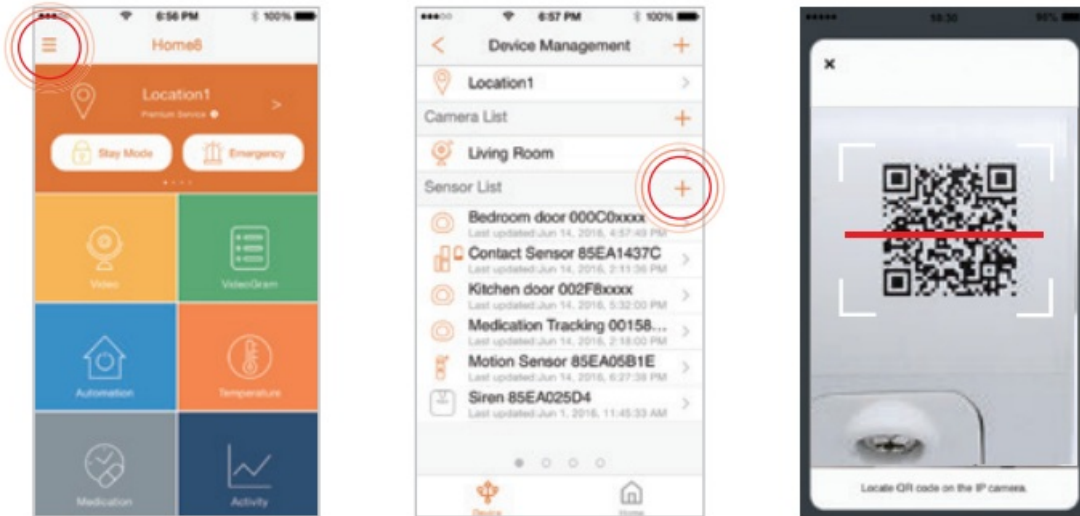
1. Unpack your device and accessories.
2. Pair the device with the Security Shuttle within 1-10 feet to make sure the connection is working well.
3. Connect the included power cable to the Fall Detector and plug it in.



Step 2: Add a device

1. Open the Home8 app, tap on the menu button “” and select “Device Management”.

2. Press the add button " + " next to Sensor List.
3. Follow the app instructions to scan the QR code located on the device. Note: If the scan is incomplete, you will be asked to enter the serial number (SN) of the device.



Step 3: Test the range of your device

Before you use your device, see if it's within Security Shuttle's range.

1. Take your device to the room you want to use it in.
2. Test the device by pressing and holding the center button for 3 seconds, if you receive a push notification saying "Emergency", it's within range. To cancel, press the button again.

Please charge the Fall Detector at least 2 hours before testing for the first time. The battery should last 7 days in the case of the device being triggered twice a day. Normally please charge the Detector daily to avoid no responding during usage. For the best use of this device, it is recommended to keep the lanyard as short as possible, but in a comfortable level.



FAQ

How can I backup recorded video?

You can backup your recorded video by using any of the following methods.

- By setting automatic backup to Dropbox. (Dropbox account needed)
- By sharing your recorded video from VideoGram to your appointed method.

How do I retrieve my Home8 Mobile app password?

Go to the sign-in page of your Home8 app and tap "Forgot password?". Follow the instruction on screen to enter your phone number. You will then receive an access code via SMS. After input an Access Code that app requested, you can then reset the password by yourself. You will also receive a confirmation email after successfully reset your password.

How can I be certain my personal information is secured?

Our first level of security is authentication and your password is encrypted when you sign in to your account. At the next level where all data is transmitted, including videos, images, as well account information, bank-level AES data encryption is used.

How can I be sure unauthorized people are unable to look at my videos on the cloud?

With your privacy in mind, all data is encrypted with bank-level security, and each user has his/her own account to access the video. Our system alerts you and your authorized users when it detects login attempts from unauthorized smart devices.

How many locations can I manage from my Home8 app?

Home8 app is built to support multi-location management. You can manage as many locations as you would like, and we do not place a limit on the number of Home8 Systems you can purchase.

If I lose my smart device, what should I do to protect my Home8 account?

We recommend you to change your password as soon as possible by using other smart device with Home8 App installed to sign in to your account to make the change to your password. Alternatively, you may also contact us to disable your account for you.

Is there a place I can view the user manual online?

Yes, visit www.home8systems.eu/en/download/, and then access user manuals.

What are the requirements prior to purchasing an Home8 System?

Because Home8 System is a fully IoT interactive system, it will require the following:

- Broadband Internet connection. (dial-up connections are not supported)
- DHCP-enabled router with an available LAN port.
- Smart devices with internet connection.

What can I do if a camera is offline?

If a camera is showing as "offline", try power cycle on the camera first and wait approximately two minutes, if the offline situation persists, try moving the camera closer to the Security Shuttle and power cycle the device again. After tried the methods above, if the offline status is still not resolved, please contact our Technical Support for further troubleshooting assistance.

What can I do if my system is offline?

First, try checking your internet connection, if the connection is working properly, then unplug the network cable from your Security Shuttle for 10 seconds, and then reconnect it. If the Security Shuttle is still offline after 5 minutes, please contact our Technical Support for further troubleshooting assistance.

Troubleshooting Tips**Are your devices listed in your app?**

If you're having trouble installing your devices, see if they're listed in your Home8 app:

- Navigate to  > Device Management to see if all your devices are listed

- Tap + next to the device category and follow the on-screen instructions to add any missing devices


Are your devices communicating with Security Shuttle?

- If your devices don't connect to Security Shuttle, they might be too far away. Take them to a location that's closer to Security Shuttle and try again.
- If they do connect, you'll know the range of your device and where to install a range extender.
- Alternatively, you can move Security Shuttle closer to your device.
- If your devices still don't communicate with Security Shuttle, even when they're in the same room, navigate to > Device Management > + on the Home8 app to add your devices again.

Need help installing your Home8 system?

<https://www.home8systems.eu/en/download/support-global@home8systems.com>

Documents / Resources

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[Manuals+](#).