

Auto low battery feature on 869MHz triggers

TECHNICAL INFORMATION

Auto low battery functionality was introduced as part of the Amie+ and Gem+ personal triggers design in 2002, and is now also incorporated into all 869MHz devices. It is there to provide additional protection and reassurance to users by regularly checking that personal trigger batteries are working, rather than relying solely on a manual test by the user.

1. What is the Auto Low Battery Feature?

Personal triggers are programmed to automatically test their own battery every 7 days throughout their life.

2. Why does it do this?

Tunstall always recommends regular testing of personal triggers to ensure they are in working order when needed. However, if a client forgets or is unable to carry out a test, this feature will ensure that the battery is regularly tested.

3. What happens next?

If the battery is ok then the trigger will not signal anything and wait for a further 7 days before repeating the test. If the battery is low then the trigger will signal to the Lifeline home unit which in turn will report the failure to the monitoring centre.

4. Recommended actions

The monitoring centre should first confirm the low battery by contacting the user and requesting they manually test their trigger. For the latest MyAmie personal trigger, this step is not necessary and the unit should be replaced as soon as possible.

5. Why should any manual confirmation be necessary?

Low battery reports can be caused by other factors such as when the trigger has been temporarily placed in a cold area – e.g., on a windowsill. Because triggers automatically test themselves at any time such instances can occur therefore a failure under these circumstances may not be typical. The follow-up manual test confirms that the test has taken place under normal conditions. The automatic low battery feature on the MyAmie personal trigger has been developed to overcome the requirement for manual confirmation therefore this is not necessary for this product.

6. Recommended management

If the manual test is successful (i.e. battery is ok) then the trigger should be left with the customer. If the manual test fails then the trigger should be replaced.