

# **ORICOM CUSTOMER SUPPORT**

Oricom have a trained and dedicated team of Customer Support Representatives, each with the knowledge and resources to assist in answering your questions quickly and efficiently.

## **Oricom Support - Australia**

For all product enquiries, troubleshooting or to discuss the range of Oricom products, feel free to contact Oricom or visit our website for answers to frequently asked questions.

**02 4574 8888**

Monday - Friday 8am – 6pm AEST

Email: [support@oricom.com.au](mailto:support@oricom.com.au)

[www.oricom.com.au](http://www.oricom.com.au)

## **Oricom Support - New Zealand**

**0800 674 266**

Monday - Friday 11am - 7pm NZST

Email: [support@oricom.co.nz](mailto:support@oricom.co.nz)





# Babysense<sup>7</sup>



## User Guide

Babysense7 is included as a medical device on the Australian Register of Therapeutic Goods (ARTG No. 97479)



Babysense7 is intended for use as an Infant Apnoea Alarm. ALWAYS READ THE LABEL AND USER GUIDE, USE ONLY AS DIRECTED. Please retain your purchase receipt and attach to the back page of this user guide. You will need to produce this if warranty service is required.

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### **Need Help?**

If you need assistance setting up or using your Oricom Babysense7 now or in the future, call Oricom Product Support.

Australia           (02) 4574 8888  
                          www.oricom.com.au  
                          Mon-Fri 8am – 6pm AEST

New Zealand       0800 67 42 66  
                          www.oricom.co.nz  
                          Mon-Fri 11am – 7pm NZST

## IMPORTANT USE AND SAFETY WARNING

It is essential that all users of your Babysense7 monitor read and understand this user guide thoroughly before installing or using the product. This user guide contains detailed information on installation and operation of the Babysense7 monitor which all users need to be aware of to ensure that the monitor operates properly. If you are unsure of how to install and operate the Babysense7 monitor, please contact Customer Support on (02) 4574 8888.

**Your Babysense7 monitor is designed to be an aid for use with healthy infants up to one year of age and should not be used as a substitute for responsible and proper adult supervision of your baby.**

The Babysense7 monitor has been designed to provide an alert in the form of an alarm if your baby's breathing movement rate slows below 10 breaths per minute or cannot be detected for more than 20 seconds. However, you must always stay within hearing range of the alarm control unit (as determined from your daily testing of the product) during use and keep background noise to a minimum. Each home or place of care will have a different hearing range. It is important to determine the correct hearing range in every location that you use Babysense7 for the product to adequately assist you.

Babysense7 is a high quality, high sensitivity medical device which must be handled with care. The following steps are recommended for the best operation of the Babysense7:

- You must undertake the performance test daily and every time you move the monitor, change bedding or relocate baby's cot or bassinet position (as set out in this user guide on page 10).
- Make sure the control unit and cables are kept out of reach of your baby and other young children.
- Never place the control unit inside your baby's cot or bassinet.

**WARNING: To avoid possible danger of strangulation from cords, keep the cords out of reach of children. Ensure that excess cords are secured with the included cable tie.**

- Do not place the cords in a high "wear and tear" location.
- Never use a frayed or damaged cord.
- Never cover the control unit with clothes, towels or blankets or any other item.
- Never use or place your control unit in or near water (e.g. near a bath).
- Do not handle roughly, drop or throw the monitor.
- Follow the installation instructions carefully to ensure that it is installed securely and correctly.
- Babysense7 is not a toy. Do not allow children of any age to play with it.
- Do not operate vaporizer or ventilator directly towards the bed.
- Babysense7 will not work with another living being present in the same cot or bassinet as your baby.
- Ensure adequately charged batteries are used at all times.
- Babysense7 sensor pads must be properly placed below the mattress of your baby's cot or bassinet. Do not place the sensor pads above the mattress.
- Please remove batteries if the device is not in use for more than 3 months.
- If you have any problems with this device, such as setting up, maintaining or using, please contact Oricom. Also please report any unexpected operation or events that occur.
- Do not use the equipment if you notice a change in the system's performance, if the system is damaged, or if any of its components are worn or frayed.
- Babysense7 should not be used close to or with other equipment. If use near other equipment is necessary, verification of normal operation in that configuration is necessary.
- All RF transmitting devices should be located at least 1m away from Babysense7 cabling and sensor pads, as these devices may interfere with the operation of Babysense7.

**IMPORTANT: It is strongly advised that every caregiver learn how to administer first aid.**

## General Information

During the first year of life infants may experience irregular breathing patterns. These signs may indicate a cold, fever, or other illness.

Babysense7 is an infant apnoea alarm which gives parents (or caretakers) some comfort, by improving the possibility of intervention in the event of irregular breathing movement rate or distress.

### **What is Babysense7?**

Babysense7 is a home breathing movement rate monitor designed to be an aid for use with healthy infants up to one year of age and is not to be relied on for use with infants requiring medical attention or supervision. Medically trained staff such as nurses or non-medically trained users such as parents or caregivers may use the Babysense7. The Babysense7 is intended for home use. If you have any concerns about your baby's health, always consult a medical practitioner.

Babysense7 continually detects your baby's breathing movement rate and will set off a sound and visual alarm if the breathing movement rate slows to below 10 breaths per minute or cannot be detected for more than 20 seconds. Check that the alarm can be heard in all locations throughout the home or place of care. The system's non-touch sensor pads under the mattress monitor your baby's breathing movement rate without impeding your baby.

### **Pack Contents**

- One control unit
- One control unit holder
- One hanging hook
- Two sensor pads
- Two reuseable plastic cable ties

Requires 4 AA size, 1.5 volt high quality Alkaline batteries (not supplied). DO NOT use rechargeable batteries.

If any items are missing from the pack, please call Oricom Customer Support.

### Technical Specifications

- Powered by 4 size AA, 1.5 volt high quality Alkaline batteries (not supplied). Power consumption approx. 1mA. DO NOT use rechargeable batteries.
- Battery life approx. 6 months using high quality alkaline batteries.
- Alarm volume typically 85dB SPL at distance of one metre from control unit.
- Size of sensor pad is 216mm in diameter.

### Principle Of Operation

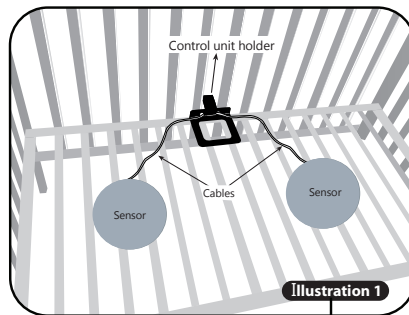
Babysense7 continually detects baby's breathing movement rate, and will set off a sound and visual alarm if breathing movement stops for 20 seconds or if the breathing movement rate slows to below 10 breaths per minute. The system's non-touch sensor pads under the mattress monitor baby's breathing movement without restraining baby.

## Installation

1. Remove battery cover by inserting a flat screw driver into the opening recess and insert, in accordance with the markings, 4 new and identical size AA 1.5 volt high quality Alkaline batteries, close cover.

Note: Please dispose of used batteries in accordance with local waste regulations.

2. Place control unit holder on the base of the cot and in between two bars as shown in illustration 1.

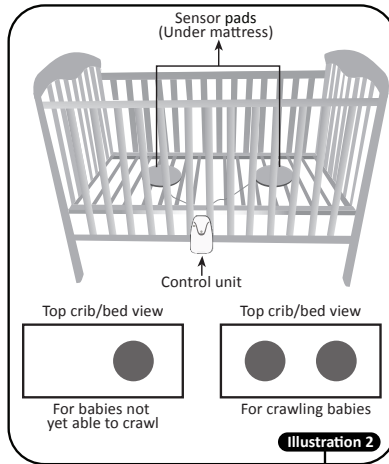


### 3. Sensor pad installation:

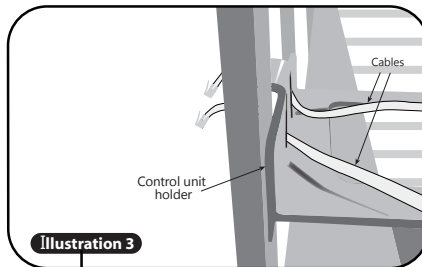
- When using for infant not yet able to crawl, place one sensor pad as shown in illustration 2. Make sure the sensor is placed underneath baby's location in crib.
- When baby begins to crawl, and is able to move onto areas not "covered" by a single sensor pad, attach the second sensor and place the two sensors as shown in illustration 2.



**PLEASE NOTE:** The sensors shall be placed with the marking “THIS SIDE UP” facing upwards.



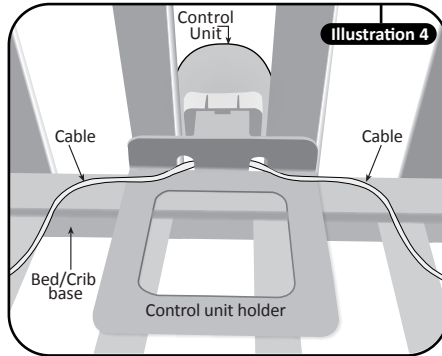
4. Pass the cord(s) of the sensor pad(s) through special openings in the holder as shown in illustration 3.



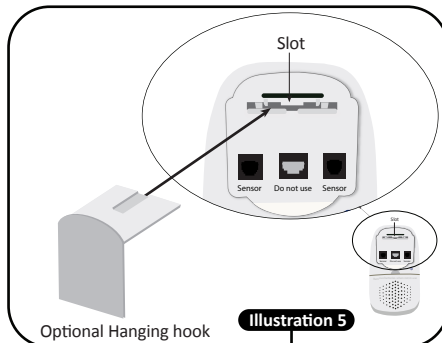
**PLEASE NOTE:** DO NOT ATTACH THE CONTROL UNIT TO THE TOP RAIL OF THE COT. DO NOT EXTEND CABLES IN ANYWAY.

5. Attach end(s) of the cord(s) to the outlets marked "SENSOR" on the back of control unit (as shown in illustration 4 and 5). When using one sensor pad, attach to any "SENSOR" outlet.

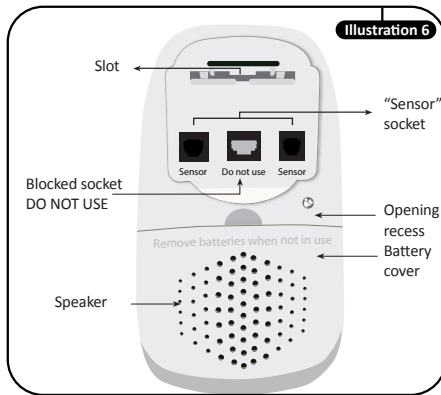
**PLEASE NOTE:** Do not attach any cable to the blocked socket, marked "DO NOT USE".



6. Should the design of the cot not allow proper installation with the control unit holder, please use the supplied hanging hook (as shown in illustration 5). Hang the control unit from the bottom edge of the cot or affix the hook with a screw (not supplied) to the bottom edge of the cot and hang the control unit from the bottom edge of the cot.



7. Press control unit holder or hanging hook firmly into slot in back of control unit as shown in illustration 5 and 6.



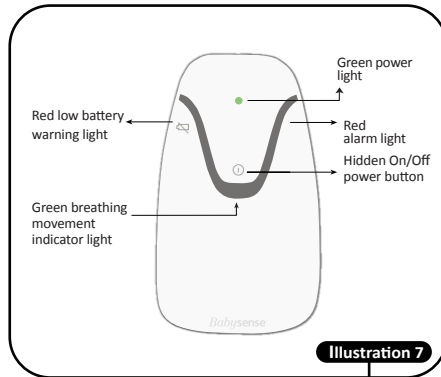
8. Place mattress firmly on top of sensor pads. When using with a slat based cot, ensure the sensor pads are stable & supported adequately. If the mattress cannot be in direct contact with the sensor pads, or if the cot base is soft or padded, place plywood (not supplied) on the cot base, place the sensor pads on the plywood and place the mattress firmly on top to enable full contact of the sensor pads with the mattress.

**IMPORTANT WARNING: To avoid possible danger of strangulation from cords, keep the cords out of reach of children. Ensure that excess cords are secured with the included cable tie.**

## Layout of control unit

See illustration 7 for layout of control unit featuring:

- On/Off button.
- Green movement indicator light.
- Green power light.
- Acoustic and visual red alarm light.
- Low battery red warning light.



**WARNING: Please note that the green power light is not an indicator for breathing movements of the baby. It only indicates that the Babysense monitor is ON.**

When breathing and movement are sensed, the green breathing movement indicator light flashes.

## Operation

Babysense7 is ready for operation and use once the installation is complete. To operate, follow the instructions below:

- Place your baby in crib/cot.
- Turn control unit on by pressing On/Off button.
- Red control lights switch on briefly.
- Make sure green On/Off indicator lights up, indicating the unit is ON.

- The green movement indicator light shows that the control unit is turned on and monitoring baby (it does not represent babies breathing rate).
- Acoustic and visual red alarm light are activated if baby's breathing movement rate stops or slows significantly (below 10 breaths per minute).
- If red low-battery warning light flashes, replace all batteries as soon as possible. DO NOT use rechargeable batteries.
- Turn off by pressing the On/Off button before taking your baby out of cot.
- Make sure the mattress is in contact with the sensor pads.

NOTE: A polystyrene foam mattress could cause false alarms.

### Daily Testing Operation

**You must conduct this quick performance test daily.**

- **The performance test should be conducted while baby is not in cot and if there are any fans, air conditioning units, cot mobile, humidifier, ceiling projector or other devices in the babies room, please ensure you conduct the daily performance test with these devices turned on if applicable.**
- Turn device on and leave the room.
- Ensure that alarm goes off within 20 seconds (due to absence of breathing movements).
- In the case that the alarm does not sound within 20 seconds refer to troubleshooting on page 14.
- The alarm may sound with or without preliminary ticking.
- Check that alarm can be heard in all locations throughout the home or place of care.
- This performance test must be conducted daily and every time you move the monitor, change bedding or relocate basenet/cot position.

**IMPORTANT: You should not rely on Babysense7 in any location throughout the home or place of care where the alarm cannot be heard.**

Babysense7 is an exceedingly sensitive device which monitors baby's breathing movements through the mattress during sleep. There are two main causes of malfunction.

## Technical malfunction

In order to minimize technical problems, follow installation and operation instructions carefully.

## Potential environmental disturbances

Due to the extreme sensitivity of Babysense7, it can be influenced by fans, wind, air conditioning, humidifier, cot mobile, ceiling projector etc. Such environmental effects could be picked up by the sensors on a similar level to that of breathing movements, thus preventing or delaying alarm activation.

To ensure your Babysense7 is operating correctly, you must undertake the required daily performance test (as set out in this user guide on page 10).

## Locating and dealing with environmental disturbances

During testing outlined on page 10, if the alarm does not sound after 20 seconds, eliminate all environmental disturbances by actions such as changing ventilation (the direction of the airflow of a fan or air conditioning vent), removing cot mobile, closing windows, and repositioning the cot etc.

Babysense7 **cannot** be used for two infants in one cot. Never allow animals in the cot. Do not operate vaporizer or ventilator directly towards the cot.

## In the event of alarm

In the event of alarm commence first aid, and seek the assistance of emergency services and/or medical advice.

**IMPORTANT: It is strongly advised that every caregiver to your baby learn how to administer first aid.**

## False alarms

Isolated cases of false alarms are possible. If this occurs, check if this is caused by:

- a faulty connection between the sensor pad(s) and the control unit;
- connection of only one sensor pad when your baby can move off the immediate area;
- connection of two sensor pads far apart from each other when baby is not crawling yet; or
- failure of the sensor pads to be directly against the mattress.

- The compositions of some mattresses may not conduct vibrations associated with babies breathing movement and may not be suitable with Babysense7.

**Do not use Babysense7 with a memory foam mattress.**

- In case of false alarms, kindly refer to troubleshooting guide.

Please contact Oricom Customer Support team with any product related questions.

### Please note

**Babysense7 monitors and alerts with respect to breathing movement rates, but cannot prevent cessation of breathing. The responsibility for applying first aid rests on you.**

### Caring for your Babysense7

#### Warning

Babysense7 is a high quality, high sensitivity electronic device which must be handled with care:

- Do not handle roughly, drop or throw.
- Follow the installation instruction carefully to ensure that it is installed securely and correctly.
- Babysense7 is not a toy. Do not allow children of any age to play with it.

Babysense7 requires no special treatment beyond replacing batteries when the battery indicator light illuminates. The sensor pads and remote unit may be wiped with a damp cloth.

### PRODUCT STORAGE

Please remove batteries if the device is not in use for more than 3 months. When you are no longer using your Babysense7 always store the product safely to avoid damage.

Store product in a dry shaded place.

Do not place any objects on the sensor pads and avoid shocks.












**Ensure the batteries are removed from the control unit. Do not use rechargeable batteries.**

When you choose to reuse the product again, ensure you test the product carefully in accordance with the user instructions (page 10).

**Babysense7 is an exceedingly sensitive device and therefore the manufacturer recommends that the sensor pads be replaced after 2 years of use. Use only Babysense7 sensor pads.**

To order replacement sensor pads (2B0093), contact Oricom Support (02) 4574 8888, support@oricom.com.au

Made by Hisense Ltd. an ISO 9001 and ISO 13485 certified company.  
27 Shaked Street, Hevel Modi'im Industrial Park, 7319900 Israel  
www.hisense.co.il

No.	Symbol	Description	No.	Symbol	Description
1		Symbol for "SERIAL NUMBER". This symbol shall be accompanied by the manufacturer's serial number.	9		Keep away from rain.
2		DATE OF MANUFACTURE. This symbol shall be accompanied by a date to indicate the date of manufacture.	10		Temperature limitation.
3		Symbol for "MANUFACTURER". This symbol shall be accompanied by the name and the address of the manufacturer.	11		Humidity limitation.
4		Please dispose of the device in accordance with the legal obligation in your area.	12		Atmospheric pressure limitation.
5	IP21	Protected against vertically falling water drops.			
6		TYPE BF APPLIED PART.			
7		Refer to User Guide.			
8		Authorised representative in the European Community.			



# Troubleshooting Guide

Symptom	Possible Cause	Solution
Lights on Control Unit don't illuminate when turned ON	<ul style="list-style-type: none"> <li>Batteries are not inserted correctly or may be flat.</li> </ul>	<ul style="list-style-type: none"> <li>Check batteries are inserted in the Control Unit observing the correct polarity.</li> <li>Control Unit requires 4 X AA 1.5V Alkaline batteries (not supplied). DO NOT use rechargeable batteries.</li> </ul>
Low battery voltage warning (red light) on the Control Unit	<ul style="list-style-type: none"> <li>Batteries low.</li> </ul>	<ul style="list-style-type: none"> <li>Replace all 4 batteries. DO NOT use rechargeable batteries.</li> </ul>
False alarm up to 1/2 minute from activating	<ul style="list-style-type: none"> <li>Sensor pad is out of order.</li> <li>Cable is connected to monitor's blocked socket.</li> </ul>	<ul style="list-style-type: none"> <li>Connect one sensor pad and lay the baby in the cot for 1 minute. If the alarm does not activate, the sensor pad is in order. If the alarm activates, disconnect and place the sensor pad aside.</li> <li>Connect the other sensor pad and repeat steps above.</li> <li>Do not connect any cables to the blocked socket (only to "SENSOR" socket).</li> </ul>
False alarm after 1/2 minute from activating	<ul style="list-style-type: none"> <li>The mattress is not touching the sensor pads.</li> <li>The mattress is raised (there is an object near the sensor pads).</li> <li>Incorrect sensor configuration</li> <li>The compositions of some cot mattresses may not conduct vibrations associated with babies breathing movement and may not be suitable with Babysense7.</li> </ul> <p><b>Do not use Babysense7 with a memory foam mattress.</b></p>	<ul style="list-style-type: none"> <li>Make sure the mattress is in contact with the sensor pads.</li> <li>Make sure that there are no objects next to the sensor pads.</li> <li>Connect according to instructions.</li> <li>It is important to use only one sensor pad when the baby is young and is not crawling yet.</li> <li>It is important to make sure that two sensor pads are used when the baby is moving around.</li> <li>Make sure the sensors are placed underneath baby's location in cot.</li> <li>Place extra plywood under the sensor pad so that the sensor pad and the mattress will be tightly pressed together.</li> </ul>
Delayed alarms while taking the baby out of the cot	<ul style="list-style-type: none"> <li>Performance test is not correct.</li> </ul>	<ul style="list-style-type: none"> <li>Do not conduct a performance test by picking up the baby out of cot and waiting for the alarm to sound. Kindly conduct performance test according to guidance on page 10.</li> </ul>

Symptom	Possible Cause	Solution
<p>The alarm does not go off within 20 seconds when performing the correct performance test</p>	<ul style="list-style-type: none"> <li>• Environmental influences detected by the sensor pads, such as wind, fan, air conditioner, mobile, vibrations.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform a test which will detect the source of the movement that the device detects. For example, sources of wind such as: air conditioner, an open window or a fan; movements of a baby mobile (which can vibrate even if it's not turned on) walking around the cot area or an intercom placed near the cot with intense transmission levels. Solutions: Eliminate sources of wind, remove the mobile etc. After neutralizing all environmental influences, perform the test again. If even after neutralizing all of the environmental influences, the alarm does not go off within 20 seconds, perform the following:             <ol style="list-style-type: none"> <li>1. Test the control unit:                 <ul style="list-style-type: none"> <li>- Disconnect all cables from the control unit.</li> <li>- Turn control unit on (with no cables attached).</li> <li>- Alarm activation within 20 seconds indicates that the unit is OK – proceed to the next steps.</li> <li>- If the alarm does not sound within 20 seconds, stop using the device and contact Oricom directly.</li> </ul> </li> <li>2. Test each sensor pad separately:                 <ul style="list-style-type: none"> <li>- Connect one sensor pad to either “SENSOR” socket on control unit.</li> <li>- Turn control unit on and take two steps back from the bed.</li> <li>- Alarm activation within 20 seconds indicates that the sensor is OK – perform the above procedures with the second sensor pad.</li> <li>- If the alarm does not sound within 20 seconds, place the sensor pad aside.</li> </ul> </li> </ol> <p>Note: If one of the sensor pads is NOT OK, continue using the product with only the one correctly functioning sensor. If one or both sensors are NOT OK, contact Oricom Support for further guidance.</p> <ol style="list-style-type: none"> <li>3. Test two sensor pads together:                 <ul style="list-style-type: none"> <li>- If both sensors were OK in Step 2, connect both sensors to “SENSOR” sockets on the control unit.</li> <li>- Turn control unit on and take two steps back from the bed.</li> <li>- Alarm activation within 20 seconds indicates that the sensors are OK</li> <li>- continue using the product.</li> <li>- If the alarm does not sound within 20 seconds, connect one sensor only and continue using the product. Contact Oricom Support for further guidance.</li> </ul> </li> </ol> </li> </ul>

For all product related questions and warranty support, please call Oricom Customer Support team on (02) 4574 8888.

## **Important**

Please retain your purchase receipt and attach to the back page of this user guide as you will need to produce this if warranty service is required.

## **Express Warranty (Australia)**

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as “Oricom”.

Oricom warrants that the product is free from defects in materials or workmanship during the Express Warranty Period. This Express Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.

The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In the event of a minor failure, Oricom reserves the right to choose to repair or replace the product.

The Express Warranty Period will be a period of 2 years beginning on the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.

You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document if your product is found to be faulty within the Express Warranty Period. This Express Warranty extends to the original purchaser only and is not transferable.

Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Express Warranty

Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.

Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

1. Failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

## **How to make a claim under your Express Warranty in Australia**

Oricom has a simple warranty process for you to follow:

- Please call or email our Customer Support Team, 02 4574 8888 or [support@oricom.com.au](mailto:support@oricom.com.au).
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following:

- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty product, including all accessories.

Send the approved returns to:

Oricom International Pty Ltd  
Locked Bag 658  
South Windsor NSW 2756 Australia

Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.

## **Important Information**

### **Repair Notice**

Please be aware that the repair of your products may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your product before sending for repair. Please also be aware that products presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired.