

MedicalAlert

ON THE GO
USER GUIDE



How Health and Home Connect.



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

LANYARD

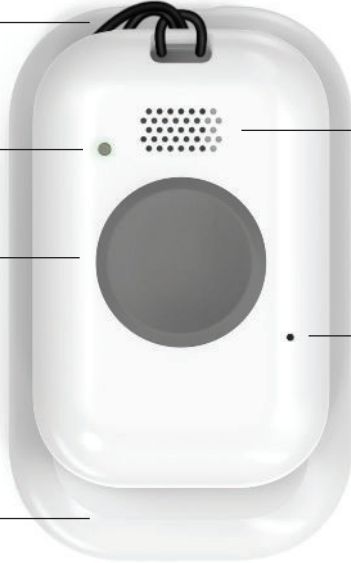
LED

HELP
BUTTON

CHARGING
CRADLE

CHARGING
CABLE

PLUG



SPEAKER

MICROPHONE



SETTING UP YOUR DEVICE

- 1 Remove the red band.
- 2 Attach the charging cable to the plug and insert into an electrical outlet that is not controlled by a light switch.
- 3 Place your On the Go device in the indicated direction on the charging cradle. Make sure the device announces, *"Your device is now charging."*
- 4 Your device is now turned ON and will be ready to make a test call when there is adequate battery charge, and the device is connected to the cellular network. You will hear an announcement and the device will prompt you through the setup. The setup message will repeat until the button is pressed and setup is complete.
- 5 Keep your device on the charging cradle until the LED light is green, indicating that your device has completed charging.



USING YOUR DEVICE

PLACING AN EMERGENCY CALL

- 1 Firmly press and hold the HELP button until the device beeps and announces, *“Placing an emergency call now. To cancel the call please press and hold the HELP button for two seconds now.”*
- 2 Allow the call to go through and speak to the response center.

FOR HELP
PRESS AND
HOLD BUTTON
UNTIL BEEP



CANCELING AN EMERGENCY CALL

- 1 During the *“Placing an emergency call now...”* announcement, press and hold the HELP button for **two seconds** when prompted.
- 2 The device will announce, *“Your call has been canceled.”*

TO CANCEL
PRESS AND
HOLD BUTTON
2
SECONDS

THE DEVICE REQUIRES AN ADEQUATE BATTERY CHARGE AND A CELLULAR SIGNAL TO MAKE AN EMERGENCY CALL.

In the unlikely event the device announces *“Call failed”*, attempt to place the call again and/or move to an area with better cellular service.



USING YOUR DEVICE

TURNING OFF YOUR DEVICE

Quickly press and release the Help button **three times**. Your device will announce, *"Device is powering off. Please confirm by pressing and holding the HELP button now."*

Confirm by pressing and holding the Help button and the device will announce, *"Powering off now, goodbye."*



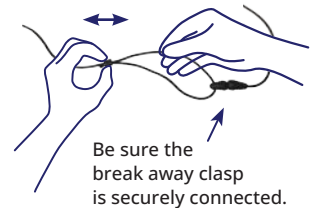
TURNING ON YOUR DEVICE

Firmly press and hold the HELP button for **one second**.



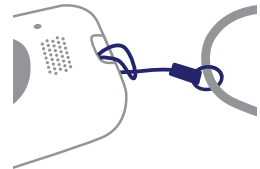
ADJUSTING THE LANYARD

To adjust the lanyard, hold one side of the loop and slide the barrel until the lanyard is at the proper length.



ATTACHING THE LANYARD

To attach the lanyard, loop the extender through the opening on the top of the device and loop through the lanyard.



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 device around your neck** so that it rests at chest level to avoid unnecessary swinging.
- **Make sure the HELP 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, after you hear the announcement, press the HELP button for two seconds when prompted. The device will announce, *“Your call has been canceled.”*



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.



LED OVERVIEW



LED	Announcement	What this means	What you should do
Solid Red	<i>"Your device is now charging."</i>	Device is connected to the charger.	Leave on charger until battery is charged and the LED is green.
Blinking Red	<i>"Your device battery is low. For your protection, please place your device on the charger now."</i>	Your battery is critically low.	Place device on charger as soon as possible.
Solid Green	<i>"Your device is now ready."</i>	Your device is fully charged.	Press the HELP button if you need assistance.
Blinking Green		Your device has adequate charge and is looking for cellular connection.	Wait. If this continues, move to another location with better cellular coverage.

TIPS AND REMINDERS

- Your device requires adequate battery charge and cellular signal to make an emergency call.
- Your device is water-resistant and can be worn in the shower, it should not be submerged in water.
- Lanyards are designed to breakaway under certain conditions. However, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.
- To conserve the battery, when wearing your device, the LED will remain OFF as long as there is adequate charge.
- Always turn your device off when traveling on a plane.
- Save your shipping box for future use.
- To clean the device, wipe with a damp cloth. Never insert sharp objects into any cavity. It will damage the device and could void the warranty.

**CHARGE YOUR DEVICE DAILY!
TEST MONTHLY!**



TIPS AND REMINDERS

- Your device uses GPS technology to identify your location. In good conditions, the product should provide a location that is accurate within 30 feet or less. However, the performance of GPS can be affected by a wide range of factors, including obstructions, metal objects in the vicinity, structures that block the signal from satellites, weather, and other factors.
- Your device uses the cellular network to communicate. The device's location, network provider service availability, and other issues may disrupt communications.
- This device contains magnets that have been certified not to interfere with pacemakers when the device is worn with the speaker facing forward. Check with your clinician prior to using this device should you have any concerns.

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

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