

User's Manual

Life Alert HELP Pendant



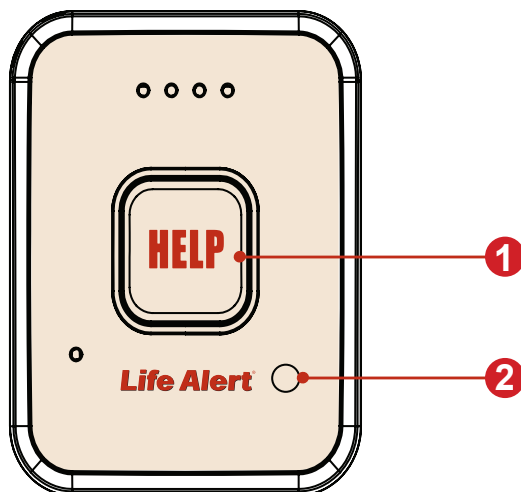
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Important! Please test your system at least once a month (See Page 5).

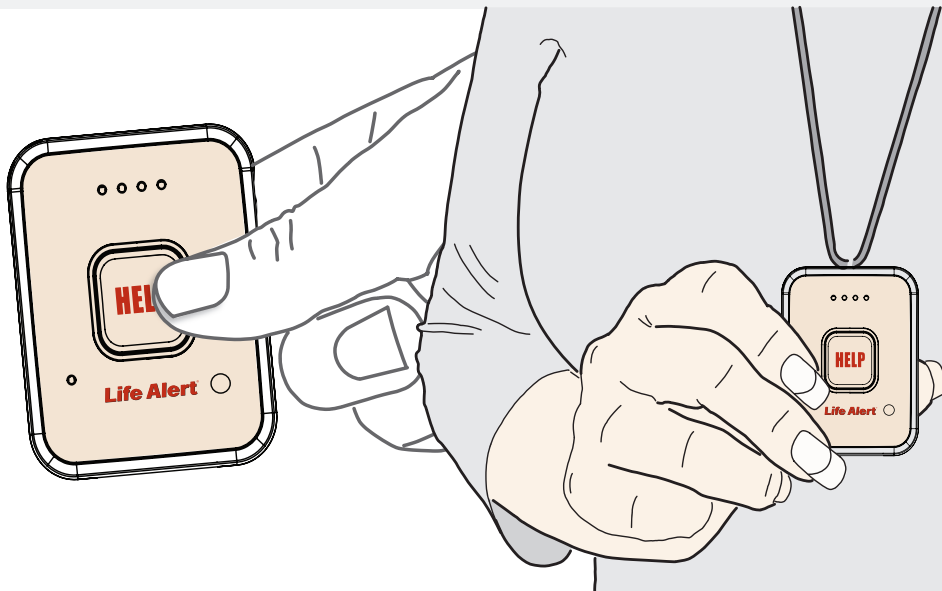


Pendant Features



- 1 HELP Emergency Button:** Press this button for three (3) seconds to turn on the HELP Pendant and automatically call the Life Alert Dispatch Center. In addition, this button can also be used during a call to send refreshed GPS data.
- 2 Battery Check Button:** Press this button for three (3) seconds to turn the unit on and the battery status will sounds before turning the HELP Pendant back off.
- 2 Volume Decrease (-):** Press the battery check button rapidly during the HELP call to decrease the speaker volume. This feature only functions DURING a HELP call.
- 2 Volume Increase (+):** Press the battery check button rapidly during the HELP call to increase the speaker volume. This feature only functions DURING a HELP call.
- 1+2 Cancel Call:** Press both HELP and Battery check buttons for three (3) seconds to disconnect at any time during and at the end of a call.

In Case of Emergency



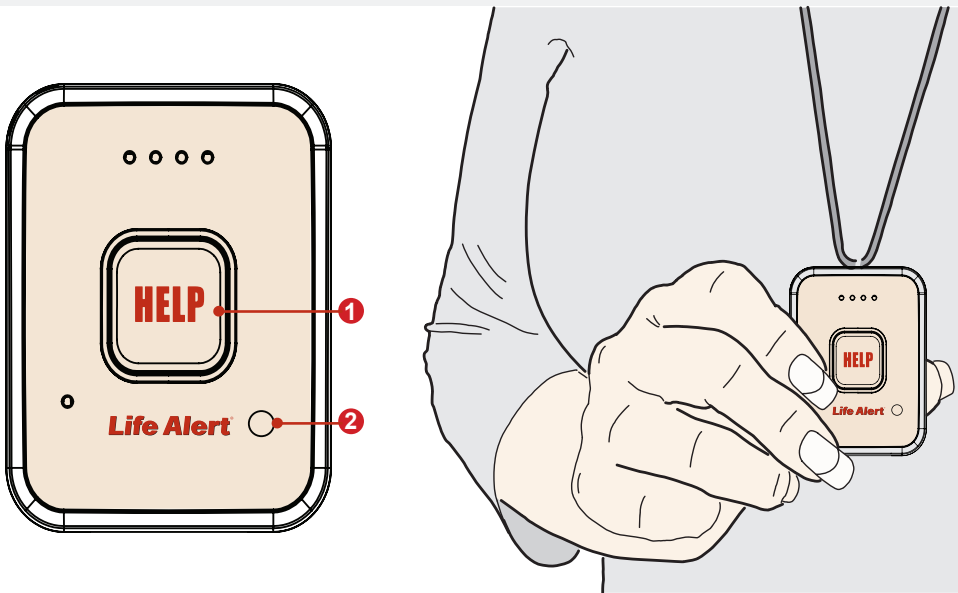
Calling For Help

Press the HELP button for three (3) seconds to turn on the HELP Pendant and dial the Life Alert Dispatch Center. This will be accompanied by a vocal message “Calling Life Alert” and an LED indicating the pendant is turning on and preparing to call the Life Alert Dispatch Center. The pendant will enunciate “Calling Life Alert, please wait” and the HELP Pendant will automatically attempt to connect to the Life Alert Dispatch Center.

If the initial HELP call fails, the HELP Pendant will automatically redial up to a maximum of 10 times. The redial attempts will be accompanied with the corresponding voice prompts and LED indication. The 10th attempt will be a call to 911.

DO NOT PRESS CANCEL BEFORE TALKING TO THE OPERATOR OR YOUR CALL WILL NOT BE SUCCESSFULLY PLACED.

User Instructions



During the HELP Call

- ① The user can adjust the speaker volume. The speaker volume can ONLY be adjusted during a help call. It does not affect the voice prompt volume.
- ② Use the HELP button ① during a call to send current or refreshed GPS location data.
- ③ Press both HELP button ① and Battery Check button ② for three (3) seconds to cancel the present call.

Ending the HELP Call

[Once the call has connected with the Life Alert Dispatch Center,] the call can only be ended by the Life Alert Dispatch center operator.

DO NOT PRESS CANCEL BEFORE TALKING TO THE OPERATOR OR YOUR CALL WILL NOT BE SUCCESSFULLY PLACED.

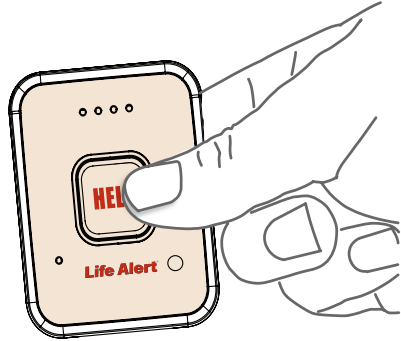
Testing

It's important to test your Pendant at least once a month.

BEFORE TESTING, PLEASE CALL THE LIFE ALERT DISPATCH CENTER AT 1-800-638-8222 TO NOTIFY THEM THAT YOU WILL BE TESTING.

TESTING

- ① Press the button on the Pendant until it announces "CONTACTING LIFE ALERT DISPATCH CENTER, PLEASE STAND BY:"
- ② The LED indicator light will blink and the Pendant will repeat the announcement every 5 seconds until Life Alert's Dispatch Center answers the call.
- ③ Follow the instructions from the operator.



** If you have more than one pendant, repeat steps 1-3 for each pendant you have.*

IF YOUR PENDANT DOES NOT TEST OR REPORT SUCCESSFULLY, CONTACT LIFE ALERT IMMEDIATELY: 1-800-451-7858

Testing Log

Use this log to document your system test dates.

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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_____	_____	_____
_____	_____	_____

Important Notes

Important Note: HELP Pendant ONLY operates within UMTS/GSM/HSDPA cellular service coverage areas. Location services may not always be available.

Environmental Use Conditions

Ambient Temperature: -10°C/14°F to 55°C/131°F

Relative Humidity: 0% - 95%

Atmospheric Pressure: 86-106Kpa

Working Frequency: GSM 850/900/1800/1900MHz Quad-Band UMTS/ HSDPA 850/1900MHz

Checking the Battery Level

Press the Check Battery button for 3 seconds to check the battery level status. After 10 seconds, the HELP Pendant will automatically turn off.

Please check the battery status and device functionality monthly.

Moving To New Address

Although the Pendant is physically portable, you must notify Life Alert before moving it to another location so that we have the most current information to assist you in the event of an emergency. Failure to update your information could result in emergency services being sent to the wrong address. Simply contact the Life Alert Dispatch Center at 1-800-638-8222 and we will assist you with transferring your monitoring service to your new location. You will be asked to provide your new address, phone number, contacts, and access entry information, as well as the date your move will be effective.

When moving, it is recommended that you turn the master on/off switch to off so as to avoid any false activations and preserve the console's battery life. To ensure proper operation, the equipment must be reinstalled according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, the equipment must be tested immediately after relocating it and periodically thereafter, according to the enclosed testing instructions.

Since the main unit is wireless communications based, it will require adequate cellular reception within the installation area in order to function. Check to see if there is adequate cell phone reception at your new address by viewing the AT&T Coverage Maps on the internet. These coverage maps are for general informational purposes only. Actual coverage and service areas may vary from the maps and may change without notice. <http://www.att.com/maps/wireless-coverage.html>. As a reminder, Life Alert does not guarantee coverage or service availability. Even within a coverage area, factors such as terrain, weather, structures, foliage, signal strength, traffic volumes, service outages, network changes, technical limitations, and your equipment may interfere with actual service, quality and availability.

Cellular Communications

Important information regarding your pendant communications.

Cellular communications are affected by a number of factors outside the control of Life Alert and may be impaired or blocked by building construction style, building materials, atmospheric conditions (i.e. weather), distance from transmitter to receiver, surrounding terrain, battery levels, signal strength, cellular network traffic, cellular tower condition and interference from other cellular devices. You also understand that cellular based solutions rely on third party services from wireless service providers such as, AT&T and T-Mobile, that are not controlled by Life Alert or its representatives. You acknowledge that even if cellular solutions work well at the time of first test, activation or installation, you are responsible for monitoring signal strength, power and service quality on an on-going basis. Life Alert is not responsible for maintaining or monitoring the networks used for communication and can only provide timely and accurate response if all equipment and networks are working correctly and providing adequate signal strength. You must test your equipment and any other cellular related equipment on a regular basis to identify any deterioration of network service and signal strength. You will notify us in writing of any changes to your information you provided us, or a change to your equipment. You also acknowledge and understand that there may be additional issues related to sending information over cellular networks to our Dispatch Center beyond what is mentioned here. You further understand that technology used for cellular communications can fail at any time and you release Life Alert, its staff, employees, owners, shareholders, officers, contractors, representatives and vendors from any and all liability related to the transmission of emergency signals or communications over cellular networks.

Service Information

- Be sure to test your system at least once a month.
- Do not use ammonia, benzene, thinner, or similar solvents, or abrasive powder to clean the Pendant. Clean by wiping with a damp, soft cloth.
- The Pendant should be kept free of dust and moisture.
- Avoid placing the Pendant in extremely hot or cold locations.

Warranty Provisions

WHO IS COVERED?

The original subscriber is covered. Please keep a copy of the original monitoring agreement to obtain warranty service.

WHAT IS COVERED?

The Life Alert® HELP Pendant is warranted to be free from defects in materials and workmanship. The Life Alert® HELP Pendant is not guaranteed to contact emergency services in all instances.

HOW TO OBTAIN WARRANTY SERVICE

In the unlikely event you require warranty assistance, please telephone 1-800-451-7858. A customer service representative will attempt to troubleshoot the problem or, if needed, will provide you with a return authorization code and mailing instructions. You will send your equipment and the original sales invoice, postage paid, to Life Alert®. Life Alert®, at its sole discretion, will repair or replace your equipment with a new, renewed, or comparable equipment at no charge to you.

WHAT IS THE WARRANTY PERIOD?

The warranty begins on the date you received your Life Alert® HELP Pendant and lasts for as long as you are a current monitored Life Alert® subscriber. The warranty on any replacement product expires whenever the warranty on the original product expires.

WHAT IS EXCLUDED?

Your warranty does not cover: product damaged by misuse, accident, unauthorized repair, or other causes not within the control of Life Alert®, Inc. Reception problems caused by signal conditions or cable or antenna systems outside the Life Alert® HELP Pendant are also excluded.

LIFE ALERT®, INC. MAKES NO OTHER WARRANTY EXCEPT AS SPECIFICALLY STATED ABOVE. IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD.

Liability Information

LIABILITY LIMITATIONS

YOUR EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT AS STATED ABOVE. AS STATED IN THE SUBSCRIBER MONITORING AGREEMENT, IN NO EVENT WILL LIFE ALERT® EMERGENCY RESPONSE, INC. BE LIABLE TO ANY PARTY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ARISING FROM OR RELATING TO ANY USE OF ANY LIFE ALERT® EQUIPMENT, INCLUDING DAMAGES FOR PERSONAL INJURY OR DAMAGES TO PROPERTY. HOWEVER OCCASIONED, LIFE ALERT®, INC.'S LIABILITY WILL IN NO EVENT EXCEED THE INITIAL SETUP FEE OF THE EQUIPMENT. ANY

LAWSUIT OR OTHER ACTION AGAINST LIFE ALERT®, INC. IN CONNECTION WITH THE EQUIPMENT MUST BE FILED WITHIN ONE YEAR FROM THE DATE OF THE EVENT THAT CAUSED THE LOSS, DAMAGE OR LIABILITY. PLEASE REFER TO YOUR SUBSCRIBER MONITORING AGREEMENT FOR MORE DETAILS ON LIABILITY LIMITATIONS.

Some states or provinces do not allow for the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. Depending on your state or province, you may have other rights or remedies.

Important Information

System regulatory information

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice so that you can make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair and/or warranty information contact Life Alert at 1-800-451-7858 for information or a return product authorization (RPA). If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. User repairs must not be made. Doing so voids warranty. Refer to Monitoring Service Agreement for warranty coverage information.

IMPORTANT WIRELESS INFORMATION

Life Alert radio controls provide a reliable communications link and fill an important need in portable wireless signaling. However, there are some limitations which must be observed.

- For U.S. installations only: The radios are required to comply with FCC Rules and Regulations as Part 15 devices. As such, they have limited transmitter power and therefore limited range.
- A receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings.

SENSITIVE ELECTRONIC EQUIPMENT

When near high precision electronic equipment, please turn off the pendant. Failure to do so may cause nearby electronic equipment malfunctions. The following equipment may be affected by the use of cellular telephones, including but not limited to: hearing aids, pacemakers, fire alarms, automatic gates and other automatic control equipment. Users who use auxiliary medical equipment should contact the equipment provider and confirm the effect of the cellular telephones on the equipment.

MEDICAL FACILITIES

Please note the following in medical facilities:

- Please do not use the HELP Pendant in an emergency room, operating room, intensive care unit (ICU) or coronary care unit (CCU).
- Please do not use the pendant one when in the vicinity of medical equipment. Also, please do not use the HELP Pendant in medical places where the use of a cellular phone is prohibited.
- Please note the ringer, volume level and vibration setting, so as not to disturb patients with heart disease or other environmentally sensitive medical conditions.

COMBUSTION AND EXPLOSIVE WARNINGS

Do not use the pendant in flammable and explosive areas in order to avoid causing an explosion or fire. Flammable and explosive area examples, but not limited to, the following:

- Gas stations
- Other fueling areas (such as propane gas filling stations)

FCC STATEMENT

RF Exposure Information

RF Exposure Information The SAR limit in the USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This HELP Pendant device (FCC ID 2ABZ7-913) has been tested against this SAR limit.

NOTE:

This product's IMEI label was placed in the battery compartment. It can be accessed by removing the battery cover and removing the batteries.

The manufacturer is not responsible for any radio or TV interference caused by the unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

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WARNING: Battery Safety

Batteries must be recycled. Deliver the battery to an appropriate recycling facility or ship it to the supplier in the replacement battery's packing material.

Replacement and Recycling of Batteries:

Call Life Alert® for information on replacement battery kits and battery recycling.

CAUTION: Do not dispose of batteries in a fire. The batteries may explode.



Li-Mn



Li-Mn

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.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device has also been tested against this SAR limit.

The highest SAR value reported under this standard during product certification for use when properly worn on the body is 1.506 W/kg and for head is 1.443 W/kg.

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