



Latitude Mobile Alert with Auto Fall Detection User Manual

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Latitude

Latitude Mobile Alert with Auto Fall Detection



OVERVIEW & INTRODUCTION

INCLUDED IN PACKAGE

- 1 x Mobile Alert, lanyard & base
- 1 x Home Charging Base Station
- 1 x Magnetic USB travel power cable 1 x 120 Volt power adaptor
- 1 x Nano Sim card installed & activated
- Setup and pre-programming with Latitude USA firmware.
- Quick start guide and User manual 1 year of unlimited emergency calls & texts, unless specified for veterans and government-related programs.

The Latitude Mobile Alert with auto-fall detection is a smart medical & personal alert system.

Your alarm pendant relies on a connection to the 4GPlus, and 4G mobile network to operate. It uses a Nano SIM card that connects to all networks in the USA. It also uses GPS, wifi, and Bluetooth 5 to perform its location functions. Your device uses text and voice across the network to send out text help messages and perform the calls to your emergency contacts. Being a mobile device, like a mobile phone it needs to be recharged occasionally using the included charging station. It is important that the mobile device user retains a copy of our 'Quick Start Guide' and this User Manual as it is likely they will be needed as a reference in the future. Device manuals are available on our website www.golatitude.com

TESTING THE DEVICE FIRST

You should perform a test of the mobile alert and become familiar with it before relying on it. A pre-delivery and QA test has been performed by us using our test numbers only.

First, refer to your packing slip for the emergency contact numbers that have been programmed into your device and check them. Contact those people to let them know you are doing a test run at a designated time. Your mobile alert has its own phone number, see packing slip for details. Don't be afraid to test '911' if you have it programmed in as an emergency contact number.

TESTING YOUR DEVICE REGULARLY

You should test the device periodically by having one of the emergency contacts call the mobile number of the device. If you need assistance programming the device please call 1-866-205-4872 Updated versions of the User Manual are available for download on our website: www.golatitude.com

BEFORE YOU START

Your mobile alert will have been programmed by us before you receive it. This means it is ready to use straight out of the box! Although we have set it up for you it is important to read all manuals and other accompanying information. You should also have an advanced emergency plan organized with your family and friends before you rely on this device.

CHOOSING EMERGENCY CONTACTS

PREPROGRAMMING

As part of our pre-delivery setup and QA process, we program your Mobile alarm with the emergency contacts you provided during the order process. If you have instructed us that you wished to program the emergency contacts yourself here are some tips to consider when choosing those contacts.

HOW TO CHOOSE CONTACTS

The device can call and send help text messages to a maximum of 6 people.

Remember some contacts may have their phones turned off, be out of range, have dead batteries or they may not be able to hear their phones.

Consider people with mobile phones in order to use the GPS/Bluetooth location feature fully.

Only mobile phone contacts will receive the help text messages with your location on Google Maps. You can include landline numbers, but these people will not see your location on a map. Emergency services use cell tower triangulation.

Where to order '911' in the call sequence

You can include '911' as one of the contact numbers. The '911' service will not receive the help text message. Many people place '911' last in the call sequence as a fallback in case the other contacts do not answer since emergency services use cellular technology.

OUTGOING CALL TO CONTACT 1

Side talk button feature (Speed Dial)

The device has a 'Side talk button'. Also known as a Speed Dial. When pressed until it vibrates it makes an outgoing call to a single emergency contact (contact 1 by default). You will then be able to have a 'hands-free' conversation with that nominated contact person.

Conversations are limited to 3 minutes.

Often the 'side talk contact' is someone well known to the wearer, who lives close by and is available to offer assistance at most times of the day.

You may wish to consider this feature when choosing your emergency contacts and the order you place them in the call sequence. You can also have '911' as the number the Side talk button calls.

CHANGING YOUR CONTACTS

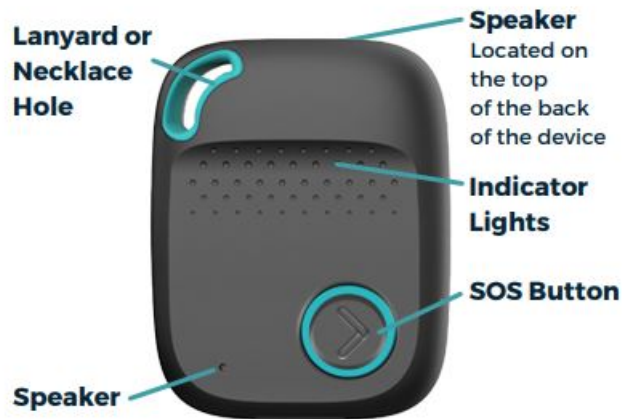
You can change your programmed contact numbers at any time by sending a simple text command from a mobile phone to your device. You can change the numbers, remove numbers, and change the order of the contact numbers.

For more information see the "Changing your settings" section.

*Latitude USA does not take responsibility for the contact numbers you have chosen. The choice of numbers is completely up to the user of the mobile alert.

All features are customizable and can be activated or deactivated by purchasers' request.

BASIC OPERATION



OVERVIEW OF CHARGER



Placing the device in the charging station Please make sure you place the device in the correct position. It is in the correct position when the base light glows. The device is charged when the light turns solid. If the device is off it will turn on when you place it in the charger. Dry device completely before each charge. Wipe all water, sweat, perfumes, and fragrant oils from device before placing in the charging station.



OPTIONAL CHARGING VIA THE MAGNETIC USB CHARGING CABLE



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You can charge the device by attaching the magnetic USB-C cable plug to the four charging contacts on the rear of the pendant and the other end into the adapter. Use this charging method when away from home.

BASIC OPERATION

TURNING ON AND OFF

Turning the device on

When you take the device out of the box it will be turned off. To turn it on press the upper side button or put it on a charger. The LEDs will flash rapidly and the device will begin to start up. If you are in a mobile network area it will usually take between 12 to 20 seconds to connect to the available mobile network. A slow green flash every 3 seconds signifies the device is trying to connect to the network. Once connected the green LED will show a fast flash every 3 seconds. Automatically turning on in charger If the device is off, when you place it in the charger or connect the USB magnetic charging cable it will automatically turn on.

When to turn the device off



There is no need to turn off the device off unless you will not be using it for a prolonged period of weeks or months. To turn it off, hold down the SOS button and the upper 'Side talk button' together till the device vibrates. Do this twice. The lights will turn off shortly after you feel the vibration. Hold down both buttons together for 2 seconds till the device vibrates and turns off. The LEDS will go out.

CHARGING YOUR PENDANT

- When you open your box, your device is close to being fully charged.
- When placing the device in the charging station ensure it is positioned correctly. In the correct position it will vibrate and announce it is charging.
- After 3-4 day of use, the battery will approach 20% charge.
- When the battery approaches 20% a voice will announce “Battery is low. Please recharge your battery”. The pink LED light will start blinking.
-
- When the battery reaches 15% charge, the device will send a Low Battery text reminder (to contact 1 by default) informing them that the battery needs to be charged.
- We recommend charging your device daily for 15-20 minutes to top off the battery to ensure that the battery does not run out! Dry device completely before each recharge.
- Wipe all water, sweat, perfumes, and fragrant oils from device before placing in the charging station.

ACTIVATING YOUR ALARM



WHEN YOU NEED HELP

Press the SOS/Help button down for 3 seconds until you feel a vibration. The device will vibrate and then announce “Your mobile alarm has been activated. Click the SOS button to cancel” before it starts the sequence of help text messages along with the outgoing help calls. The alarm will announce this message three times before beginning the call sequence (15 seconds).

To cancel the call sequence just click the SOS button.

HELP MESSAGES SENT

The device will send a help text message to all of your mobile emergency contacts. Mobile numbers will receive the text messages with the location of the wearer on Google Maps.

HELP CALL SEQUENCE BEGINS

The device will then begin to call your emergency contacts in your chosen order, ringing for 10 seconds per contact before trying the next contact. You will hear each outgoing ring tone. It will also announce which contact it is calling. Remember some contacts may have their phones turned off, be out of range, have dead batteries, or they may not be able to hear their phones. Between each call, your alarm will announce that it is about to call the next contact. You can cancel the call sequence by “clicking” the SOS button. The first person to answer is the person who can talk to you. The wearer listens and speaks through the pendant. Keep conversations less than 3 minutes. By default, the call sequence loops and tries every contact twice.



When a contact answers and doesn't want the call sequence to continue they can Press 1 on their phone to stop the call sequence. To cancel call sequence completely, click the SOS button twice.

GETTING A GPS CONNECTION

Taking your device outside When you take the mobile device out of the box you will need to turn it on. Take the pendant outside for ten minutes. This is so the device can make its connection to the satellites and get an accurate location. When it is not connected to the 4GPlus or 4G network and trying to connect it will show a 'slow' (1 second in length) flash every 3 seconds. This feature is optional and can be activated or deactivated by purchasers' request.

CALLING THE DEVICE

Anyone who knows the mobile number of the device can call it and it will ring once and then answer automatically in speakerphone mode (hands-free). The device can be set up to only allow programmed contacts to call the device.

FINDING THE DEVICE LOCATION THROUGH GPS

To find out the location of the device send a simple text command to the device from a mobile phone.



The device will send a text reply with a link to the location of the device on Google Maps. Click the link to open it in Google Maps. If GPS is unavailable it will send its wifi or Bluetooth location.

OUTGOING CALL TO CONTACT 1

Side talk feature

The device has a 'Side talk button'. When pressed until it vibrates it makes an outgoing call to the first emergency contact only (default setting). A voice will announce "Calling contact number 1" (by default). The wearer will then be able to have a 'hands-free' conversation with the first contact person.

DEVICE USE

'Remember, the device is to be used as an emergency mobile alert only. Excessive use of the alert may cause the sim to be barred and only call emergency services if they are programmed. This may happen after three barred threshold attempts.

The device should not be used as a cell phone, only for emergencies.



WHAT THE DEVICE LIGHTS MEAN

THE GREEN LED LIGHT

Connection to the mobile network The green LED is an important light to become familiar with. The main thing to become familiar with is that when you have a connection to the 4GX, or 4G mobile network the green LED will show a 'fast' flash every 3 seconds. When it is not connected to the 4GX or 4G network and trying to connect it will show a 'slow' (1 second in length) flash every 3 seconds.

THE BLUE LED LIGHT

Connection to satellites (GPS) The blue LED is used by our technicians to test the operation of the GPS function and Bluetooth connection. If you see the light flash which it rarely will do, you should not be concerned.

THE PINK LED LIGHT

Battery and power indicator After 3-4 days, the battery will approach 20%charge and the pink LED will begin flashing rapidly. When this happens a voice will announce "Battery is low. Please recharge your battery". There are still several hours of operation left in the device at this point. When the battery reaches 15% charge though, the device will send a "Low battery text message reminder" to the first emergency contact.

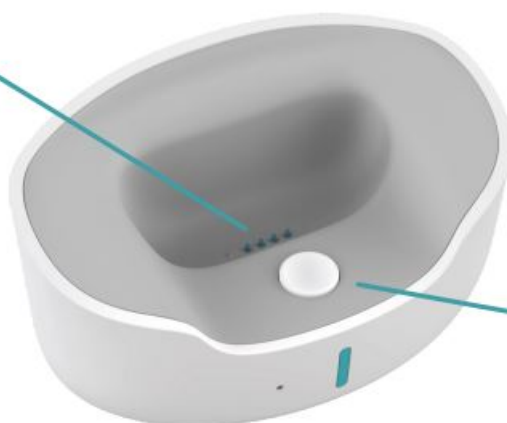
GREEN LED	WHAT THIS MEANS
Slow flash every 3 seconds	Trying to connect to the mobile network
Fast flash every 3 seconds	Is connected to 4GX or 4G mobile network
Rapid flashing	SOS text messages and calls are happening

PINK LED	WHAT THIS MEANS
On (solid light, no flashing)	Device has been fully charged
Rapid Flashing	Battery is lower than 20%
is off or flashing slowly	The device is charging
Double flash every 3 seconds	Bluetooth is connected

HOME CHARGING STATION

Charging Contacts

Place your pendant in here with the SOS button facing the front to charge it. It will click into place and vibrate when placed correctly and announce that your alarm is charging.



SOS/Help Button

Press to activate your alarm. Operates just like pressing SOS on your pendant

See page 5 for activation details.

INTRODUCTION OF FEATURES

Introduction to your Home Charging Station

The Station is an intelligent charger that performs some of the same functions as the pendant. It communicates to the pendant via Bluetooth. It contains a loudspeaker that makes announcements such as your alarm is charging.

Programmed with your home address

We have programmed your Station with the GPS location of the home address you supplied with your order setup information. The Station remembers this location all the time. When you press the SOS button on your pendant it looks for your Station inside your home using Bluetooth. If you are at home it uses the location of your charging

station on Google Maps to include in the SOS text messages sent to your emergency contacts. See more information on page 9.

Plugging in your Home Charging Station

Loosen and unwind the cable from underneath the station and plug the USB plug into the white rectangle power adapter. The lights around the station will come on.

Placing the device in the charging station

Please make sure you place the device in the correct position when charging. It is in the correct position when it vibrates, lights around the base will change color and you hear a voice announcement that it is charging.

Rechargeable backup battery

The station is equipped with an 800mAh, lithium, backup battery. This battery can charge the device when the power goes out at home or when you are traveling. The backup battery can last for up to 8 hours, which is enough for most power outages.

Home location beacon

The Home Charging Station acts as a home beacon when you need help. It communicates via Bluetooth with your pendant when you press the SOS button or the Automatic Fall Detection is triggered. The fastest way for the pendant to find your location when you are home is via Bluetooth. We have manually programmed your Station with the GPS location of the home address you supplied with your order setup information. The Station remembers this location all the time. If you are at home the pendant uses the location of your Station on Google Maps and includes that location in the SOS text messages that are sent to your emergency contacts. If your pendant cannot find its location via the Station's Bluetooth, then it uses wifi and GPS to find its location.

Going away on holidays

If you travel away from home on holidays we advise you to use the Magnetic Charging cable or purchase an extra Charger rather than taking your Home Charging Station with you. This is because the programmed location will not update automatically to your holiday or temporary address. If the Station is within Bluetooth range at your temporary address it will use the programmed home address we programmed during the setting up of your device.

Moving home

If you are making a longer or more permanent move then the home address programmed into your Station can be updated by calling our Customer Support team on 866-205-4872.

When you press the SOS button the pendant first looks to see if the Station is within Bluetooth range. If it connects to the Station, it knows it is at home and sends that address on Google Maps via text to your emergency contacts. Option to turn off Bluetooth temporarily There is the option of turning off the Station's Bluetooth temporarily so you can take your Station with you on holiday. Contact our Customer Support if in doubt: 866-205-4872.

To turn off the Station's Bluetooth send this text command to your alarm's mobile number:

123456BLO



The alarm will reply with BLE Loc off, meaning it is using wifi and GPS to find its location. To turn on the Station's Bluetooth send this text command to your alarm's mobile number:

123456BL1



The alarm will reply with BLE Loc on, meaning it is using Bluetooth from the Station if available to find its location. By default, the pendant uses Bluetooth first, then any available wifi, and then GPS to find its location. You do not need to pair the device to Bluetooth or set up wifi manually.

WHAT THE BUTTONS DO SOS button

As an alternative to pressing the SOS button on your pendant, you can press and activate the SOS button located on the front center of the Station. See page 5 for details about the SOS activation process.



ADDITIONAL INFORMATION

Looking after your Station Take particular care to ensure the device is completely dry before each recharge. Wipe all water, sweat, perfumes, and oils from the device before placing in the Home Charging Station. Give it a wipe with the supplied micro-suede cloth regularly.

Do not use cleaners or harsh chemicals.

Home Charging Station Bluetooth distance Inside buildings, the Bluetooth connection from the Station to the pendant can be obstructed by walls and other objects. The rated range for the Bluetooth is 25 yards when obstructed. When the pendant is too far from the Station it will not be able to perform Bluetooth functions such as SOS activation, Calling a contact (speed dial), and providing the pendant's location via Bluetooth. An additional Home Charging Station could be purchased to improve the Bluetooth range within the home.

BATTERY & RECHARGING

CHARGING YOUR DEVICE

Using your device for the first time When you receive your Mobile alarm it will probably have a fair amount of charge. You may wish to charge it up though in the charging station for 60 minutes before using it.

How long it takes to recharge

The battery should only take around 60 minutes to fully charge if it is very low. A full charge can last up to 4 – 5 days depending on use. The Mobile alarm will warn you when it needs to be recharged.

Low battery warning

The device has the ability to send out a low battery warning via text to the first emergency contact. Usually, this feature is turned on unless you asked us to turn it off during the setup. When the battery level in the device falls to around 20% it will vibrate and a voice will warn you "Battery is low! Please recharge your battery" and will also send a low battery text message to the first emergency contact at 15% charge.

To turn the low battery warning off send text:

123456LOW0



To turn the low battery warning on send text:

123456LOW1,20



In this example the low battery warnings occur at the default of 20% charge. The device will reply with a confirmation text that the low warning has been changed.

When is the battery fully charged?

When the battery is fully charged the red light on the charging station will fade to a dull glow. You can also check by texting the command: 123456battery Charging via the Magnetic USB cable (optional) You can recharge the

device by attaching the magnetic USB cable to the four charging contacts on the rear of the pendant. A voice warning will announce "Your mobile alarm is charging" when the magnetic charger is attached correctly.

Automatically comes on when charging

If the device is off, placing it in the charging station will turn it on.

Turning it off to save power

We do not advise the wearer to turn the device off to save power! The device does not need to be turned off. If you are not wearing it, place it in the charging station. It can be left in there indefinitely.

Power saving mode

We have set your device to 'Power Saving mode' in order to prolong the time between charges. This means that the GPS function goes to sleep when the device has not detected any movement for around 10 seconds. Without this mode, the GPS would be constantly trying to get a GPS fix and the battery would run down quicker. In power-saving mode, the device will attempt to obtain location via Bluetooth and/or wifi.

Using other chargers

To be safe only use the power adapter supplied with your Mobile alarm. Other adapters may damage the device and void your warranty.

USING THE GPS FEATURE

HOW THE GPS WORKS

Your Mobile Alarm has an in-built Swiss GPS function that monitors the location of the wearer of the device as well as Bluetooth. It uses this GPS function to send out the location of the wearer as part of the SOS help, text messages. The location of the wearer is shown on Google Maps as part of those messages. This means the people who received the message on their mobile phones know where to send help to. Accuracy of the GPS: uBlox 8 technology The GPS location is normally accurate to 2. 7 yards. This rate of accuracy can be affected by tall buildings and other obstructions.

To save power the GPS goes to sleep

The GPS function goes to sleep to conserve power if it does not detect any movement for around 10 seconds.

What wakes up the GPS?

The GPS wakes up and attempts to connect to the satellites when it detects some movement (two shakes or movements) or is turned on.

Why it can take a while to get a GPS connection

The GPS can be slow to get a connection if it has been turned off for a number of hours or has been inside a building where it has been unable to see the satellites for a while. This can also happen due to normal limitations with **GPS**: Underground parking garages, elevators, concrete buildings, tunnels, and other constructions can block the signal. When a GPS location cannot be sourced the Mobile alarm will attempt to report position via Bluetooth 5 then via wifi location. If the device gives its location on Google Maps as somewhere it is no longer located, this simply means it did not have a chance to get a new GPS connection before the SOS button was pressed or the 'lac' command was sent to it. Usually, a location will still be sent. However, it could be a Bluetooth 5 location or a wifi location.

Barriers to getting a GPS fix

The GPS needs to see the sky in order for the device to work out where it is. Inside some homes and buildings, it will not be able to connect to the satellites till it is near a window. Some structures like basements, lifts, tunnels, and building interiors with no close-by windows will mean a GPS fix cannot be obtained. Sometimes also inside a car, there can be delays in obtaining a GPS fix. In general, remember that GPS was designed for outside use and that when indoors a GPS fix is not as easy to obtain at times. We cannot guarantee it will always know its current location on Google Maps via GPS. However, Bluetooth and/or wifi location will be sent instead in these situations.

Find me function

If you lose your mobile alert you can send it the find me text command:

123456FINDME



The device will say "I am over here".

AUTO-FALL DETECTION FEATURE

DESIGNED FOR IMPACTFUL FALLS

The Mobile Alarm has an in-built fall detection feature that is designed to detect serious falls, likely to result in unconsciousness. It has been designed this way so as to be a secondary level of assistance to complement the SOS help texts and calls. If after a fall a wearer is not able to press the SOS/help button due to being unable to move or reach the SOS button then the fall detection function can send out the text alerts and follow up with voice calls.

How it works

The device uses a complex algorithm to make a judgment as to whether a serious fall has occurred. Amongst other things, it measures the speed and angle at which the device hits the ground. If all criteria are met, it will vibrate and a clear voice will announce "fall has been detected, click the SOS button to cancel the fall alert" to tell you it thinks a fall has occurred. During this time it can be canceled by clicking the SOS button. If it is not canceled then it sends out 'Fall down alert!' as text messages with the wearer's location on Google Maps and then follows up with the voice call sequence to your contacts.

Emerging technology

Fall detection is still a developing technology which means sometimes false alerts can occur. However, if the alarm detects a fall you will be warned and will have plenty of time to "click" the SOS button to cancel the fall alert sequence. Additionally, we cannot guarantee every serious fall will be detected as many variables come into play. The device must generally be at least 1 meter above the ground before the fall. The impact surface and bracing can influence it. When you first receive your Mobile alarm you may drop it or gently toss it on a soft material (soft carpet) if you want to see the fall alert sequence in action. After that, however, we do not advise you to attempt to test the fall detection yourself multiple times. Every fall is different due to the variables involved. Over-testing the feature may result in injury or damage to the device. Do not deliberately drop or throw the device at a hard surface to test it.

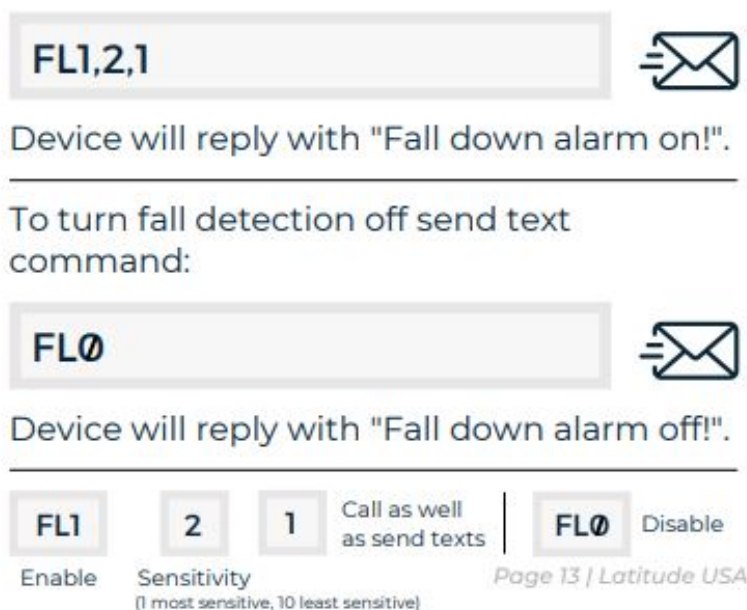
What can stop fall detection from working?

Because the device is a pendant on a lanyard or chain it can be worn in such a way that it swings during a fall. Because it measures the speed of impact using a 3D accelerometer it is likely a fall from a height of less than a meter such as from the sitting position will not trigger the fall detector.

Turning fall detection on or off

You can turn this feature on or off using a simple text command from a mobile phone to the device. During setup, fall detection is turned on.

To turn fall detection on send text command:



MOBILE NETWORK SETUP & SIM CARD

MOBILE NETWORK

Your pendant is relying on the AT &T cellular network to perform all of its emergency text and call functions. We have normally conducted a coverage check on the user address supplied at the time of setup. As standard, the LiveLife 4GX Mobile alarm is supplied with a nano-SIM card that uses 4GX, 4G, and 3G rollback Internet and WIFI. Your Mobile alarm does not require an internet connection to perform any function. It may use wifi to find its location, but it is not dependent on wifi. It uses Bluetooth and also GPS for its location. The wearer can also describe their location during voice calls.

SIM CARD INSTALLATION

Ready to go out of the box.

As part of the setup and pre-programming, we have activated and installed your nano-sized SIM card. Your device is ready to go!

Changing or replacing a SIM card The screws and SIM card should only be removed by one of our agents at Latitude USA or under instructions from us. Please be aware that if you choose to remove the screws and screw plugs we cannot cover them under warranty for water ingress. Changing to a SIM on a different network Your device is not locked to any network provider. Latitude USA will charge a new setup fee if you ask us to change SIM cards and complete the programming required for the device to operate on a new or different network provider.

DISCLAIMER

DOWNLOADABLE INSTRUCTIONS

This user manual is available as a downloadable PDF on our website.

Go to: <https://golatitude.com/usermanual>

MEDICAL & LEGAL DISCLAIMER

General information about medical matters The Latitude USA Mobile Alert 'User Manual' contains general information about medical and health matters. The information is not advice, and should not be treated as such.

Limitation of warranties

The medical and health information within this 'manual' is provided "as is" without any representations or warranties, express or implied. Latitude USA and its employees and/or agents make no representations or warranties in relation to the medical and health information within this 'manual.'

Without prejudice to the generality of the foregoing paragraph, Latitude USA does not warrant that:

- The medical and health information on its website or in this 'manual' will be constantly available, or available at all; or
- Any medical and health information on its website and within this 'manual' is complete, true, accurate, up-to-date, or non-misleading.

Liability

You must not rely on the information within this 'manual' as an alternative to medical advice from your doctor or other health services provider. If you have any specific questions about any emergency plan, medical or health matters you should consult your doctor or other professional health services provider or personal carer. You should never delay seeking medical advice, disregard medical advice, or commence or discontinue any medical treatment because of information within this 'manual'.

Liability limitations

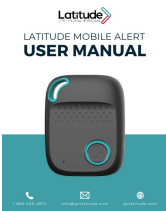
Nothing in this legal disclaimer will limit any of our liabilities in any way that is not permitted under applicable law or exclude any of our liabilities that may not be excluded under applicable law.

1-866-205-4872

info@golatitude.com

golatitude.com

Documents / Resources

 <p>The image shows the cover of the 'Latitude Mobile Alert User Manual'. It features the Latitude logo at the top, followed by the text 'LATITUDE MOBILE ALERT USER MANUAL'. Below the text is a photograph of a black mobile phone with a red emergency button. At the bottom, there are three icons: a telephone, an envelope, and a person, with the text 'CALL 911', 'CONTACT YOUR SERVICE PROVIDER', and 'CONTACT YOUR SUPPORT' respectively.</p>	<p>Latitude Mobile Alert with Auto Fall Detection [pdf] User Manual</p> <p>Mobile Alert with Auto Fall Detection</p>
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References

- [Latitude USA – Latitude – Life – Medical – Personal](#)