Tunstall

Enabling independent living

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 Lifeline users by regularly checking that personal trigger batteries are working, rather than relying solely on a manual test by the user. The first personal triggers with the functionality are now beginning to send auto low battery reports to monitoring centres. As a result we have had a number of enquiries as to what these reports are and how they should be dealt with.

1. What is the Low Battery Feature?

Personal triggers are programmed to automatically test their own battery every 7 days throughout their life. This test could happen at any time of the day or night and cause a silent alert call to be made to the monitoring centre.

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 (400, 4000+, Connect and Connect+) which in turn will report the failure to the monitoring centre.

4. Recommended actions

The monitoring centre should firstly confirm the low battery by either contacting the user and requesting they manually test their trigger or contacting Tunstall Service to check the trigger.

5. Why should any 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 window sill. Because triggers automatically test themselves at any time of the day or night such instances can easily occur. An auto low battery call under these circumstances may not be considered valid. The prompt however allows for a follow-up manual test to confirm the status under normal circumstances.

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.