

Mobile Medical Alert

Complete Protection, In-Home Wireless and Mobile On-the-Go Systems



SRDR-00017 Rev. 3

Complete User Guide

Complete User Guide

This user guide includes information covering the 4 most popular systems:



Complete Protection System (DUO)



Mobile On-the-Go System (SOLO)



In-Home Wireless System (Classic)



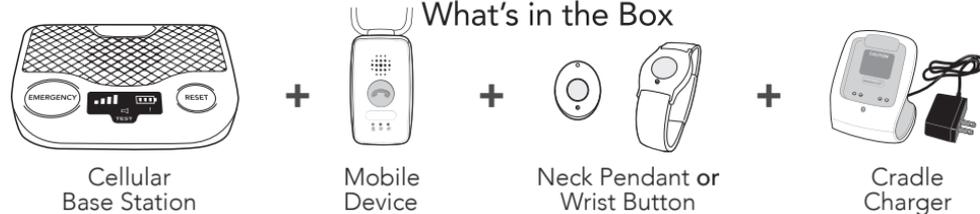
Mobile Double System (Mobile DUO)

Note: Remember to always carry the Mobile Device with you when going outside of your home.

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Complete Protection System

What's in the Box



Cellular Base Station

Mobile Device

Neck Pendant or Wrist Button

Cradle Charger

Optional Accessories



Wall Button



Fall Button



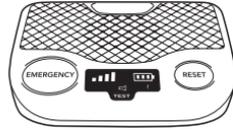
Mobile Case

The Fall Button™, Wall Button and Mobile Case are optional and at an additional cost. The Fall Button™ has a separate user guide.

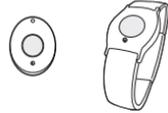
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In-Home Wireless System

What's in the Box



Cellular Base Station



Neck Pendant or Wrist Button

Optional Accessories



Wall Button



Fall Button

The Fall Button™ and Wall Button are optional and at an additional cost. The Fall Button™ has a separate user guide.

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Mobile On-the-Go System

What's in the Box



Mobile Device



Neck Pendant or Wrist Button



Cradle Charger

Optional Accessories



Wall Button



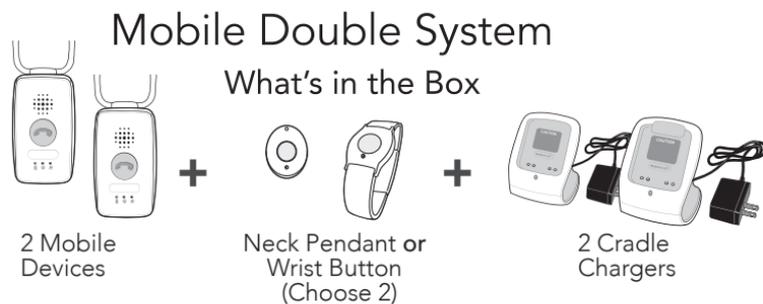
Fall Button



Mobile Case

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Optional Accessories



The Fall Button™, Wall Button and Mobile Case are optional and at an additional cost. The Fall Button™ has a separate user guide.

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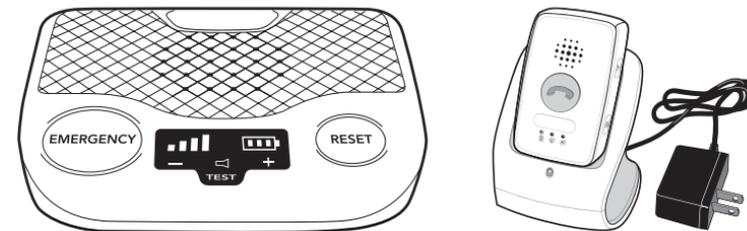


Figure 1

Setup Guide for the Medical Alert System

We thank you for choosing a Medical Alert System and welcome you to the family.
Congratulations on making a smart choice!

If you have any questions during the setup process, please call Technical Support.

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Cellular Base Station Features (Front)

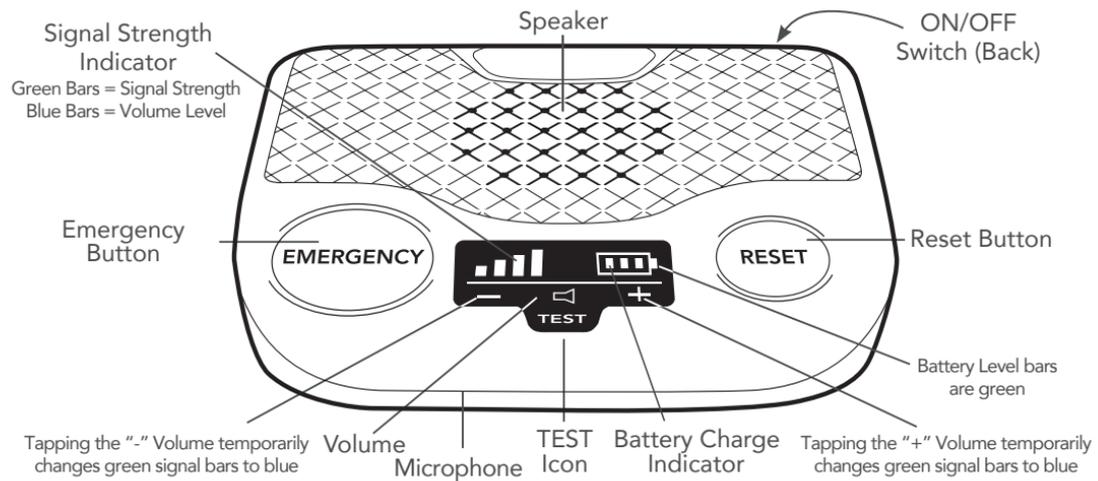


Figure 2

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Mobile Device System Features

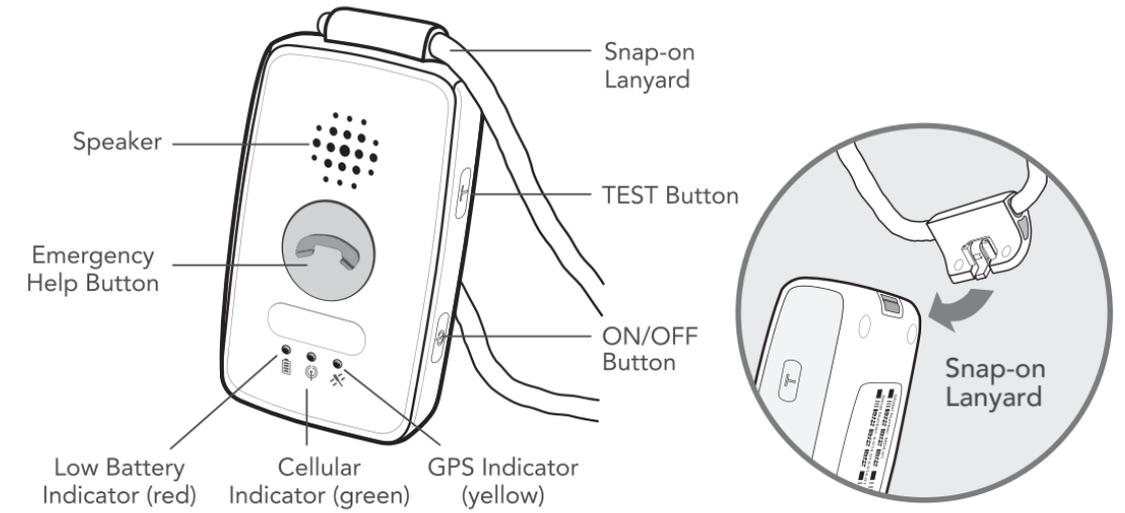
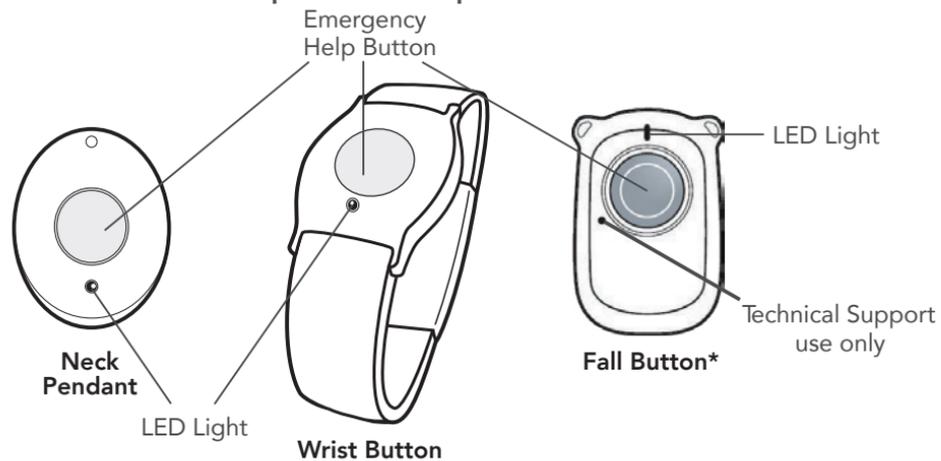


Figure 3

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Waterproof Help Buttons



*Fall Button does not detect 100% of falls. If able, users should always push their Help Button when they need assistance. Fall Button is not intended to replace a caregiver

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Please follow these simple steps to get your system set up and tested.

Connecting your Base Station

Step 1. Select a Location

- We recommend you place the Base Station near the center of your home, such as your living room, family room or kitchen area.
- Place it near an electrical outlet.
- Do not place any object in front of the Base Station.
- Do not place near any appliances that make noise.

Step 2. Plug in the Power Cord

(Please refer to figure 4)

Plug the power cord that is attached to the back of the Base Station into an electrical outlet.

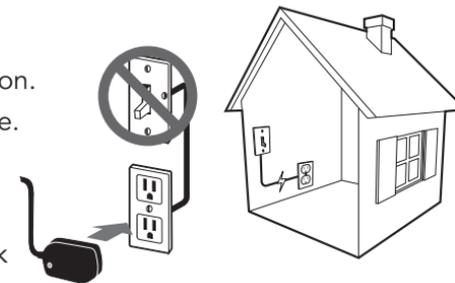


Figure 4

To avoid accidentally turning off the Base Station, **DO NOT** plug it into an electrical outlet that is controlled by a light switch.

Step 3. Charge your Mobile Device

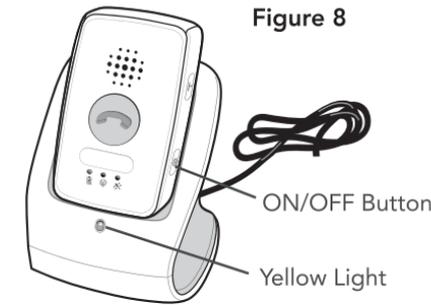
Charge your Mobile Device every night to ensure a fully charged battery during waking hours. Placing the Cradle Charger near the bed will make it easier to speak to an operator if you need to press the emergency button, or pendant, during the night.

- Place the Mobile Device in the cradle charger. (Please refer to figure 8)
- The yellow light on the front of the cradle charger will illuminate. If it does not, make sure you have placed the Mobile Device correctly in the charger.
 - ON, blinking periodically – indicates the charger is in a “fast charging” state, to charge the MD 4.0 device more quickly.
 - ON, no blink – once the device battery level is almost fully charged, the charger switches from the “fast charging” state to a slower charging state, which is indicated by the Amber LED being a solid light.
 - OFF – when the device sitting in the charger is considered to be fully charged, the cradle stops supplying current to the device and the Amber LED is turned OFF.
- The Mobile Device will turn on within 10 seconds and then it will take about 60 seconds for the Mobile Device to register with the network.
- The red battery light will illuminate, indicating that the device still needs charging. When the device is fully charged, the red light will turn off. It will take up to 3 hours for the device to be fully charged.

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To turn on your Mobile Device:

- **Option 1:** Press the ON/OFF button on the side of the Mobile Device and hold for approximately 5 seconds. (Please refer to Figure 8)
- **Option 2:** Simply place the Mobile Device in the cradle charger, assuming the cradle charger is plugged in.
- All the lights will turn on and the green light will start blinking. This indicates the Mobile Device was successfully turned on and you will hear “system ready.”



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To turn off your Mobile Device:

- Press the ON/OFF button and hold until the red battery light illuminates. It will take anywhere from 10 seconds up to 2 minutes for the Mobile Device to power down. All the lights will turn off. This indicates your Mobile Device was successfully turned off.

Testing your Complete Protection System

Please test your system on a weekly basis using the TEST button.

- Always have your Base Station and Mobile Device nearby when testing your system. It is possible that the alarm will go to a live operator.
- You can use the TEST button on your Base Station and Mobile Device to conduct a test without speaking to an Emergency Response Operator by following these steps:
- Touch and hold the TEST Icon until you hear “user auto-test.” This will take approximately 6 seconds.
- Press and hold the TEST Button on the Mobile Device (the button on the side with the letter “T”).
- You will hear an announcement over the Base Station and Mobile Device that will instruct you to press the Emergency Button on the Base Station or Pendant.
- Press the Neck Pendant or Wrist Button.
- The Base Station and Mobile Device will announce “test call sent to Emergency Response Center.”

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- If your test was successful, you will hear “thank you for testing your device” from the Base Station and Mobile Device.
- If your test was not successful, the Base Station will announce “user auto-test failed.” Please contact Technical Support.
- If by chance the operator speaks to you, please state clearly that “THIS IS A TEST.” If you do not explain to the operator that you are okay and that you are testing, EMS will be contacted.
- **The Base Station contains a battery backup. If you would like to test the battery backup capability, please unplug the power for the Cellular Base Station from the AC outlet. Then follow the testing steps above. Once you have finished testing, please remember to plug the power back into the AC outlet.**

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Testing your In-Home Wireless System

Please test your system on a weekly basis using the TEST button

You can use the TEST icon on your Cellular Base Station to conduct a test without speaking to an Emergency Response Operator by following these steps:

- Touch and hold the TEST Icon until you hear "user auto-test." This will take approximately 6 seconds.
 - You will hear an announcement over the Base Station that will instruct you to press the Emergency Button or Pendant.
 - Press the Neck Pendant or Wrist Button.
 - The Base Station will announce "test call sent to Emergency Response Center".
 - If your test was successful, you will hear "thank you for testing your device" from the Base Station speaker.
 - If your test was not successful, the Base Station will announce "user auto-test failed." Please contact Technical Support.
- **The Base Station contains a battery backup. If you would like to test the battery backup capability, please unplug the power for the Cellular Base Station from the AC outlet. Then follow the testing steps above. Once you have finished testing, please remember to plug the power back into the AC outlet.**

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Testing your Mobile On-the-GO or Complete Protection On-the-GO Systems

For Mobile Device Light Indicator information, please see page 35.

MOBILE DUO CUSTOMERS:

If you have a Mobile DUO system, it will include 2 Mobile Devices. Please use the TEST icon on both devices as detailed below.

- Press and hold the TEST Button on the Mobile Device (the button on the side with the letter "T"). (Please refer to figure 9)
 - You will hear an announcement over the Mobile Device that will instruct you to press the Emergency Button or Pendant.
 - Press the Neck Pendant, Wrist Button OR the Emergency Button on the Mobile Device.
 - The Mobile Device will announce "test call sent to Emergency Response Center."
 - If your test was successful, you will hear "thank you for testing your device" from the Mobile Device.
- If the help button on your Mobile Device is not working properly or if the light is blinking rapidly, please call Technical Support.

Please remember, it is important to test your system weekly.

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Figure 9

Base Station Voice Guidance

Your Base Station has voice announcements. Select announcements are listed below:

Event	Voice Prompt	Notes
The Cellular Base Station is powered on	"System ready"	Base Station ON/OFF switch has been turned on; be sure to connect to electric outlet or it will run on battery backup.
Both red Emergency and blue Reset Buttons are flashing	"Power not detected." or "Power detected." (when electricity is reconnected)	Check that the Base Station is correctly plugged into an electrical outlet.
The battery needs charging	"Low battery"	Check that the Base Station is correctly plugged into an electrical outlet or it will run on battery backup.
The Emergency call is initiated	"Call in progress"	Alarm is being sent to the Emergency Response Center.
Call connected	"Please stand by for operator"	Respond to the emergency operator's call over the device speaker.
Cellular Base Station receives a Fall Signal	"Fall detected.Press and hold button to cancel"	This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold the button on the Fall Button for 5 seconds to cancel the signal.
Fall Alarm is canceled	"Alarm canceled"	Alarm has been canceled.

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Mobile Device 4.0

Voice Guidance

The Mobile Device 4.0 provides voice announcements. Select announcements are listed below:

Event	Voice Prompt
The emergency call is initiated	"Call in Progress"
The battery is low	"Your battery is low. Please connect to a power source"



Note: There may be situations where the voice prompts don't complete the entire phrase because another event occurs. In this instance, the latter voice prompt event will cut in and the current voice prompt may be terminated prematurely.

Radio Frequency

All devices frequency transmission = 433 MHz

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Fall Detection with Mobile Device 4.0

Voice Guidance

If your system includes the Fall Button, your Mobile Device will have voice announcements. Select announcements are listed below:



Event	Voice Prompt	Notes
Mobile Device receives a fall signal	"Fall detected. Please press and hold button to cancel."	This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold the button on the Fall Button for 5 seconds to cancel the signal.
Fall alarm is canceled	"Alarm canceled."	Alarm has been cancelled
20-second window for cancellation has ended	"Fall detected. Contacting emergency response center"	The signal will then be sent to the Monitoring Center and an operator will call your Mobile Device and/or the Base Station to assess your situation and dispatch the appropriate help to you.

Radio Frequency

All devices frequency transmission = 433 MHz

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Important Safety Information For All Systems

- You must always carry the Mobile Device with you when going outside of your home.
- Keep electrical cords away from heat sources and sharp edges.
- Keep electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Test your system using the TEST button when possible, as instructed in this User Guide. Do not block the Base Station's microphone. This will affect your ability to communicate with the Emergency Response Center.
- During a power outage, the Base Station's battery backup will typically last 24 hours after it has been charged for 3 hours.
- The Wrist Button and/or Neck Pendant are designed to work at an approximate range of up to 600 feet from the Mobile Device or up to 1400 feet from the Base Station, depending on the size and construction of your home.
- The Mobile Device can be used in the shower. Do not submerge in water.

Service availability and access/coverage on the cellular network is not available everywhere and at all times. Current GPS location may not always be available in every situation.

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- The Mobile Device contains sensitive hardware, take care when handling and avoid dropping it.
- Do not expose the Mobile Device to dust, dirt, sand or food.
- The Mobile Device's battery is designed to last up to 2 days after it has been charged for 3 hours.
- The Mobile Device has a GPS receiver that works best when it has an unobstructed view to the sky.
- Wear your waterproof Help Button at all times.
- The Neck Pendant, Wrist Button and Fall Button are waterproof and can be taken with you in the shower. The Mobile Device is water resistant and can also be taken with you in the shower.
- Do not put the Neck Pendant or Wrist Button through the clothes washer or dryer. Do not attempt to dry your button out in the microwave or oven.
- If the LED on your Neck Pendant or Wrist Button flashes amber, the battery is low. Please contact MobileHelp Technical Support immediately to provide you with a replacement pendant.

WARNING

Strangulation and choking hazard. The Neck Pendant lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

AVERTISSEMENT

Risque de suffocation ou d'étranglement. La lanière pour bouton pendentif est conçue pour se détacher lorsqu'elle est tirée, cependant, l'utilisateur peut subir une blessure ou la mort si la lanière se mêle ou s'accroche à d'autres objets.

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Frequently Asked Questions

How do I call for help?

Press your Neck Pendant, Wrist Button, or red Emergency Button on your Base Station or Mobile Device.

Do I need my Mobile Device when I leave my home?

Yes. Always take your Mobile Device with you when leaving your home. Wear your Neck Pendant or Wrist Button at all times, both at home and away, so help is never out of reach.

What happens if I push the button but I can't speak or be heard?

If you are unable to speak or be heard due to a fall, we will assume it is an emergency and notify Emergency Response on your behalf. We will also notify the personal contacts listed on your profile.

If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, simply notify the Emergency Operator when they respond that "THIS IS A FALSE ALARM." The operator will disconnect and no further action will be taken.

How will an Emergency Response team get into my home?

Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to enter your home to help you and cannot be held responsible for any damages caused as a result of gaining entry.

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We recommend you purchase a “lock box” to safely store your house key. Your lock box code will be stored on your account and given to emergency personnel in order to gain entry to your home without causing damage. If you have your own lock box, please call Customer Service to ensure your code is noted on your account.

How far away from the Base Station will my Help Buttons work?

The Wrist Button and/or Neck Pendant are designed to work at an approximate range of up to 600 feet from the Mobile Device or up to 1400 feet from the Base Station, depending on the size and construction of your home.

What happens if I push my Help Button but cannot get to the Base Station?

If you push your Help Button, stay where you are. An Emergency Operator will attempt to communicate with you through your Base Station or Mobile Device. If you are not heard, we will assume it is an emergency and notify Emergency Response on your behalf.

Why is the Emergency Operator having trouble understanding me?

The microphones in the Base Station and Mobile Device are very sensitive, and will pick up surrounding noises from your television, radio, wind from ceiling fans, and the like. To increase the quality of the call, look for a quieter area to set up your Base Station or go to a quieter area with your Mobile Device.

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Why is my Help Button not activating my Base Station/Mobile Device?

Be sure to press the Help Button once firmly in the center to activate your Base Station and/or Mobile Device. A small red light below the Neck Pendant or Wrist Button will flash. If the Base Station and/or Mobile Device does not respond, check to ensure the Help Button is in range of the Base Station and/or Mobile Device. If you still have issues with your system, please call Technical Support.

Is the Mobile Device waterproof?

The Mobile Device is water resistant and can be taken with you in the shower. The Help Buttons (Neck Pendant and Wrist Button) are waterproof and can be submerged in water.

What if I move to a different home, or my personal information has changed?

Please contact Customer Service any time there are any changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move to determine whether the service will be available in your area.

What if I spend part of the year in another home?

We can transfer your service to your new location. Just give us a call one week before you go to determine whether the service will be available at your other home.

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I am going to travel. How should I prepare?

Your Mobile Device will work nationwide anywhere there is cellular network coverage. We recommend you call Customer Service at least 2 to 3 days prior to leaving, so we can update our systems with your new location address, emergency contacts, and lock box location. This ensures that if we have to alert emergency responders, they will have all relevant information to assist you without delays. Please remember to bring the following items: Neck Pendant and/or Wrist Button, Mobile Device and Cradle Charger.

How do I prepare my device for air travel?

Your Mobile Device will need to be turned OFF. Simply hold the ON/OFF button for approximately 2-3 seconds until the red battery light illuminates.

Standard lanyard: A grey breakaway lanyard will be provided to subscribers who have pacemakers. Lanyard is approximately 28" long.

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Can I replace the Neck Pendant cord?

Yes, the Neck Pendant will work with just about any chain or cord, so you are able to use any one of your personal chains or necklaces. However, the risk of choking may increase if you do not use the lanyard provided.

Can I replace the Wrist Button band?

Yes, you may replace the Wrist Button band with a standard watch band of your choice.

Can I speak into my Help Button?

No, you can communicate with the monitoring center through your Base Station and/or Mobile Device only. Your Help Buttons do not have a speaker or microphone.

Does the Wrist Button strap contain any latex?

No, the strap is silicone based with no latex content.

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FCC Statement

Product	Base	Neck Pendant	Wrist Button	Fall Detect Pendant	Wall Button
FCC ID	PXTCBS5-01	PXTIGP-01	PXTIGP-02	PXTPFD-01, PXT-RFDP-01	PXTWMP-01
FCC ID	PXTCBS5-02	PXTIGP-01	PXTIGP-02	PXTPFD-01, PXT-RFDP-01	PXTWMP-01
FCC ID	MD4-01	PXTIGP-01	PXTIGP-02	PXTPFD-01, PXT-RFDP-01	PXTWMP-01

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

15.105(b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference part in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

15.21

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the

PLEASE REFER TO THE CUSTOMER SERVICE NUMBER ON THE INSERT
THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.