

On Cue® PRO Instruction Manual

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The Posey On Cue PRO Fall Monitor is an important part of your falls management program.

Ensure all parts of this system are operational before leaving a patient unattended.

8645WL



Before using the Posey On Cue PRO, read this entire manual and save for future reference.



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Before You Begin

Description of Product: Posey On Cue PRO Wireless Fall Monitor for use with sensors and nurse call adapter / cable.

Important: This system **does not** prevent falls or injury from falls and is not a substitute for patient care, rounding and a comprehensive falls management protocol in your facility.

Intended Use: Alerts staff of attempted chair, bed, stretcher, toilet seat, or commode exit by fall-risk patients.

Indications for Use:

Patients who may benefit from the use of the Posey On Cue PRO include:

- Patients (new or existing) with a history of falls, or who are assessed to be at risk of falling based on your selected fall-risk assessment
- Patients with diminished cognitive or mobility skills
- Patients receiving medications that may cause disorientation, drowsiness, dizziness, or frequent urination
- Patients who are restless or prone to get up in the middle of the night, e.g., due to incontinence, or with nighttime voiding habits



Contraindications:

NOTE: The On Cue PRO may not be suitable for all high fall-risk patients. The On Cue PRO should **NEVER** be used as the only means of surveillance for:



- Agitated, combative or suicidal patients
- Patients at extreme risk of a life-threatening fall

Before You Begin (Cont.)

SYMBOL	DEFINITION
	WARNING! Indicates a potentially hazardous situation, which could result in a serious risk of injury or death to patient or operator and or damage to equipment or property.
ATTENTION!	(Without safety alert symbol): Indicates a situation that may result in damage to equipment or property.
	NOTE: Useful additional information and tips

Response Policy:

Make sure your facility has a clearly defined falls management policy

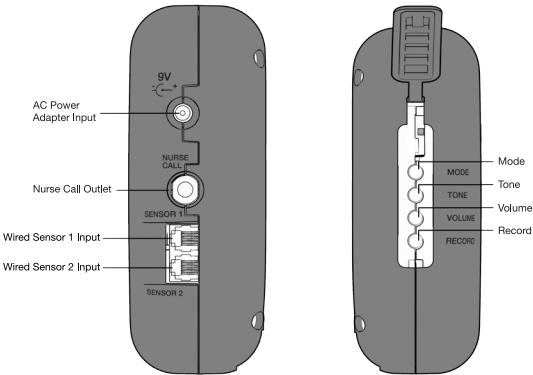
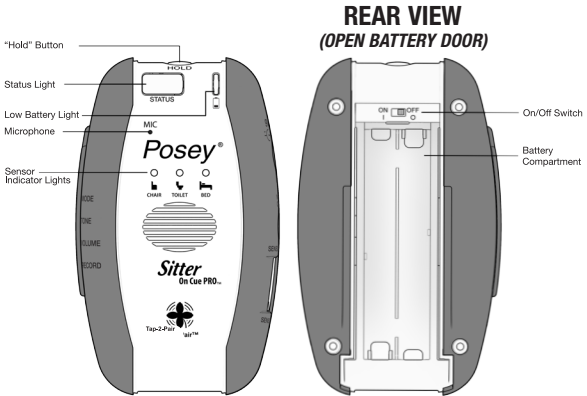


Test fall monitor functionality every time before each use and when leaving the patient unattended.



Ensure the nurse call cable is plugged into both the fall monitor and the wall port of the nurse call system or that the wireless adapter is paired properly before leaving the patient unattended. Verify that an alert is received at the nursing station.

Features of the On Cue PRO



Features of the On Cue PRO (Cont.)

- **Eight alarm tones.** There are eight alarm tone options which can be used in different patient rooms, or to discern between different caregivers or levels of fall risk for easy patient identification.
- **Four alarm modes.** Four alarm modes allow for facility choice regarding caregiver notification in the event the alarm is triggered. The alarm modes are “Voice and Tone”, “Tone Only”, “Voice Only” and “Mute.”
- **Three alarm volumes.** Three alarm volume settings allow for facility choice regarding caregiver notification in the event the alarm is triggered. The volume options are low, medium and high. The default alarm tone volume is high. Note: The audible cue volume will always remain on the lowest setting to promote patient rest but keep the caregiver informed. Audible cues include confirmation of connections and activation.
- **Custom Recording.** Allows a user to record a personal message that will sound if pressure is removed from the sensor or sensor belt is unfastened. The recording will play only if the alarm mode is set to “Voice” or “Voice and Tone”. This feature can provide patient communication in their language, or by a caregiver or family member for familiarity.
- **HOLD Button.** Allows the user to pause all monitoring in order to move the patient or adjust the sensors.
- **Multi-Sensor monitoring.** This fall monitor connects to any Posey sensor. Alarm activates when weight is removed from sensor, or sensor belt is unfastened. While up to five sensors can be connected to the fall monitor, only one can be used for monitoring at a time.

Features of the On Cue PRO (Cont.)

- **Nurse Call Interface.** Provides alarm notice at patient's room and nurse call system notification points. If connected to nurse call, the On Cue PRO has the ability to be muted, silencing the alarm at the patient's bedside. It will still alarm at nurse call system notification points.
- **Latching Mode.** When selected, a caregiver is required to interact with the fall monitor after pressure is removed from the sensor, even if pressure is re-applied to the sensor or the sensor belt is reattached.
- **Failsafe sensor alarm.** The Posey On Cue PRO activates failsafe alarm if the fall monitor is monitoring and a sensor cord is removed from the fall monitor or activated wireless sensor becomes unpaired from fall monitor.
- **Battery operated.** The fall monitor utilizes four (4) "AA" alkaline batteries.
- **Visual and Audible low battery warning.** Low battery LED will flash red when batteries are low and an audible cue will say "low battery" when batteries are critically low, alerting caregivers of the need to change batteries.
- **AC Power Adapter Input:** For connection of optional external AC power supply (8383AC).
- **Impact resistant cover.** Helps minimize damage if dropped.
- **Audible low battery warning for wireless sensor.** Audible cue will sound when batteries are critically low, alerting caregivers of the need to discard and replace the sensor.
- **Audible low battery warning for wireless Nurse Call Adapter.** Audible cue will sound when batteries are critically low, alerting caregivers of the need to change batteries.



NOTE: NEVER connect other manufacturers' sensors to a Posey fall monitor. Use of another manufacturers' sensors may damage the Posey fall monitor, cause the fall monitoring system not to function as intended, and will void the factory warranty.

Each On Cue PRO is Shipped to You With:

- Fall Monitor (1)
- “AA” Alkaline batteries (4)
- Instructions for Use

Preparing the On Cue PRO for Use

Battery Installation:

Fresh alkaline batteries have an estimated life of *30 days of daily use*. Actual life depends on alarm mode, tone and volume selected.

1. Slide the power switch to the OFF position before inserting/changing batteries (Fig. 1).
2. Press down above the arrow and slide the battery compartment door (RP8645D) completely off (Fig. 2). Set battery door aside.
3. Insert four (4) new “AA” alkaline batteries as pictured inside the battery compartment (Fig. 3). Take care not to damage battery contacts.
4. Reattach the battery compartment door. Slide it shut, locking it into place.

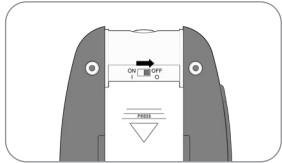


Fig. 1

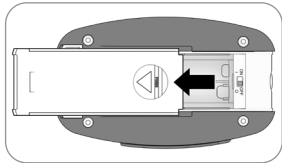


Fig. 2

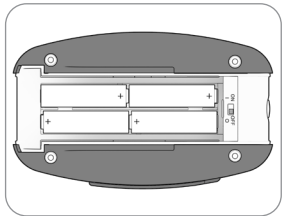


Fig. 3

Fall Monitor Low Battery LED will flash red when batteries are low and an audible cue will say “fall monitor battery low” every 15 seconds when batteries are critically low. Change batteries at once.

Preparing the On Cue PRO for Use (Cont.)

ATTENTION!

- **Take care when installing new batteries. The fall monitor will not work if batteries are installed improperly.**
- **ALWAYS install a completely new set of batteries when the Low Battery LED is flashing red. DO NOT replace a single cell, but all cells in the fall monitor. DO NOT mix old and new batteries, or battery brands within a battery pack (4 batteries). Use of mixed batteries, battery leakage, or batteries installed incorrectly may cause battery damage, and may damage the fall monitor. Remove any fall monitor from use and send to the appropriate facility authority if batteries are damaged or corroded or the battery compartment has signs of previous battery corrosion such as white powder residue.**
- **Batteries can explode or leak and cause damage to fall monitor if installed incorrectly, fully discharged, or exposed to liquid, fire or high temperatures. If battery damage has occurred, or you see any corrosion, remove the fall monitor from use IMMEDIATELY. DO NOT use the fall monitor if battery damage has been detected.**
- **Remove batteries when storing for an extended period to prevent depleting the batteries and potential corrosion. Warning: Low battery indicators will not alert caregiver when an AC adapter is providing power.**

*** Further explanation is provided in troubleshooting section.**

FLASH and AUDIO	CONDITION	DESCRIPTION
Slow Green	Active Monitoring	Sensor is connected and pressure is being applied to the sensor or sensor belt is fastened.
Slow Yellow	Ready	The sensor will activate and begin monitoring as soon as pressure is applied to a connected sensor or the sensor belt is fastened.
Rapid Yellow	Sensor Activation	When pressure is applied to a sensor, the fall monitor will rapidly flash yellow for 3 seconds before the sensor is fully activated. If pressure is removed from the sensor prior to the 3 consecutive seconds, the fall monitor will not activate.
Rapid Red. Mode, tone, and volume selected by the user.	High priority physiological alarm condition*	Activated sensor no longer activated.
Rapid Red. Tone 1 at high volume.	High priority physiological alarm condition*	Two sensors activated.
Rapid Red. Tone 1 at high volume.	High priority technical alarm condition*	Activated wired sensor is detached from Fall Monitor (failsafe).

FLASH and AUDIO	CONDITION	DESCRIPTION
Rapid Red. Tone 1 at high volume.	High priority technical alarm condition*	Activated wireless sensor is unpaired from Fall Monitor (failsafe).
Rapid Red and flashing battery LED. Audio cue will indicate "Error Detected. Turn Fall Monitor off and back on. If issue persists, see instruction manual or contact customer service."	High priority technical alarm condition*	Fall monitor detected potential error within the device.
Slow Red	Hold Safe	For 30 seconds after the hold button is pressed, or 5 minutes if extended hold is activated, monitoring for all high priority alarm conditions is paused. The alarm will not activate if pressure is removed from or applied to the sensor.
Flashing Battery LED. Audio cue will indicate "Fall Monitor Battery Low"	Low priority technical alarm condition*	Fall Monitor has low battery.

All high priority alarm conditions are triggered by a situation where the patient may have performed an unassisted chair, bed or toilet exit or is no longer being monitored.

If the fall monitor is in any alarm condition and then an event occurs to trigger a failsafe alarm, the fall monitor will transition to the failsafe alarm state. Please refer to page 25 for information on resolving failsafe alarm.

The Status LED will flash different colors providing a visual indication of the current state of the fall monitor.

Setting Alarm Mode

The On Cue PRO has four (4) alarm modes. These allow you to select an alarm notification best suited to patient and facility needs.

Mode Features	
VOICE & TONE	Depending on whether a custom voice recording is made, either the factory default voice or a custom voice recorded message plays once, followed by the selected alarm tone. The tone continues to play until alarm is resolved.
TONE	This is the factory default mode. Selected alarm tone plays until alarm is placed on hold, pressure is applied to the sensor, or the sensor belt is fastened.
VOICE ONLY	This mode requires the nurse call cable to be plugged into or paired to your alarm and the appropriate wall port from your nurse call system. Custom voice or factory default voice message plays repeatedly until alarm is resolved. This mode also activates the facility's nurse call system. Automatically switches to VOICE & TONE if a nurse call cable is disconnected or a wireless nurse call adapter loses signal with the fall monitor.
MUTE	This mode requires the nurse call cable or wireless nurse call adapter to be connected/paired to your fall monitor and the appropriate wall port from your nurse call system. This mode activates the facility's nurse call system. No sound is played in the patient's room. Automatically switches to VOICE & TONE if a nurse call cable is disconnected or a wireless nurse call adapter loses signal with the fall monitor.

Setting Alarm Mode (Cont.)



Ensure the nurse call cable is plugged into both the fall monitor and the wall port of the nurse call system or that the wireless adapter is paired properly before leaving the patient unattended. Verify that an alert is received at the nursing station.



NOTE: There will be no alert at the nursing station or at the bedside if the nurse call cable is unplugged from the fall monitor or the wireless adapter is unpaired from the fall monitor.

To Change/Select Mode

Follow these steps to change or select alarm mode:

1. Lift the programming control protective cover (Fig. 4).
2. Ensure fall monitor is on.
3. Press MODE button on left side of fall monitor to scroll through the mode selections (Fig. 5). The last mode heard is the mode utilized when the alarm is activated.
4. Replace the programming control protective cover, securing it into place.

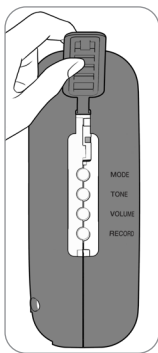


Fig. 4

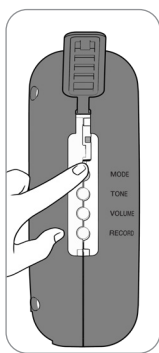


Fig. 5

Setting Alarm Tone

The On Cue PRO has eight (8) available tones. This allows you to differentiate between patients and other equipment alarms.

To Select Tone:

1. Lift the programming control protective cover (Fig. 4). Ensure Fall Monitor is on.
2. Press TONE button on left side of fall monitor to scroll through the tone selections (Fig. 6).
3. Each time you press the button, tone will change and a sample plays. The last sample heard is the tone utilized when the alarm is activated.
4. Replace the programming control protective cover, securing it into place.

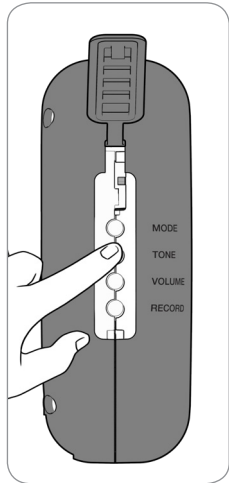


Fig. 6

Adjusting Alarm Volume

There are three (3) alarm volume settings: low, medium and high (default setting). These allow you to select the right volume for facility and/or patient needs.

All volume settings are within OSHA standards. For maximum staff alert in noisy areas, use HIGH (loudest) volume setting.



NOTE: ALWAYS check to ensure staff can hear alarm at the farthest possible distance before leaving patient unattended.

To Change Volume:

1. Lift the programming control protective cover (Fig. 4).
2. Ensure fall monitor is on.
3. Press VOLUME button on left side of fall monitor to scroll through the volume selections (Fig. 7).
4. Each time you press the button, the volume changes and a sample plays.
5. Continue to press the VOLUME button until you hear the desired volume. The last sample heard is the volume in use.
6. Replace the programming control protective cover, securing it into place.

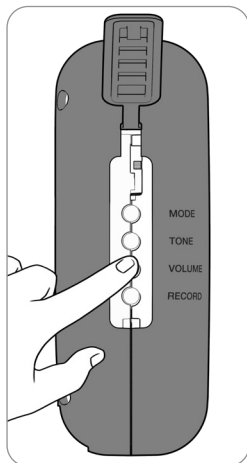


Fig. 7

To Record a Message

The Posey On Cue PRO has a feature that allows a caregiver or family member to communicate a verbal “warning” message about unassisted sensor exits or unfastening of the sensor belt without having to be physically in the room with the patient.

1. Lift the programming control protective cover (Fig. 4).
2. Ensure fall monitor is on.
3. Press and hold the RECORD button on left side of fall monitor (Fig. 8).
4. Wait for the “begin record” audible cue before speaking. Continue to hold RECORD button down until you are done speaking.
5. In a normal voice, speak into the microphone aperture labeled MIC on front, top left corner of fall monitor (Fig. 9).
6. Recording will stop when you release the RECORD button or time (15 seconds) expires. If you exceed the time allowed, recording will stop and the fall monitor will give an audible cue “end record”.
7. Replace the programming control protective cover, securing it into place.

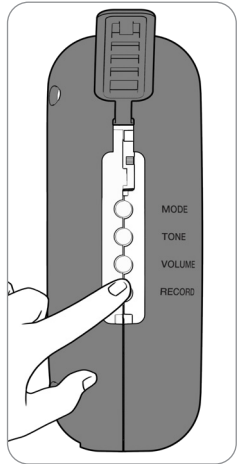


Fig. 8

To Record a Message (Cont.)

8. After recording message, remove weight from sensor, or unfasten sensor belt to play message back. Ensure alarm mode is set to “Voice and Tone” or “Voice” (nurse call option only) to hear recording.
9. Check that the message is clear and volume is right for your patient. Re-record if necessary.
10. If the RECORD button is pushed twice rapidly a 3 second count down will begin to reset to the factory default message. If you do not wish to reset, press RECORD again during the countdown.

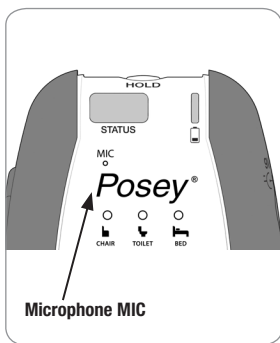


Fig. 9

The HOLD Button



NOTE: HOLD feature will work only when the fall monitor is actively monitoring or alarming.

To Place the Fall Monitor on HOLD:

1. Press **HOLD** button on the top of fall monitor once to initiate a 30 second hold or continuously press the HOLD button for 3 seconds to initiate an extended hold of 5 minutes. (Fig. 10) The **STATUS LED** will begin flashing RED, indicating the fall monitor is in HOLD mode, and an audio cue will indicate that either a 30 second or 5 minute hold has been activated.
2. While the fall monitor is in a hold state and the STATUS LED is flashing red slowly, the alarm will not activate if pressure is removed from the sensor or the sensor belt is unfastened.
3. If during the time when the fall monitor is on hold, you wish to resume active monitoring, press the hold button again to cancel the hold.
4. After 30 seconds or 5 minutes:
 - If weight is present on the sensor or sensor belt is fastened you will hear a single “beep” and monitoring will begin.
 - If there is no weight on sensor, or sensor belt is not fastened, alarm will be in Ready state and status LED will flash yellow.

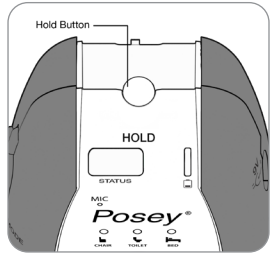


Fig. 10

The HOLD Button (Cont.)

- The Ready state allows patient to be away from bed or chair for extended periods without alarm activating (e.g., for meals, therapy, toileting etc.). When patient returns and weight is applied to sensor or sensor belt is fastened, the fall monitor STATUS LED will rapidly flash yellow for 3 seconds and then “beep” once to indicate monitoring has resumed. The STATUS LED will flash green. If pressure is removed or the belt is unfastened while the STATUS LED is rapidly flashing yellow, the fall monitor will return to the Ready state without alarming.



Test the fall monitor and sensor for proper operation prior to putting in service with a patient, and each time before leaving the patient unattended. If the fall monitor and/or sensor do not function properly, remove the fall monitor and sensor from service and replace them with a properly functioning fall monitor and/or sensor. Ensure the STATUS LED is flashing green, indicating the fall monitor is monitoring.

Connecting to AC Power (Optional)

The Posey On Cue PRO is equipped with an authorized AC power adapter (8383AC) input to allow you to use AC power to operate the fall monitor. To ensure proper fall monitor function and to prevent damage, use only an authorized AC power adapter (8383AC) with the following specifications:

- Voltage: 9VDC
- Current: 500 mA min
- Connector: 5.5 mm OD x 2.5 mm ID x 10-12 mm L, center positive
- UL Listed.

Please note that Posey is a TIDI® Products brand.

To Connect to AC Power:

1. Connect the AC power adapter to the On Cue PRO (Fig. 11).
2. Plug the other end into the wall.
3. Connect a sensor to the fall monitor.

ATTENTION!

If power is interrupted and there are no batteries installed, the fall monitor will not function. There is no notification at bedside or nurse call station.

Low Battery Indicators will not alert caregiver when an AC adapter is providing power.

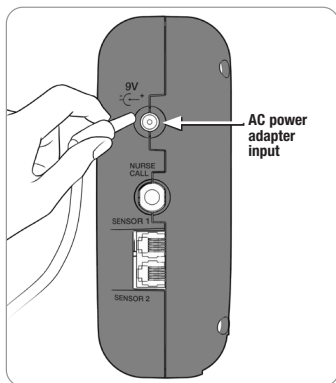


Fig. 11

Nurse Call Interface

You can connect the On Cue PRO to your facility's nurse call system when you connect/pair the optional Nurse Call Cable or wireless Nurse Call Adapter. This allows you to add the options associated with your specific nurse call system such as nursing station notification and patient room lights & sounds. With this feature, the fall monitor can be:

- Silenced in patient's room to reduce disturbance to patients ("Mute")
- Set for "Voice Only"



NOTE: Alarm mode automatically switches to "Voice and Tone" if nurse call cable is removed from the fall monitor or nurse call adapter is unpaired. This ensures in-room voice and tone notice to staff if patient attempts to rise.



NOTE: The fall monitor supports both normally open and normally closed nurse call systems. The manufacturing default is normally open. If you would like to change to normally closed, use a small pointed object, for example a pen, to slide the switch down to the closed position. (Fig. 12)

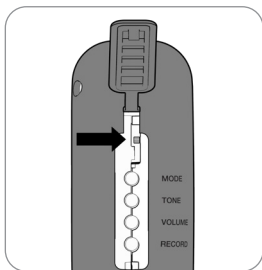


Fig. 12

Nurse Call Interface (Cont.)

To Connect the Nurse Call Cable:

- For Wireless Nurse Call Adapter: See IFU provided with the Nurse Call Adapter for instructions on pairing the adapter to the fall monitor and connecting to the nurse call system. (Fig. 13)
- For nurse call cable: Insert one end of cable into nurse call outlet on right side of alarm. Use care not to plug into sensor outlet as damage to sensor outlet could occur. Insert the other end of cable into wall jack of nurse call panel. See IFU provided with the nurse call cable for additional instructions.



Ensure the nurse call cable is plugged into both the fall monitor and the wall port of the nurse call system or that the wireless adapter is paired properly before leaving the patient unattended. The fall monitor will not notify the user if the nurse call adapter is disconnected from the wall port.

Latching Mode

In non-latching mode (factory default), when weight is re-applied to a sensor or the sensor belt is reattached the On Cue PRO will stop signaling the nurse call system.

When Latching mode is selected and an alarm signal is initiated, the nurse call signal will cease only when the caregiver interacts with the alarm. Even after the patient returns to the sensor, the caregiver must press the HOLD button to stop the alarm from signaling the nurse call system.

Configuring Latching Mode:

1. Access Advanced Setup Mode by pressing and holding the HOLD button while moving the power switch from the OFF to the ON position.
2. Rapidly press the hold button three times to toggle between Latching and Non-Latching mode.
3. With Latching Mode selected, press the tone button to switch between the following two options:
 - “Alarm ceases when patient returns.” – In this mode, if the patient applies pressure to the sensor or reattaches the sensor belt, the alarm tone will stop. The audio cue “Press hold to reset alarm” will repeat every 15 seconds until the HOLD button is pressed. This is the factory default setting.
 - “Alarm continues when patient returns.” – In this mode, the alarm tone will continue until the HOLD button is pressed.

Monitoring with a Sensor

All Posey wired and wireless sensors are compatible with the On Cue PRO. Consult the IFU included with the sensor for complete setup instructions.

FAILSAFE FEATURE

The Posey on Cue PRO contains “failsafe” features that activate the alarm if an actively monitored sensor is disconnected from the fall monitor. To silence the alarm, reconnect the sensor to the same port from which it was removed.

For a wireless sensor, if the communication between the activated sensor and the fall monitor is lost, the alarm will sound. This may occur because the sensor was moved too far from the fall monitor, the sensor battery died, or there was interference with the wireless connection. Press the HOLD button on the fall monitor to silence the alarm, pair a sensor, and confirm proper operation.

WIRELESS SENSOR INDICATOR LIGHTS

The front of the fall monitor has wireless sensor indicator lights which will turn blue when a sensor of that type is paired with the fall monitor. Refer to sensor and nurse call adapter IFU's for detailed pairing instructions.

UNPAIRING WIRELESS SENSORS

While not actively monitoring, press and hold the MODE button for two seconds to unpair all wireless sensors from the fall monitor. If the fall monitor is actively monitoring or alarming, the actively monitored sensor will not unpair.

Monitoring with a Sensor (Cont.)



NOTE: Wireless sensors will also be unpaired from the fall monitor when it is powered off or if the sensors lose signal, such as being moved too far from the fall monitor.



Test fall monitor functionality every time before each use and when leaving the patient unattended.

ATTENTION!

Connecting another manufacturer's sensors to the Posey fall monitor may damage the unit and will void the warranty.

Monitoring with Multiple Sensors

Up to five sensors (2 wired and 3 wireless) can be connected to the fall monitor allowing the patient to be transferred from one location to another without moving sensors or switching out cords.



NOTE: Only one wireless sensor of each type can be paired at a given time (chair, bed or toilet). While the fall monitor is NOT actively monitoring, if a second wireless sensor of the same type is paired, it will replace the existing sensor. When the fall monitor is actively monitoring, an audio cue will indicate that the new sensor could not be paired. Press HOLD to pause monitoring before connecting a new wireless sensor of the same type.

Transferring a Patient between sensors

1. Connect or pair the second sensor to the fall monitor (First sensor may be plugged in or paired, if wireless).
2. Ensure fall monitor is on.
3. Press HOLD button to pause monitoring for 30 seconds or extended 5 minutes. You have 30 seconds or 5 minutes to remove the patient from the current sensor or unfasten the sensor belt. During this time the STATUS LED will flash slow red.
4. After 30 seconds or 5 minutes, if the patient is still off the sensor, the alarm will remain in the Ready state.

Monitoring with Multiple Sensors (Cont.)

5. Place the patient on the second sensor or fasten the sensor belt. If the patient is placed on the sensor before the hold expires, the HOLD button can be pressed again to resume monitoring.



NOTE: While multiple sensors can be connected to the fall monitor, only one can be used for monitoring at a time. If a first sensor is actively monitoring and pressure is applied to a second sensor or the sensor belt is fastened, an audible cue will indicate a second sensor is about to be activated and gives 10 seconds for the person to remove pressure from or unfasten the sensor. If pressure is not removed or the sensor belt is not unfastened, the alarm will sound. Press the HOLD button. You have 30 seconds to remove pressure from at least one of the sensors or unfasten the sensor belt.

The On Cue PRO and Use of Physical Restraints

If the patient's care plan calls for the use of a restraint, staff should read and follow all instructions and warnings for the restraint.

The position of the sensor is vital when using a restraint. Make sure the restraint is applied correctly per instructions for that device. Straps must NOT cross over sensor.

For bed use, sensor should be placed at shoulder blade level so alarm will activate if patient sits up, tries to climb over side rails, or scoots to bottom of bed.



If straps cross over sensor and patient moves, pressure from straps may prevent alarm from activating. If patient falls out of bed or chair and is suspended in the restraint, serious injury or death may occur from chest compression or suffocation.

- **Bed safety: Refer to the Food and Drug Administration (FDA) for the most recent Hospital Bed Safety Guidelines as well as the Bed Manufacturer for their Instructions for Use.***
- **Full compliant bed side rails must be UP when restraints are used on a patient.**

To reduce the risk of entrapment, use side rail covers, especially with split side rails. A failure to do so may result in serious injury or death if patient's body goes under, around, through or between the bed side rails.

Use extreme caution with chair cushions. If a cushion dislodges, straps may loosen and allow patient to slide off seat and become suspended.

*<https://www.fda.gov> search keyword "HBSW"

Mounting the On Cue PRO

There are multiple mounting options to choose from for the On Cue PRO:

To purchase brackets contact your Posey sales representative, or call Posey Customer Service at 1.800.521.1314.



PRIOR TO USING ANY BRACKET, YOU SHOULD CHECK THAT:

- Fall monitor is securely mounted out of the patient's reach and functions properly by activating alarm.
- Fall monitor indicator lights are in clear view of staff.

Fall Monitor Cleaning, Storage and Battery Maintenance

Cleaning: Sensor, Cables and Fall Monitor Housing (exterior ONLY)

Dampen (but DO NOT soak) a clean cloth with disinfectant. Wipe alarm clean, using care not to get disinfectant inside speaker grill and connector ports.

To reduce the risk of damage, **NEVER:**

- use any cleaning substance that contains Phenol
- immerse in liquid
- sterilize with heat

Always use a clean, DRY cloth to dry all parts.

Storage

- This device is designed for use in normal indoor environments.
- This device may be stored in ambient warehouse temperatures at normal humidity levels (10 to 50%). Avoid excess moisture or high humidity that may damage product materials (greater than 50%).
- Store sensors flat or hang in a dry secure environment. DO NOT fold or roll sensor pads, as it may damage internal electronic parts and cause a malfunction.

Disposal

Dispose of fall monitor and accessories (i.e. cables, brackets) per facility policy. Be sure to follow all laws that apply.

Remove batteries when storing the fall monitor for an extended period to prevent depleting the batteries and potential corrosion.

Troubleshooting Guide

PROBLEM: Wireless sensor will not pair to Fall Monitor.

SOLUTIONS:

- Locate and align pairing icons together, ensuring they are physically touching. Hold until beep is heard. Once beep is heard, the blue light on fall monitor will illuminate.
- Power off Fall Monitor and wait 10 seconds. Power on Fall Monitor.
- Replace batteries in Fall Monitor.
- Replace sensor.
- If battery replacement, power cycling, and sensor replacement are not successful at fixing pairing, contact Customer Service.

PROBLEM: Wireless Nurse Call Adapter will not pair to Fall Monitor.

SOLUTIONS:

- Locate and align pairing icons together, ensuring they are physically touching. Hold until beep is heard. Once beep is heard, the blue light on nurse call adapter will illuminate.
- Power off Fall Monitor and wait 10 seconds. Power on Fall Monitor.
- Power off Nurse Call Adapter and wait 10 seconds. Power on Nurse Call Adapter.
- Replace batteries in Fall Monitor and/or Nurse Call Adapter.
- If battery replacement and power cycling are not successful at fixing pairing, replace Nurse Call Adapter and contact Customer Service.

PROBLEM: Wireless sensor will not unpair.

SOLUTIONS:

- Pair a new sensor of the same type as currently paired.
 - Press and hold Mode button for 2 seconds or until audio cue is heard.
 - Power off the Fall Monitor and wait 10 seconds. Power on Fall Monitor.
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Troubleshooting Guide (Cont.)

PROBLEM: Wireless Nurse Call Adapter will not unpair.

SOLUTIONS:

- Power off the Nurse Call Adapter and wait 10 seconds before powering back on.
- Power off the Fall Monitor and wait 5 minutes before powering back on.

PROBLEM: Fall Monitor battery light flashes and audio cue: Fall Monitor battery low

SOLUTION:

- Replace batteries in Fall Monitor or use authorized AC adapter (8383AC).

PROBLEM: Fall Monitor gives audio cue: sensor battery low

SOLUTION:

- Replace wireless sensor or belt.

PROBLEM: Fall Monitor gives audio cue: Nurse Call Adapter battery low

SOLUTION:

- Replace batteries in Nurse Call Adapter or use authorized AC adapter (8383AC).

PROBLEM: Fall Monitor creates interference with sensitive patient monitoring equipment (EEG, EKG, etc.) when using AC Adapter.

SOLUTIONS:

- Unplug AC adapter from power source.
- Use batteries in place of AC adapter.

PROBLEM: When attempting to pair Fall Monitor to wireless sensor or Nurse Call Adapter, “beep” is heard, but no visible blue Wireless Sensor Indicator light on Fall Monitor or audio cue indicating a paired device.

SOLUTION:

- Power off Fall Monitor. Wait 10 seconds before powering back on. Re-attempt to pair.
- If power cycling in not successful at fixing pairing, contact Customer Service.

Troubleshooting Guide (Cont.)

PROBLEM: Intermittent alarm while the patient is in a bed, chair, or on toilet.

POTENTIAL CAUSE: Wireless sensor loss of signal

SOLUTIONS:

- Move sensor closer to Fall Monitor or move Fall Monitor closer to sensor. Reorient or relocate devices.
- Check neck of sensor pad air intake. Check neck of sensor is clear and not blocked. Air must flow freely in and out of sensor pad for proper function. Position pad so patient accessories (seat cushion, specimen collector), or other objects (ex. toilet seat) are not obstructing Tap-2-Pair icon.
- Position pad with “this side up” facing up.
- Ensure no metal objects are obstructing the sensor or Fall Monitor.
- Refer to Wireless Sensor Instructions for Use for other troubleshooting solutions.

POTENTIAL CAUSE: Wireless sensor or belt setup

SOLUTIONS:

- Test wireless sensor per instructions on sensor.
- Check chair sensor pad for creases or damage to vinyl cover.
- Check that sensor is directly under patient’s weight.
- Contact Customer Service.

POTENTIAL CAUSE: Wired sensor pad or belt setup

SOLUTIONS:

- Test wired sensor pad per instructions on pad.
- Check that sensor cord and plug are clean and undamaged. Check plug or connection to Fall Monitor.
- Check sensor pad for creases or damage to vinyl cover.
- Check that sensor pad is directly under patient’s weight.
- Make sure mattress continues to contact the sensor and will activate the Fall Monitor when pressure is removed, even if the head or foot of the bed is articulated.

Troubleshooting Guide (Cont.)

- For belts, check that buckle or hook and loop is securely fastened.
- Contact customer service.

PROBLEM: Continuous alarm with patient in bed, chair, or on toilet

POTENTIAL CAUSE: Wired sensor pad failsafe alarm

SOLUTIONS:

- Check that wired sensor pad cord and plug are clean and undamaged. Check plug connection to Fall Monitor.
- Replace sensor pad if liquid is observed in or near neck air intake.
- Replace with a new pad. Contact Customer Service.

POTENTIAL CAUSE: Two sensors activated alarm

SOLUTION:

- Check that pressure is not being applied to two sensors simultaneously or that a sensor belt and sensor are not being used simultaneously. Only one sensor can be actively monitoring at a time.

POTENTIAL CAUSE: Potential error detected within device

SOLUTIONS:

- Observe audio cue. Error Detected. Turn Fall Monitor off and back on. If issue persists, see instruction manual or contact customer service.
- Power off the Fall Monitor and wait 10 seconds before powering back on.
- Contact Customer Service.

POTENTIAL CAUSE: Dead battery mode

SOLUTIONS:

- Observe status light and battery light blinking red. This is an indication of critically low battery.
- Replace batteries or use AC power adapter.

POTENTIAL CAUSE: NO/NC nurse call settings

SOLUTIONS:

- Observe continuous nurse call system alarm.
- Adjust NO/NC nurse call settings. Refer to Nurse Call Adapter section for instructions.

Troubleshooting Guide (Cont.)

PROBLEM: No alarm when patient exits bed, chair, or toilet.

POTENTIAL CAUSE: Fall Monitor on hold or extended hold

SOLUTION:

- Press hold to exit Hold state and return to monitoring. Do not leave patient if STATUS light is red.

POTENTIAL CAUSE: Sensor or belt not paired or connected to Fall Monitor

SOLUTIONS:

- Check pairing indicator light on Fall Monitor to confirm wireless sensor is paired. Blue light on Fall Monitor means paired.
- Check that wired sensor cord and plug are clean and undamaged. Check plug or connection to Fall Monitor.

POTENTIAL CAUSE: Seating or positioning aids interfering with sensor

SOLUTIONS:

- Test sensor or belt per instructions on sensor.
- Check seating/positioning aids such as wheelchair cushions or wedge cushions or toileting accessories. Weight from these items may activate sensor and prevent alarm from activating following patient exit.
- Ensure sensor pad is on top of the cushion.

POTENTIAL CAUSE: Sensor integrity compromised

SOLUTIONS:

- Test sensor or belt per instructions on sensor.
- Check neck of sensor pad for air intake. Check neck of sensor is clear and not blocked. Air must flow freely in and out of sensor pad for proper function. Position pad with “this side up” facing up.
- Check sensor for liquid. Replace sensor if liquid is observed in or near air intake.
- Check sensor pad for creases or damage to vinyl cover.

Troubleshooting Guide (Continued)

POTENTIAL CAUSE: No power to Fall Monitor

SOLUTIONS:

- Check Fall Monitor is ON (STATUS LED is flashing.)
- Replace batteries in Fall Monitor or use authorized AC adapter (8383AC).

PROBLEM: Cannot access the “Voice Only” or “Mute” mode settings.

SOLUTIONS:

- The “Voice Only” and “Mute” modes are available ONLY while nurse call system is in use.
- Check that the nurse call cable or Wireless Nurse Call Adapter is properly connected to Fall Monitor and nurse call system panel jacks.

PROBLEM: Fall Monitor alarm activates, but nurse call system does not activate.

SOLUTIONS:

- Check that the nurse call cable is connected, or Wireless Nurse Call Adapter is paired to the Fall Monitor. Blue light on Nurse Call Adapter means paired.
- Check the cables are properly plugged into the facility nurse call system. The connections should snap tightly together. Verify use of proper nurse call cable set for the system.
- Check latching or non-latching mode. See Latching mode section for instructions on accessing Advanced Setup and modifying the Latching mode setting.
- Check NO/NC nurse call settings. Refer to Nurse Call Interface section for instructions.
- Contact Customer Service.

Fall Monitor Specifications:

Size	3.6"W x 6"L x 2.2"D (9 cm x 15 cm x 5.6 cm)
Weight	Approximately 11 oz (0.30 kg) without batteries
Power Supply	<p>Four (4) "AA" alkaline batteries. Optionally, the fall monitor may be connected to an authorized AC power adapter (8383AC) with the following specifications:</p> <ul style="list-style-type: none"> • Voltage: 9 VDC • Current: 500 mA min • Connector: 5.5 mm OD x 2.5 mm ID x 10-12 mm L, center positive • UL Listed
Battery Life Expectancy	At least 30 days of daily use; may vary
Current Drain	Non-alarmed monitoring mode 2.0 mA, maximum alarm volume 97.2 mA
Alarm Maximum Volume	90 dBA at 1 meter
Voltage Range	4.6-9.5 VDC
Low Battery Warning	Low battery LED flashes red and audible cue will say "Fall Monitor battery low" when batteries need changing
Nurse Call Configuration	Latching and non-Latching modes. System default is non-latching.

Four Year Warranty

This product is warranted for a period of four (4) years after date of manufacture (the “Warranty Period”). TIDI Products will replace the fall monitor without charge within the Warranty Period. This warranty does not cover damage caused by water intrusion, alteration, abnormal usage¹, or improper maintenance, and excludes claims for loss or theft. For warranty claims, please contact customer service (1.800.521.1314). This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

¹Abnormal Usage: An intentional act or intentional omission of an act that reflects violative or reckless use or sabotage beyond reasonable means of risk mitigation or control through design of the user interface (e.g. deliberate disregard of information for safety, violation or conscious disregard for the contraindications, misuse, mishandling, “off-label” use).

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by TIDI could void the user’s authority to operate the equipment.



On Cue[®] PRO

Instruction Manual



TIDI Products, LLC • 570 Enterprise Drive, Neenah, WI 54956 USA
Phone: 1.800.521.1314 • Fax: 1.800.767.3933
www.tidiproducts.com

Learn more and access the Instructions For Use video
by scanning the QR code.

The complete Posey Fall Monitor and sensor manuals
can be found at www.tidiproducts.com

