



# User Manual

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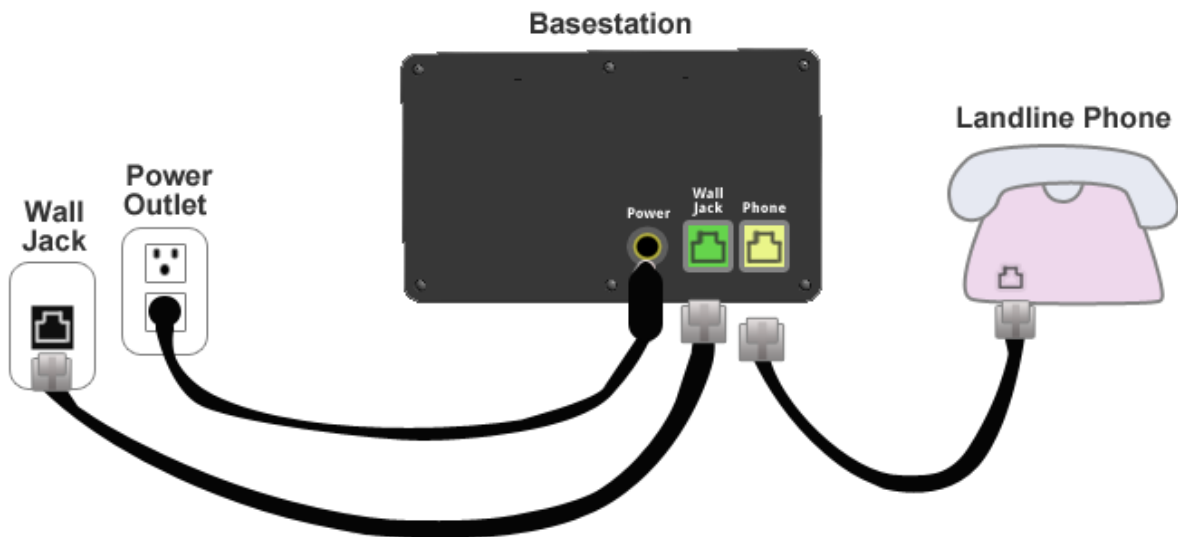
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# Service

## Getting Started

There are 5 easy steps to set up your QMedic Service:

**Step 1:** Select placement of QMedic Base Station. See “Placement of Base Station” section on page 6 for tips on placement.



*Figure 1: Use the above figure for Steps 2-4*

**Step 2:** Plug the base station power cord in to a standard power outlet (i.e. not one that is controlled by a switch, etc.).

**Step 3:** Connect the provided telephone cord to the wall jack and the port on the Base Station that says “Wall”. You will have to temporarily disconnect any phone connected to this wall jack. **The line must run directly from the wall jack to the Base Station.**

**Step 4:** If you would still like to have a phone connected to this wall jack, it now has to be connected to the Base Station. Connect the line from your phone to the Base Station port that says “Phone”.

**Step 5:** Place a test call to our emergency call center by pressing the wearable help button.

## **Receiving Help in an Emergency**

When you press the wearable help button while in range of the Base Station or the “Help” button on the Base Station, the following will take place:

1. You will hear the Base Station dial our call center
2. As you hear additional dialing on the line, our Base Station is transmitting information about you to our emergency call center.
3. Our call responder will answer the call and already have the information he or she needs to help you (e.g. name, address, special instructions, family members to call, etc.)
4. You will be able to communicate with our call responder through a speaker and microphone located on the Base Station (you cannot communicate through the Wearable Help Button).
5. Our trained call responder will assess your situation and get you the help you need. This help could include contacting emergency services or a family member depending on the situation and your contact preferences. In an emergency situation where no family is reachable, the responder will call emergency services.
6. At your request, we can remain on the line until someone arrives to help.

## **Support**

If you need to discuss issues related to billing, automated alerts, emergency contacts, equipment issues or cancellation or have general questions about the service, please call QMedic customer support at 1-877-241-2244. Do not call this number in an emergency. The QMedic Base Station and Wearable Help Button can only be serviced by QMedic.

# Base Station

## Placement of Base Station

**Location in the home:** The Base Station must be placed inside of the home in the same room as the power outlet that will be used. The best placement is in a central room where the user spends most of his or her time. Ideally the area around the Base Station is free from clutter to prevent signal blockage. Also, you should avoid positioning the Base Station in an area where there is competing noise (e.g. TV, radio, dishwasher, etc.) that might make it harder to communicate. To ensure maximum range for your Wearable Help Button, do not place the Base Station next to a refrigerator, microwave or metal cabinets.

**Best type of surface for placement:** Ideally, you can find a flat surface that is not tablecloth or padded (could reduce range of speaker/microphone).

**Range Limits:** In a typical setup, the QMedic Wearable Help Button is within range of the Base Station throughout an average suburban home. However, the range that you experience is highly dependent on the specific setup of your home.

## Maintenance

**Keep Phones On the Hook:** If any phone is off the hook and occupying the phone line, **your Base Station will not be able to complete an emergency call.**

**Cleaning instructions:** Follow these steps to clean your Base Station:

1. Temporarily unplug the power cord from the wall outlet and unplug the phone cord from phone jack.
2. Lightly wipe the Base Station with a soft cloth and a non-abrasive or detergent based cleaning product. Spray cleaner on to cloth, not directly on to Base Station.
3. Reconnect the power cord and phone cord. Press the Wearable Help Button to test that the system is working.

# Wearable Help Button

## General Function

When you press the Wearable Help Button and you are in range of the Base Station, a signal is sent to the Base Station. The Base Station will then generate a call to our emergency call center. The Wearable Help Button does not have a microphone or speaker for you to communicate with the responder (communication occurs only through the Base Station). The Wearable Help Button also has embedded sensors that may be able to detect an emergency even when you are not able to press the button. In this case, a signal will automatically be sent over the phone line.

## Wearing Device

**Wear Always:** You should always wear your Wearable Help Button, even when you are sleeping, bathing or outside of your residence.

**Water:** The Wearable Help Button is designed such that you can wear it in the shower, bath, while washing dishes, etc. You should avoid submerging the device in water for long periods if possible.

**Adjusting band size:** The Wearable Help Button has a band that can be adjusted like a buckle watch band to create a comfortable and secure fit. To adjust, simply unclasp the buckle and select the pin hole that provides the appropriate size.



## **Maintenance**

**Battery:** You will never have to charge the battery within the Wearable Help Button. The battery will last approximately 1 year. The QMedic support team will get an alert when your battery needs to be replaced. We will send you a new Wearable Help Button and a package to mail back the old device. Only QMedic is able to replace the battery – do not try this on your own.

**Cleaning instructions:** Never run your Wearable Help Button through the washer or dryer. Unplug your Base Station during the cleaning process to avoid unintentional emergency calls. For basic cleaning, you can use warm water, basic soap and a towel to wipe your Wearable Help Button. You can also wipe the button and band with a basic rubbing alcohol. Make sure to reconnect power and test the device after cleaning is complete.

# Updates & Alerts

## Establishing Emergency Contacts & Roles

When you setup your QMedic service, you will be able to designate individuals that should be contacted in case of an emergency. This contact list will be prioritized so that we know who to call first. During an emergency situation, the first call will always be to emergency services if necessary. However, there could be a situation where we call someone or multiple people on your contact list depending on your instructions. At setup, you can also indicate whether a contact should automatically be notified if emergency services have been dispatched or other help is called.

Our call center needs the following information for each contact:

1. Name
2. Phone numbers (home, cell and work)
3. Email address
4. Special instructions (lives close by, has a key, etc.)
5. Notify automatically if emergency services are dispatched or other help is called?

**At any time you can receive information about the current contact list and/or make changes by contacting our customer support team at 1-877-241-2244.**

## Setting Alerts

The Wearable Help Button has embedded sensors that can detect movement and alert family when abnormalities are detected. Our

customer support team needs to set these alerts for you when you sign up. They will ask you questions about typical behavior patterns (wake up time, sleep time, time outside of home during day, etc.). You will have the option of activating or deactivating these alerts at any time by calling our customer support team. In addition, you will be able to set which of the individuals on the contact list should receive the alerts and the preferred method of communication (text message or email).

**NOTE: Data about system status is regularly communicated to QMedic using your phone line periodically throughout the day. If you pick up your phone and hear dialing, it should stop and allow you to hang up and have access to the line immediately. If not, you can hang up and try again after approximately 1 minute.**

For more information on setting alerts, call our customer support team at 1-877-241-2244.

# FAQ

## **Why do I hear dialing on my phone line sometimes?**

If you pick up your phone and hear dialing, this is data about system operating status being sent back to QMedic. This call lasts approximately 1 minute and occurs every 30-40 minutes. It should not disrupt an existing call.

## **What if I lose my Wearable Help Button or Base Station?**

Call our customer support team (1-877-241-2244) to order a replacement.

## **What if my Wearable Help Button or Base Station is accidentally damaged?**

Call our customer support team (1-877-241-2244) and describe what happened. In some cases, we may be able to provide a replacement at no cost.

## **What type of material is used to make the Wearable Help Button?**

The button enclosure is a plastic material. The band is a rubber material.

## **Is the QMedic emergency call center available at all times?**

Yes, the QMedic solution is monitored by a UL listed emergency call center that is available 24 hours per day, 365 days a year.

## **What happens if I am not able to communicate after pressing the Wearable Help Button or Base Station Emergency Button?**

If we are not able to receive a response, we will first call your home phone number. If no one answers, we will automatically call emergency services,

unless you have specifically requested that we call one or more of your contacts first.

**What if I accidentally press the emergency button?**

This is no problem. When the responder comes on to the line simply tell him or her that you accidentally pressed the button. You don't have to worry about bothering our call center.

**Is there a cost every time I call for help through QMedic?**

No. You will not be charged a fee based on the number of times you press the button. Also, the Base Station is dialing a toll-free number, so you will not be charged for the call.

**How will emergency personnel get into my home if needed?**

At registration, we will ask you for entry information. When there is an emergency, we can contact friends and/or family that have a key based on information you provide during registration. In addition, you can purchase a front door lock box and provide the code to us. We will provide the code to the emergency responders for quick access to your home.

**How can I test the system to make sure it is working?**

You have the option to test the system once per month. Simply press the Wearable Help Button or Base Station Emergency Button and tell our responder that it is just a test.

**How do I check the battery level of the wristband?**

Our customer support team is monitoring battery levels at all times to make sure you are protected. If you would like to know the battery level at any time, you can call our customer support team at 1-877-241-2244.

**What if I move?**

Simply call our customer support team at 1-877-241-2244. We will transfer your service to the new location.

**Will QMedic work if I have DSL internet service on the same phone line?**

Yes, but you need to purchase a DSL filter and install it between your phone jack and the QMedic Base Station.

**What if I have VOIP phone service?**

The QMedic Base Station will work with traditional analog phone service or VOIP. Be aware that certain providers are not able to guarantee call quality over VOIP.

**Can two people wear a QMedic Wearable Help Button in the same residence?**

Yes, both will communicate to the same Base Station. If you would like to order an additional Wearable Help Button, please call us at 1-877-241-2244.

**Is there any difference between the button on the Base Station and the one on the Wearable Help Button?**

No, both have the exact same result (a call is placed to our emergency call center when either is pushed).

**Can I use the Wearable Help Button in water?**

Yes, you should have no concern wearing your Wearable Help Button while taking a bath/shower, doing dishes, cooking or other common household activities.

### **Should I wear my Wearable Help Button in bed?**

Yes, you should wear the Wearable Help Button at all times so that you can get help in case you need it. It's not uncommon for someone to experience an emergency after getting out of bed in the middle of the night.

**FCC ID: 2AAOUQMWV1REV12**

**QMedic**

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.

Changes or modifications not expressly approved by Everyfit, Inc. could void the users authority to operate this device.

This product has not been evaluated against UL 1635

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Document Reference: QMv.1.1UM  
Date: 12/7/2015