About the Vitality Band

The Vitality Band is a wristband style emergency call device that comes with a durable silicone strap that may be replaced by residents wishing to use a personal or customized band. The call is received by the Vigil network and sent to the appropriate pagers, phones or Vigil Mobile app user.

> ⚠ The Vitality Band must be programmed into the Vigil software prior to handing out to a resident. Note that Vitality Bands are programmed using the **Vitality Band** call type in the software.

How to Raise a Vitality Band Call

Push the call area (textured area on the front of the pendant). A light will flash **BLUE** 10 times which indicates that the call has been raised.

How to Respond to a Vitality Band Call

Up to 3 messages will be sent to phones or pagers shown as: **Vitality Band, Room #, Resident Name and, Location.** On your pager/phone, the location shown in the **last** message will *typically* be the strongest signal. On your Active Calls screen the **first** location listed will *typically* be the strongest. If the locations indicated are close to the resident's room, go there first.

How to Cancel a Vitality Band Call

1. Make sure not to cover the left side of the Vitality Band with your finger so you will be able to see the green cancel light.
2. Press and release the call area twice *quickly* holding it down on the second click for 6 seconds. This should be as quick as when you double click a mouse. If you are too slow between clicks, the green cancel light will not come on.

Press >> Release >> Press >> Hold for 6 seconds

3. The light will flash GREEN to confirm the cancel. If the light continues to flash blue, let go and try again.

Press to raise call

Blue Light

Green Light

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How to Replace the Wrist Strap

The Vitality Band is supplied with a grey 12mm wrist band. You can replace this with another band of your choosing. To remove the band and replace follow these steps:

1. To remove the band, insert a paperclip in the hole on the white plastic where it attaches to the wrist strap. Press in to release the spring on the pin and gently pull the wrist strap and pin out. Keep the pin!

2. To replace the band, use the same pin that you removed from the band. Insert the pin in the wrist strap. Insert one end of the pin in the hole on the inside of the white plastic. Use a small flathead screwdriver to gently press in the spring on the pin while you slide the other end into the opposite hole.

Frequently Asked Questions

Are the Vitality Bands waterproof?

A. Yes, they are waterproof.

Where do I find the ID of the pendant?

A. The ID will be on the back of the Vitality band. The ID begins with the letter Z followed by 6 characters.

Why is the LED flashing red when I try to make a call?

A. If you see a red LED when you press the call area this means that the call did not go through. You may not be in an area that has coverage, or the network may have been busy. Ensure your area has Vigil coverage and try again.

How do I Replace the Battery?

A. As the Vitality bands are sealed to make them waterproof, you can not change the battery. The device will need to be replaced once the battery dies.