

Medical **Alert**

Home Cellular System

USER GUIDE





WELCOME!

Enclosed you will find your Monitoring Service Agreement filled out with the information provided at the time of your order.

Please review the agreement carefully to ensure its accuracy and note any updates if necessary.

Sign and date the Monitoring Service Agreement where indicated and return it in the postage paid envelope. Keep the second copy for your records.

Please fill out the enclosed EMT Information Card and place it on your refrigerator for a quick reference in case of an emergency.

Thank you!

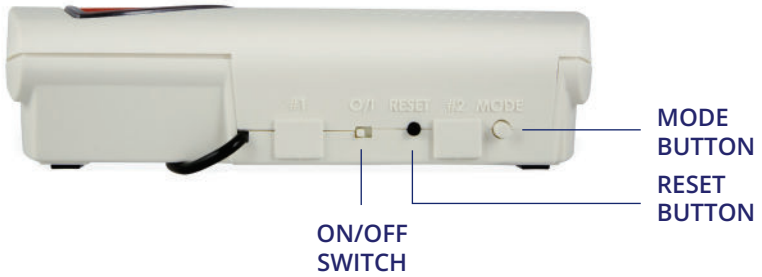
MedicalAlert

What's Included



FRONT

BACK



PERSONAL HELP BUTTONS



NECK
BUTTON

OR



WRIST
BUTTON

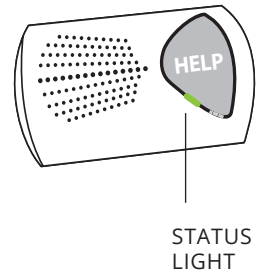
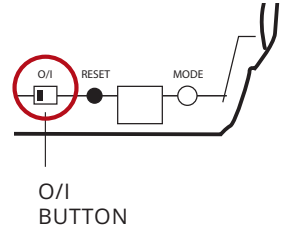


OPTIONAL
FALL DETECTION
PENDANT

Setting Up Your System

Set up your communicator in a centrally located place in your home. This allows the two-way communication between you and the operator to work most effectively.

- 1 Plug the **power cube** into an electrical outlet that is not controlled by a light switch.
- 2 Slide the O/I switch to the "I" position and the device will announce, *"System Ready."* This may take a few moments.
- 3 When the system is ready, the status light on the unit will turn green.



TEST YOUR SYSTEM

- 1 Press your neck or wrist button. The unit will announce, *"Calling for help"* several times.
- 2 Allow the test call to proceed to the Emergency Response Center.
- 3 Wait to speak to the Operator and let them know you are testing your unit. The Operator will verify your system is working properly.

TEST YOUR SYSTEM MONTHLY!



Using Your System

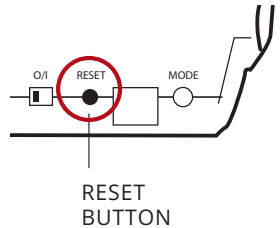
PLACING AN EMERGENCY CALL

- 1 In the event of an emergency, press your wearable help button or the HELP button on your communicator.
- 2 The operator will speak to you through the communicator's speaker and ask if you need help. If you cannot communicate with the emergency response center, help will be dispatched to the address on file.

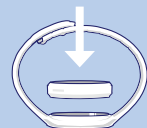


CANCELING AN EMERGENCY CALL

- 1 Press the black Reset button on the back of your communicator.
- 2 If you are unable to cancel the call in time, allow the call to go through and tell the emergency response operator that you activated your device in error.
- 3 Your transmitter buttons work by triggering your communicator to call the Emergency Response Center. You must be near your communicator for the system to communicate. **There is NO speaker in the transmitter buttons.**



To insert the button into the holder, place the holder face down on a solid surface. With the button facing down, insert the button into the back of the holder. Use sufficient force to lock your button in place. To remove the button, press on the front edge of the holder to push the button out.



**WEARABLE
BUTTONS**

Fall Detection

FALL DETECTION – HOW IT WORKS

Fall Detection only takes a few seconds to interpret the movement and determine if an actual fall has occurred. **If a fall is determined, the device will send a signal which will initiate a call to the emergency response center.**

- **We recommend that you wear your Fall Pendant around your neck** so that it rests at chest level to avoid unnecessary swinging.
- **Make sure the button is facing forward**, making it easier for you to press in the event of an emergency.
- **Wear outside your clothing** as wearing it inside can reduce the percentage of falls being detected.
- **To cancel a call** made due to a Fall Detection event, let the call go through and tell the emergency response operator that you are okay.



CORRECT

High on the chest on top of the sternum.



INCORRECT

Below the mid-section or over the stomach.

FALL DETECTION DOES NOT DETECT 100% OF FALLS.

ALWAYS press your HELP button if you are able, as some falls may not be detectable.



If you are interested in purchasing the Fall Detection service or wish to learn more, please call us.

Fall Detection

OPTIONAL FALL DETECTION PENDANT

Your button is shipped in sleep mode.

To activate, stay close to your base unit and:

- 1** Press and hold the button until the lights on the button flash.
- 2** Test the fall button by pressing the button and initiating a call to the emergency response center.
- 3** Allow the call to go through and tell the operator that you were testing your button.

In certain situations, the fall detection feature may not detect a fall. Some movements including, but not limited to:

- A gradual slide from a seated position
- Lowering oneself slowly to the ground (to brace the impact of a fall)
- A fall from a height of less than 20 inches

Certain conditions may affect the ability of the fall detection feature to detect a fall, including, but not limited to:

- Use of the System at an altitude above 6,600 feet
- Use of the System by a Subscriber less than 4 feet 6 inches tall
- Use of the System by a Subscriber weighing less than 88 pounds

However, the ability to send a help call by pressing the help button is not affected by such conditions.



BUTTON LIGHT OFF:
In standby mode



BUTTON LIGHT ON:
Transmitting a signal to the system



BUTTON LIGHT BLINKING FAST WHEN PRESSED:
Button needs to be replaced.

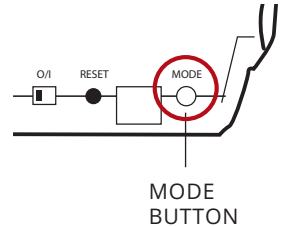
Using Your System

TEST THE RANGE OF YOUR WRIST OR NECK BUTTON

To make sure your system works throughout your home, conduct the following range test. Have one person stay near the base unit while you walk around to different areas of your home to test the neck or wrist button.

How to Conduct Your Test

- 1 The white Mode button is located on the back of your unit. Press and release it one time. The unit will announce *"Range Test Mode."*
- 2 Immediately press and hold your wrist or neck button. A steady tone will sound from the unit speaker as long as it detects that the button is being pressed and announce a confirmation of your test.
- 3 Walk around the home while continuing to press and hold the wrist or neck button and check for the steady tone from the unit speaker. Check all areas of the home to make sure the signal is received. **Take note of any "dead zones" in which the tone stops.**
- 4 To finish the Range Test, press the black **Reset** button on the back of the unit. The unit will announce, *"System Ready"* as well as the cellular strength of your device.



Note: If needed, relocate your unit to eliminate any "dead zones" and conduct another Range Test.

LED Overview



Light Status	What It Means	What to Do
Green Solid	Unit is ready	No action required
Green Blinking	AC power is not working, running on battery power	Check power source to make sure the unit is not plugged into an outlet that is controlled by a light switch that is in the "off" position.
Red Solid	Alarm activated. Unit is calling emergency response center	Wait for an operator
Red Blinking	Unit is detecting weak cellular signal strength	Relocate unit and press Reset . Repeat until light turns solid Green .

Tips and Reminders

- Your system requires adequate power and cellular signal to make an emergency call.
- Your buttons are water-resistant and can be worn in the shower.
- Lanyards are designed to break away under certain conditions. However, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.
- During a power outage, the backup battery will last up to 30 hours on a fully charged device.
- Your account number is located on your medical alarm device.
- Radio frequency interference and metal objects can prevent the signal from reaching the antenna inside your device. Relocate your device or move the object that is preventing the signal from being received.
- Your device uses the cellular network to communicate. The device's location, network provider service availability, and other issues may disrupt communications.

WARNING

In accordance with FCC regulations and ISED/IC Canada registration, our products are tested, as are other cellular and wireless communications products licensed in the North America.

Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this device. Consult with your healthcare professional.



PLEASE NOTIFY US

if there are any changes to your address,
phone number or emergency contacts.





Questions?

Call us toll free

1-800-906-0872