



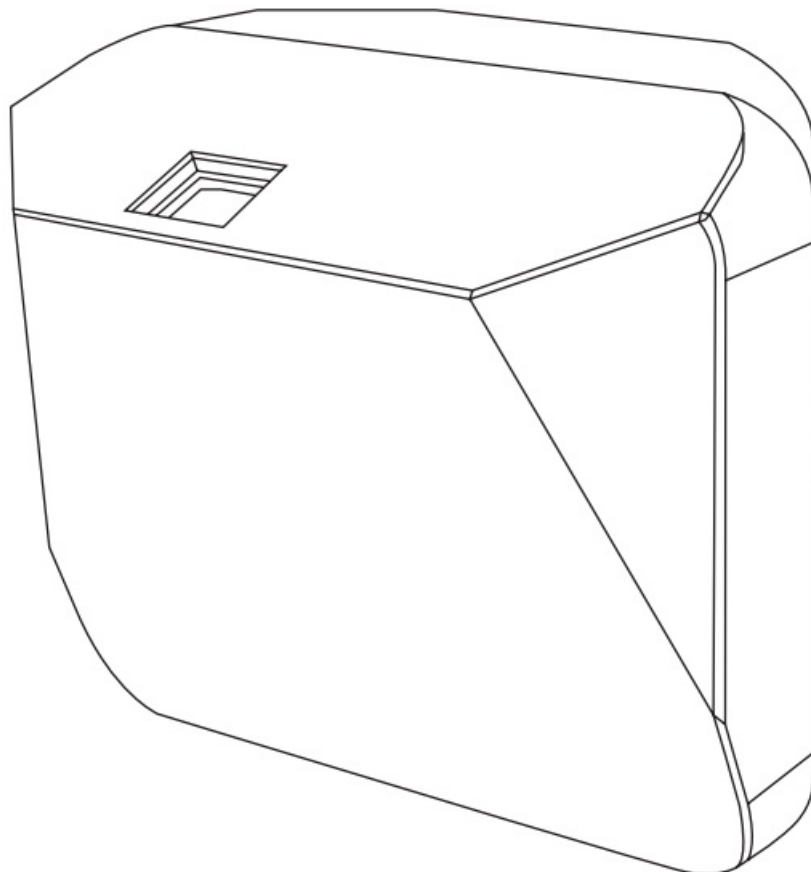
## SOFIHUB eazense Fall Detection & Monitor Installation Guide

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# SOFIHUB

## eazense

POWERED BY SOFIHUB  
Fall Detection & Monitor  
Installation Guide



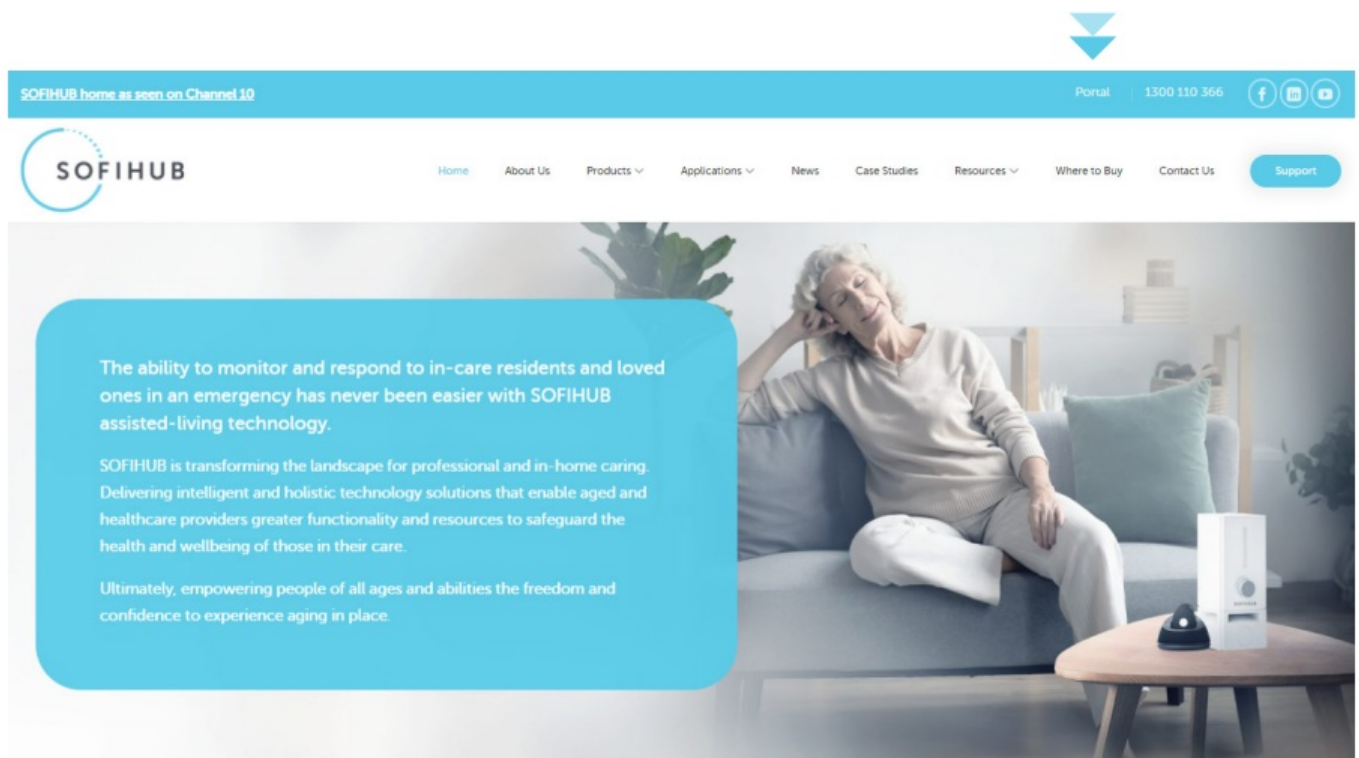
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## eazense Fall Detection & Monitor

### SETUP AND INSTALLATION GUIDE

Navigate to the SOFIHUB website [www.sofihub.com](http://www.sofihub.com) and select 'Portal'. This will be found at the top right of the home page and create your account.



Click "Create Account" and follow the prompts to claim your device.




☐ Remember me  

Forgot Password

Log in

Don't have an account yet?

Create Account



Create an account


Tell us a bit about yourself...

\* First name:


\* Last name:

\* Email:


Mobile:




\* Password:



\* Confirm:



protected by reCAPTCHA




Privacy - Terms

Back


Create Account

What are you claiming?


×



I've got a SOFIHUB home  
(For use inside the home)



I've got a SOFIHUB radar  
(For use inside the home)



I've got a SOFIHUB beacon  
(For use outside the home)

Next enter the MAC address of the radar (found on the rear of the device) and name the radar.  
Your next step will be to subscribe to the monthly monitoring fee if applicable.

Whoops, we're missing your payment details!

[Skip \(Admin only\)](#)

A subscription is needed to use your SOFIHUB Radar. We need a payment method for the subscription.

You cannot use your SOFIHUB Radar without a valid subscription and valid payment method.

Please add your payment details below to start your subscription.

 Card number MM / YY CVC

Verify Card

Verifying your card does not charge your card or start subscription. Once your card is verified the next screen will ask you to confirm before we charge your card.

### Installation notes & comments:

- The radar must be installed with its ethernet port horizontal (facing the ceiling) and must be flush against a wall with no tilts in any direction.
- The default fall threshold value is 0.7m above the floor.
- The radar must be mounted between 2.0 and 2.4m from the floor or at an optimal height of 2.2m.
- If the values of the X Max and X Min are smaller than the actual size of the room, then people outside this boundary may not be seen by the radar.
- Values cannot exceed: Y Max = 6m; X Min = 3m; X Max = 3m
- The room height value must be greater than the radar height.
- Once a fall is detected and the alarm is resolved, it will take approximately 30 seconds for the radar to reset.
- When any changes on X, Y, or radar height are made the unit will need a reboot to take effect.
- To do this please remove the ethernet cable and then plug it back in allowing the unit reboot.
- Please note failure to install the radar correctly may result in un-detected falls.

### Mounting eazense on the wall:

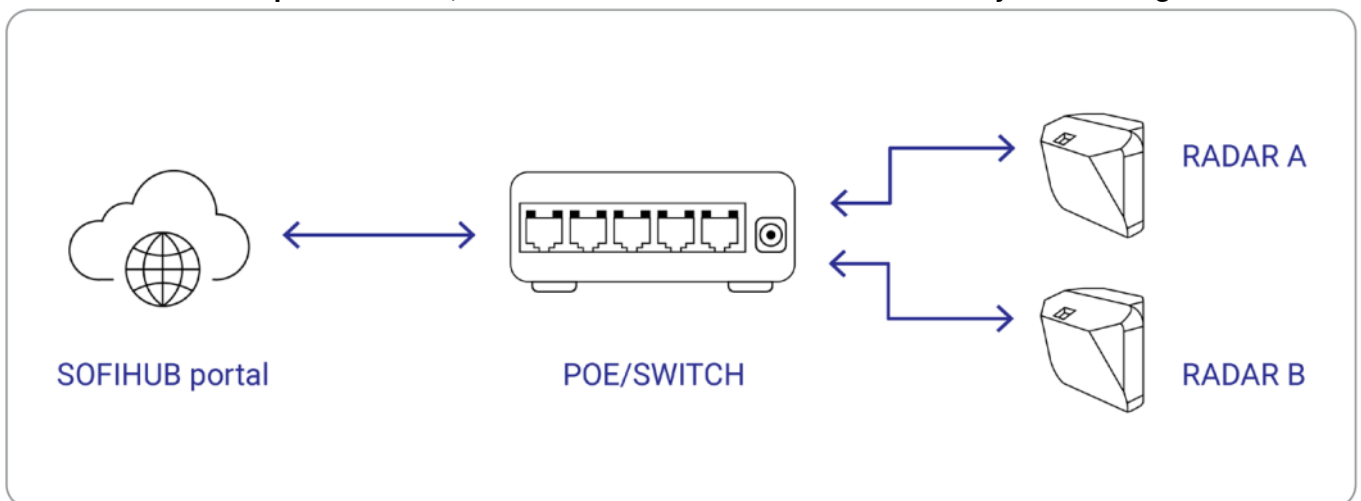
To mount the eazense radar, choose a corner of the room which ensures the best coverage. Take the guide template from the box and place it 2.2m from the floor. Use the circles on the template as an indication where to place the screws. Place the screws so they protrude approximately 10mm out.



### Connecting eazense to the internet and a power source:

1. Connect an Ethernet cable from the radar sensor (eazense) to the PoE power injector or PoE router switch.
2. Then connect the PoE power injector or PoE router switch to its power source.
3. Connect a second ethernet cable to the LAN connection from the PoE injector or PoE router.

Once connected to a power source, the eazense radar will be online and ready to be configured.



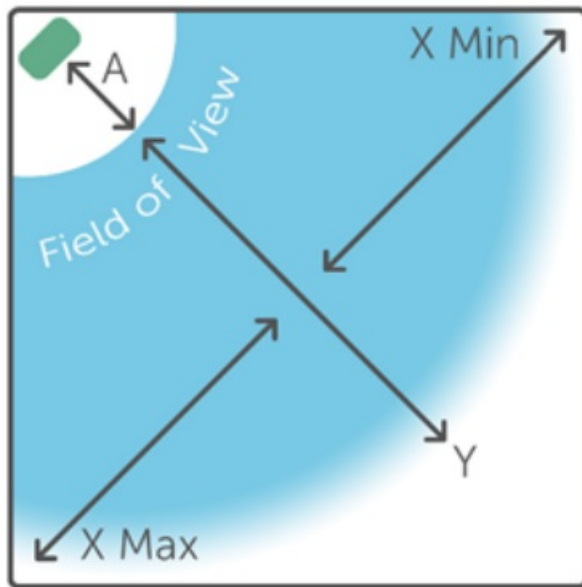
### Settings




Please confirm the radar is positioned as per the below and then in the 'General Radar Settings' please enter the room dimensions.

Radar must be mounted between 2 and 2.4 m from floor level. Ideal height is 2.2 m.

Radar must be mounted in the corner of the room and be hard up against the wall.

Radar cannot be on an angle or be leaning forward, backward or sideways.



-  Radar sensor
-  Field of view
-  Room boundaries

The radar has a field of view; this is the area the radar can see.

It will not see objects that are very close to the sensor, within 0.5m (represented by A).

The radar needs to know how far away the opposite corner of the room is (which is represented by Y) as well as the remaining corners of the room (defined by X Max, and X Min).

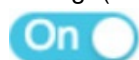
1. Measure the Y axis, then stand in the middle between X Max and Y Min
2. Measure distance to both.
3. Values cannot exceed Y Max = 6m; X Min = 3m; X Max = 3m

Please define Y, X Max and X Min as these values are required for the radar to work correctly.

Y..... X Max..... X Min

### Radar Height

You need to know how far above the floor the radar is located, as well as the height of the room from floor to ceiling. (All values are in meters).



**Radar height above floor..... Room height**

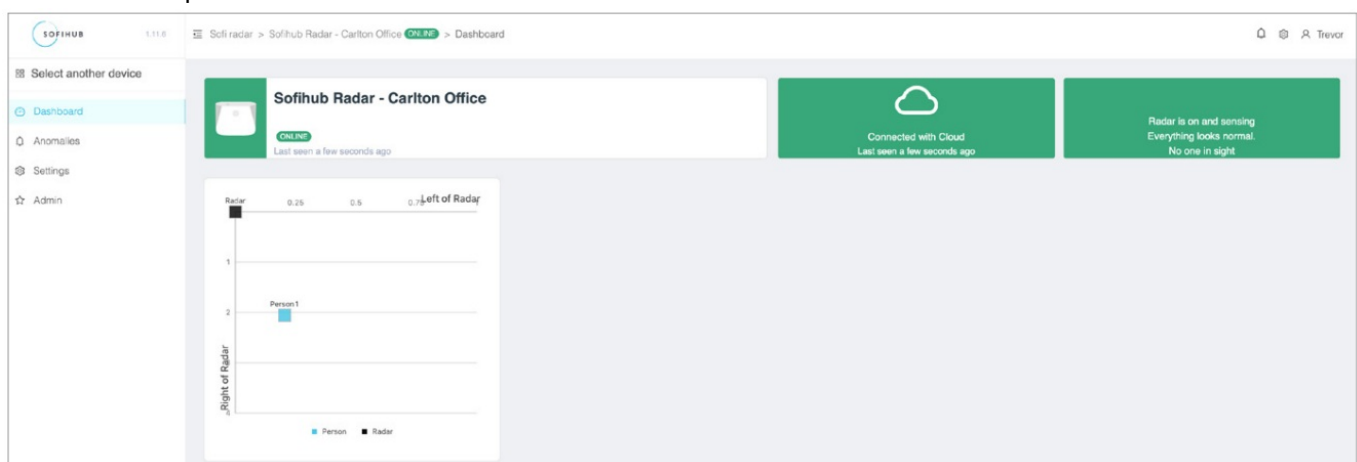
### Falls & Alerts

Please insert fall height threshold.

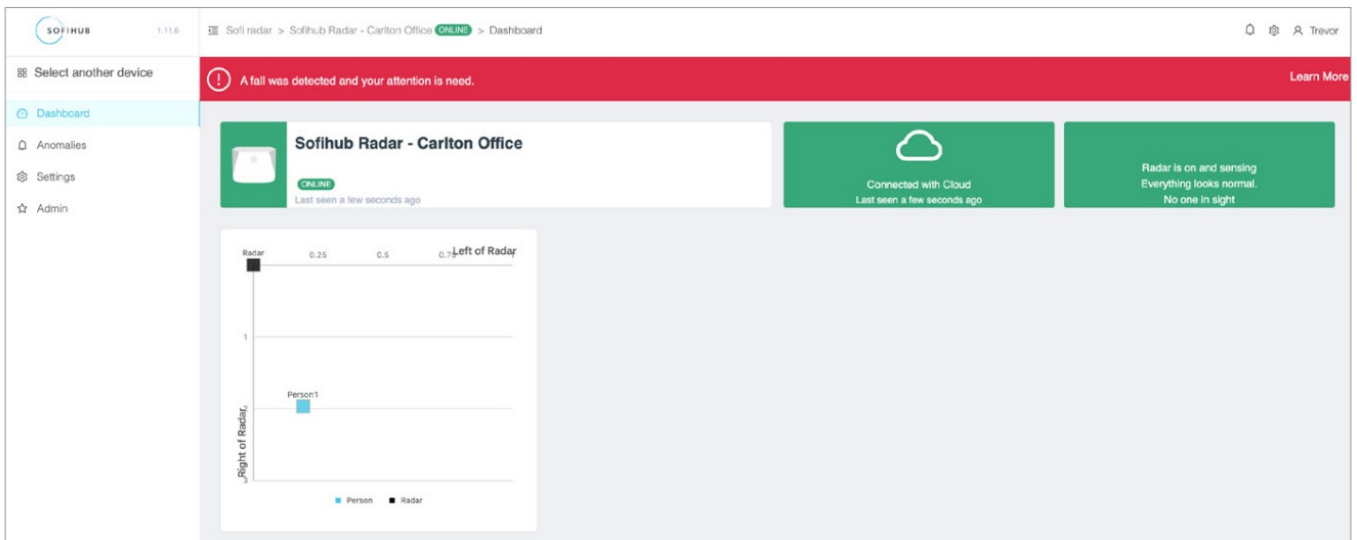
Fall alerts are generated when someone falls below a certain threshold above floor height.

Fall Alert Threshold (in meters above floor)

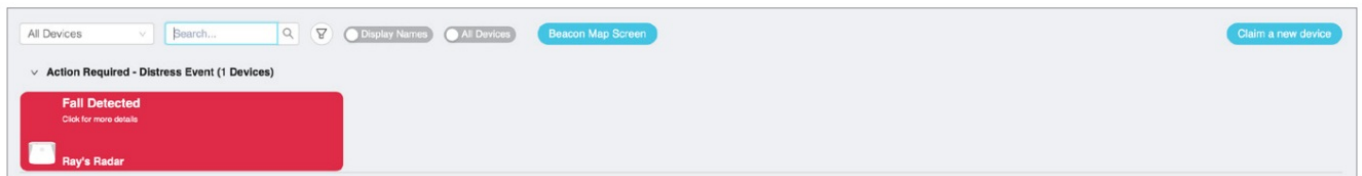
The SOFIHUB portal will show eazense in GREEN when no falls are detected



When a fall is detected, the colour will change to **RED**



This will also show on the main dashboard page **PORTAL**



When a fall is detected an SMS with an alert will be sent to the nominated carer for action. To reset the anomaly log in to the SOFIHUB portal dashboard and follow the steps.

## Specifications:

### Radar

mmW radar sensor

Horizontal field of view:  $\pm 60^\circ$  Vertical field of view:  $45^\circ$

Update rate: 1 fps

Range of reach: 0.5m to 4m

### Network

TCP/IP

Encryption of data

Centralised certificate management, signed firmware

Automatic OTA firmware update

Notification: SMS

### General

Casing material: ISOPAK 540

Colour: White

Power over Ethernet: IEEE 802.3at, type 1 PD

Typical: 3.9 W, max 12.95 W

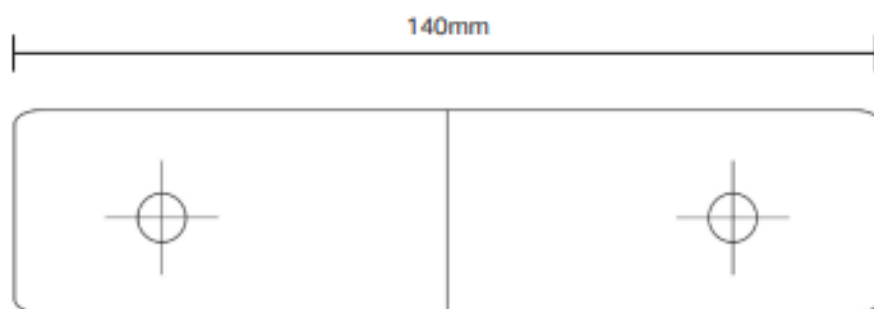
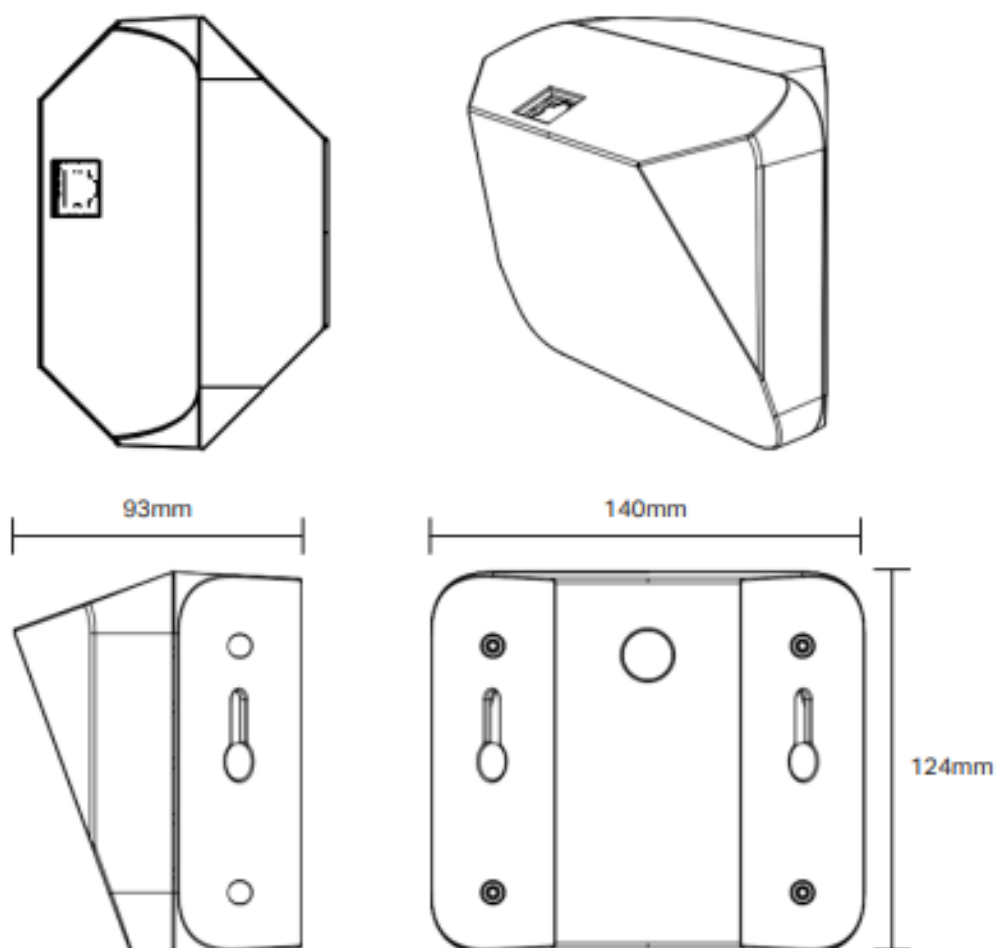
Connectors: Shielded RJ45 10BASE-T/100BASE-TX PoE

Operating conditions: room temperature

Storage conditions: room temperature

Approvals: EMC EN55032 class B, CE, MDD

## Dimensions:



Weight:..... 250 g

**Included accessories:**

Installation guide

Drill hole template

3-year warranty

# eazense

POWERED BY SOFIHUB



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Email: [info@sofihub.com](mailto:info@sofihub.com)

[SOFIHUB.COM](http://SOFIHUB.COM)



Documents / Resources

<div><div> <small>ASSISTED LIVING TECHNOLOGIES</small></div><div></div><div>SETUP AND INSTALLATION GUIDE</div></div>	<p><a href="#">SOFIHUB eazense Fall Detection &amp; Monitor</a> [pdf] Installation Guide eazense, Fall Detection Monitor, Detection Monitor, Monitor</p>
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References

-  [Assisted Living Technologies & Fall Detection Devices | SOFIHUB](#)
-  [Assisted Living Technologies & Fall Detection Devices | SOFIHUB](#)