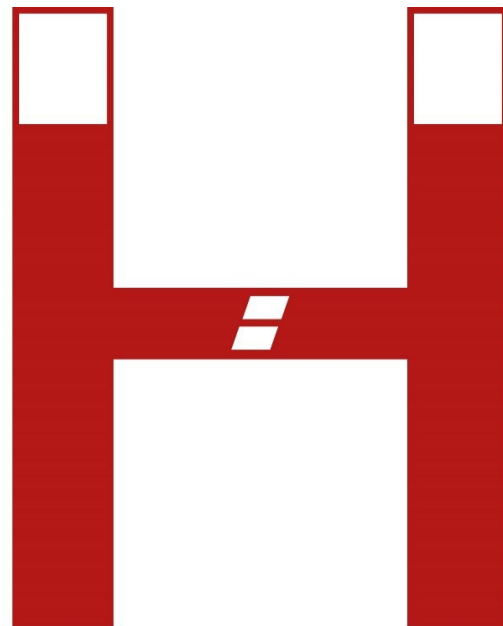


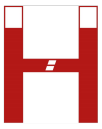
Operating instructions for HELIA® assistance systems



HELIA®

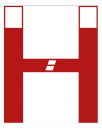


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Foreword

Dear customer,

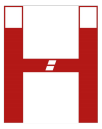
You have chosen a HELIA® assistance system, a quality product from ISIS IC GmbH. ISIS IC GmbH offers you products that combine maximum convenience with concentration on the essentials. Products that meet your requirements and are largely self-explanatory as well as easy to use. The products have also proven to be reliable, sustainable and low-maintenance.

This manual will describe the structure and operation of a HELIA® assistance system. Please read this manual before you start using the HELIA® assistance system and pay attention to the safety instructions.

Note on links in the digital version of the operating instructions: We have added important links in this manual, a simple click will lead you to the corresponding page. You can recognize these links by the blue font color, these links are also underlined.

Please note that these links are of course only available in the digital version of the Manual. Please also note that the illustrations in this manual in the printed version, depending on the printer, may not be recognizable in detail.

Thank you for your trust!



Scope of delivery

HELIA® base station (your individual HELIA® number can be found on the back of the device; on the side of the packaging box as well),

Number of sensors: depending on the variant, Dispenser (1), Life Sign (2), Emergency Call (1), Alarm (1),

Power adapter,

LAN cable,

HELIA® device pass (with your HELIA® number to be passed on to relatives),

Free app in the Google Play Store and in the App Store under "HELIA Push".

Safety instructions

When connecting the HELIA® base station, make sure that nobody can be injured by a short circuit. Make sure that all persons in the household are instructed in how to use the HELIA® base station safely.

This system can be used by children aged 16 years and over, or by persons with reduced physical, sensory or mental abilities or lack of experience and knowledge, if they are supervised or have been instructed in the safe use of the system and understand the resulting dangers. Children must not play with the device. The power supply must be interrupted before cleaning the HELIA® base station.

The HELIA® base station must be stored or operated in the interior in the temperature range between 15 ° C and 25 ° C. Intended use also includes maintenance. The HELIA® assistance system automatically receives software updates. The device must not be manipulated. E.g. if the memory card is removed, this will damage the HELIA® base station and void the certification and warranty.



Areas of application for the HELIA® assistance systems

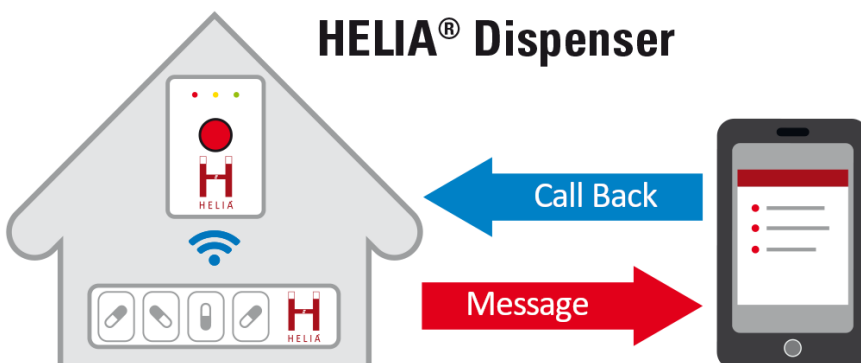
HELIA® Alarm

HELIA® Alarm offers the option of sending a message if undesired activities are detected via push message (alternatively via e-mail). This can also be linked to time periods. The HELIA® sensor is attached to objects that are not to be used or moved. These can include the patio door, the cellar door, the bike, the oven and/or the window. For each item, the associated sensor can be assigned a period of immediate reporting (see Settings). With the immediate report it can be ensured that there is no undesirable event in the household of a loved one. In case of doubt, a call back can be made or a security guard or the police can be called for help.



HELIA® Dispenser

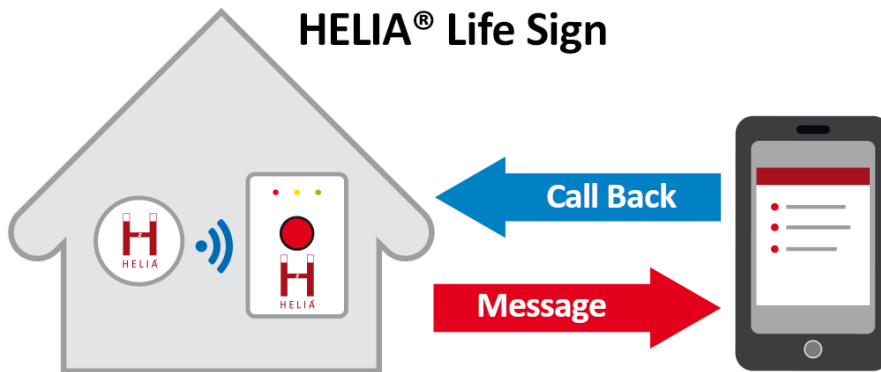
With the HELIA® Dispenser, patients and relatives can ensure that the prescribed medication is taken on time. If no medication is taken within a defined period of time (see Settings), a sensor first triggers the acoustic reminder function and - if the medication has still not been removed - a notification. Relatives or the nursing service receive this as a push message on the HELIA® app on their smartphone or optionally as an e-mail.





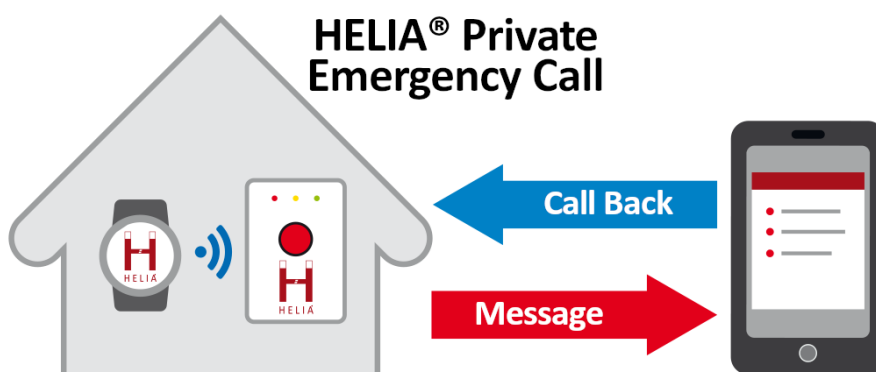
HELIA® Life Sign

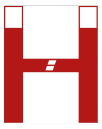
Whoever moves is usually fine! The HELIA® assistance system can be expanded to a passive emergency call system by using a motion sensor that is attached to the bathroom or refrigerator door, for example. If the sensor registers no movement within a defined time window, the stored contact person is notified. This can be a relative or the nursing service. You will receive a push message on your HELIA® app (alternatively an e-mail) about the missing life sign. The situation often turns out to be harmless with telephone inquiry and is due to a deviation in the everyday habits of the user.



HELIA® Private Emergency Call

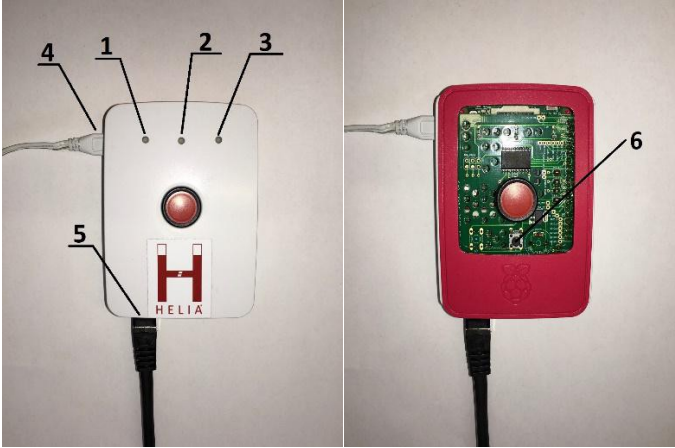
HELIA® Private Emergency Call offers the active emergency call. It is triggered by the user at the push of a button, for example using a wall button in the bathroom; the HELIA® pendant or the bracelet. Here too, the alarm is transmitted via a push message to the HELIA® app (alternatively via e-mail). Relatives have the opportunity to react immediately by calling - and the reassuring feeling that they are doing everything for the safety of their loved ones.





HELIA® Base Station

Hardware construction



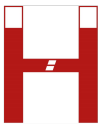
- 1 - Red status LED
- 2 - Yellow status LED
- 3 - Green status LED
- 4 - Power supply connector
- 5 - Network connection
- 6 - (Under the cover) Function button for teaching in new sensors and resetting

LED display

- Yellow flashes cyclically - HELIA® is starting
- Green flashes cyclically - HELIA® is connecting to the server
- Green lights up permanently - HELIA® is online and ready for operation
- Green lights continuously + yellow flashes in time - teach-in process for new sensors
- Yellow flashes once - HELIA® sensor package received
- Red lights up permanently - HELIA® could not establish a connection to the Internet

HELIA® Installation

We recommend that you first set up the HELIA® assistance system online under “My HELIA® - Configuration”. You can then connect the system to a power source at home and connect to the Internet. Note: To set up your HELIA® base station online, have your HELIA® number ready. Recommendation: Give the device pass to a relative, keep it in your wallet or in another safe place.



Changing settings online

"Configure my HELIA®"

Registering with your own HELIA® account

On our homepage www.helia.online, click on "My HELIA® - Configuration" in the menu bar.

If you already have a HELIA® account, you can log in with your access data.

If this is not the case, you can create a new account using the "Create your account" button. To do this, follow the instructions on the website.

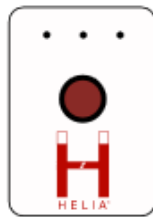
To create your new HELIA® account, you must finally confirm your e-mail address using a confirmation link sent to you by email.

Adding your new HELIA® base station

After logging in to the HELIA® configuration website, you will see an overview of your HELIA® devices.

You can add your new HELIA® base station using the "Add device" button.

To do this, enter the HELIA® number in the input field. You will find this number on the HELIA® packaging, on the back of your HELIA® base station and on the HELIA® device pass.



Please enter your HELIA® number. You can find it on the package of your HELIA® Base Station and also on the business card.

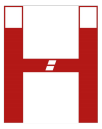
HELIA® Number

1-1111-1111-1111

Add device

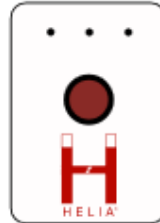
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Changing settings on a HELIA® base station

After you have added a HELIA® base station to your account, you can edit it. To do this, select the appropriate HELIA® base station from your overview list.



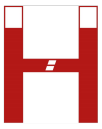
Save

Base information	E-mail Recipient list
<p>Configure Sensors</p>	<p>Add e-mail recipient</p>
<p>Location name</p> <input type="text" value="unnamed HELIA® Device"/>	
<p>The phone number at the location</p> <input type="text" value="The phone number at the locatic"/>	
<p>Time zone</p> <input type="text" value="Amsterdam, Berlin, Bern, Rome, Stockholm"/>	
<p> Send a test message to all recipients (App + e-mail).</p>	

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You can now change the following settings:



Location name: A name (assigned by you) for the selected HELIA® device. For example, the name or address of the person to be cared for, a room number in a nursing home or something similar.

Telephone number at the location: The telephone number of the person to be cared for, in order to receive feedback by telephone if necessary.

Time zone: The time zone in which the HELIA® device is operated.

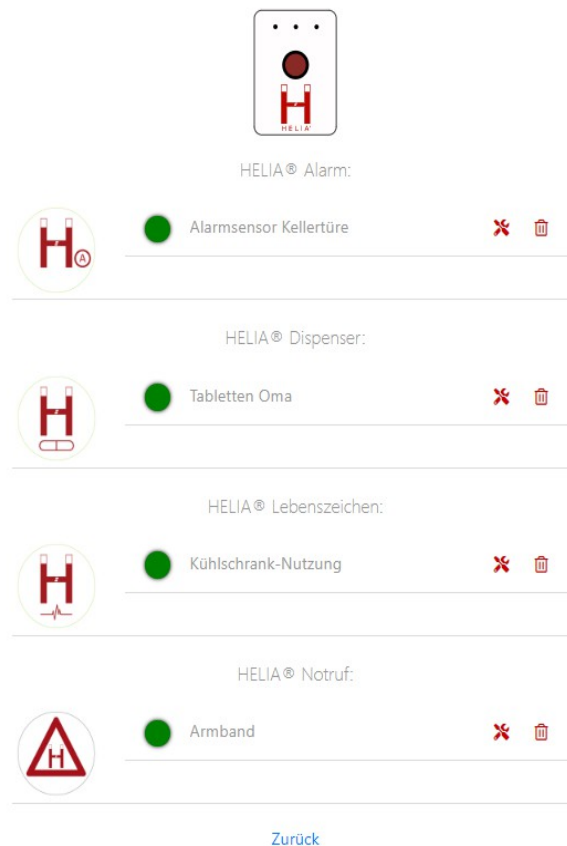
E-mail recipient list: Here you can add and remove other recipients of the e-mail notifications. All e-mail addresses listed here receive a message in the event of an alarm or warning.

Configure sensors: Here you can switch your HELIA® sensors on/off or change the rules of the sensors (see Configuring sensors).

Configuring sensors

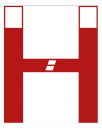
You can get an overview of your HELIA® sensors from the device-specific settings using the "Configure sensors" button.

Depending on the HELIA® product variant, you can change various settings here for each sensor. To do this, select the tool symbol next to the respective sensor.



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The following settings are available for the different products:



HELIA® Alarm

You can assign a unique name to the sensor in the "Sensor Designation" input field.

You can either operate the sensor continuously or set a time window.

If "Continuous Operation" is activated, the sensor reacts to every movement, regardless of the current time.

If "Continuous Operation" is switched off, the sensor only reacts in the selected period.

With the "Active" switch it is possible to switch the functionality of the entire sensor on or off.

HELIA® Dispenser

You can assign a unique name to the sensor in the "Sensor Designation" input field.

You can set the time periods for the individual rules (morning, noon, evening and night).

At the end of a rule, the sensor sends a message if there has been no movement in the set period.

You can use the "Active" switch to switch the individual control periods on or off.

HELIA® Life Sign

You can assign a unique name to the sensor in the "Sensor designation" input field.

You can define a unique name for the individual rules (by default: morning, noon, evening and night).

It is also possible to freely define the regular periods.

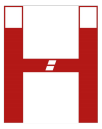
At the end of a rule, the sensor sends a message if there has been no movement in the set period.

You can use the "Active" switch to switch the individual control periods on or off.

HELIA® Emergency Call

You can assign a unique name to the sensor in the "Sensor designation" input field.

The sensor sends a message at the push of a button.



Checking delivery to receiver

After you have changed all the desired settings, you can send a test message.

To do this, press the "Send a test message to all recipients" button. You can find this on the settings page of the HELIA® base station at the bottom of the page.

All email and push message recipients receive a message.

Adding new HELIA® sensors

The supplied sensors have already been taught in when they are delivered. You only need to teach in new, additionally acquired sensors, as described below:

Briefly press the function button (under the device cover). You should hear a beep.

The learning process is now active for a few seconds. Now confirm the sensor once by pressing on it in the middle of the housing.

The HELIA® base station now plays a sound as confirmation.

Switching on the HELIA® base station

Connect the HELIA® base station to a power source. To do this, please only use the supplied power adapter and a socket that is not used for other electronic devices.

The LED lights of the HELIA® base station now begin to display the status (see LED display).

Please note that the start-up can take up to 2 minutes.

Connecting the HELIA® base station to the internet

Connect the HELIA® base station to the router of your home network using the LAN cable provided.

As soon as the HELIA® base station is powered and switched on, it will connect to the Internet.

If the green LED lights up permanently, an internet connection is established. If the red LED lights up permanently, the internet connection has failed.

Red LED is glowing: Please make sure that your router is online. Please also check whether the LAN cable is correctly connected to the HELIA® base station and your router.



HELIA Push App

With the HELIA Push App you can receive all messages from your HELIA® base station promptly. Install the free HELIA Push App from the store:



Resetting the HELIA® base station

If you want to reset your HELIA® base station to the factory settings, you can do this using the function button under the cover of the device.

Press and hold the button until you hear three beeps. Then release the button.

The local WLAN settings are deleted and the device restarts.

This process can take up to two minutes.

If you want to reset the complete configuration of your device, you can remove the device via the configuration website.

To do this, log in with your HELIA® account and select the trash can symbol next to the HELIA® base station you want to remove in the device overview.

After confirming the deletion, all settings and control periods you have entered will be removed from the device setting.



Technical details

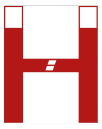
Technical data for the HELIA® base station

- Supply voltage: 230V plug power supply
- Housing: plastic (white / red)
- Dimensions: (L x W x H - 99 x 70 x 29 mm)
- Weight: 110g +

Attention: The device is only suitable for dry interiors!

Technical data for the different variants

Product	HELIA® Dispenser	HELIA® Life Sign	HELIA® Private Emergency Call	HELIA® Alarm
Dimensions (L x W x H)	1-day tablet case: 217 x 69 x 15 mm	Sensor: (round) 30 x 30 x 10 mm	Bracelet: 230 x 31 x 8 mm. (Width and height of the Bracelet: 11 x 3 mm) Pendant: 39 x 31 x 10 mm	Sensor: (round) 30 x 30 x 10 mm
Weight	26 g	4 g	Bracelet: 22 g Pendant: 6 g	4 g



Device Update

The HELIA® update function: The HELIA® system automatically starts updates.

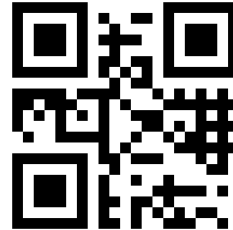
These updates can be recognized by an acoustic noise.

The process takes a maximum of 1 minute and is then complete.



Please contact the manufacturer to use other options.

(We reserve the right to make technical changes, errors and misprints.)



ISIS IC GmbH, Handelsweg 1, 46485 Wesel

Telephone: +49 281 / 3 38 39-0

E-Mail: vertrieb@isis-ic.com



Warranty Terms

Warranty Period

Our products are guaranteed for 2 years from the date of purchase.

Warranty exclusions and restrictions

The guarantee does not cover:

1. a) Normal wear and tear, b) improper use such as storage, overloading, falling, or c) errors and damage caused by rough handling that occurred as a result of incorrect operation of the HELIA® base station contrary to the intended or recommended purpose, such as Moisture or water damage that affects the proper functioning of the product and damage to the product housing. 2. Instructions for use or third party items. 3. Errors or alleged errors that were caused by the use of the product together with another product, accessories, software or services that were not manufactured or provided by ISIS IC GmbH. 4. Replaceable batteries.

The guarantee is not enforceable if:

1. The item has been used in a manner not intended for it. 2. The HELIA® base station was handled incorrectly. 3. The serial number has been removed, changed or made illegible in any way. It is entirely at ISIS IC GmbH's discretion to determine whether the guarantee is enforceable or not. 4. The HELIA® assistance systems were NOT sold by an authorized HELIA® sales partner.

ISIS IC GmbH does not guarantee the uninterrupted, faultless operation of the product or that the product works with hardware or software provided by a third party.

Warranty

The guarantee expires if the product has been changed.

For material or manufacturing defects, ISIS IC GmbH undertakes to replace or repair the defective product. If the defective item can no longer be replaced or repaired, or if a repair involves disproportionate effort, ISIS IC GmbH is entitled to deliver a similar and equivalent replacement. If the article cannot be replaced or repaired, ISIS IC GmbH will refund the price paid by the customer in the form of a credit note.

Warranty claims can only be asserted upon presentation of the invoice or the receipt issued by a sales partner or ISIS IC GmbH.

Further claims such as the replacement of the defective product or the reimbursement of the purchase price are expressly rejected by ISIS IC GmbH.

The proof of purchase also serves as proof of guarantee.

Disclaimer

The material presented in the operating instructions and on the website is for information purposes only. The described HELIA® base station can be changed as part of the manufacturer's continuous development program without prior notice. The HELIA® assistance systems, instructions for use and the associated websites are designed to bring more security to older and needy people.

ISIS IC GmbH is not liable for direct or accidental damage, consequential or special damage due to, as a result of or in relation to the use of HELIA® assistance systems and accompanying documentation. Information in the HELIA® operating instructions are only intended as general guidelines and may not apply to certain users.

Registered trademark

ISIS IC GmbH. All rights reserved. HELIA® is a registered and registered word mark of ISIS IC GmbH in Germany.

Proximity worldwide® is also a registered word mark of ISIS IC GmbH.

Other trademarks and names belong to their respective owners.

DISPOSAL INSTRUCTIONS:

This product must not be disposed of as unsorted household waste. You must return this product to your local recycling service.

If electrostatic interference occurs in the environment, the HELIA® base station may malfunction or an error may be displayed. In this case, the HELIA® base station must be reset or installed in a location without such interference.

Made in Germany

