

# User's Manual

## Life Alert HELP PERS Cellular Wireless Emergency Response System



### TABLE OF CONTENTS

System Components.....	2
Installation.....	3
Affects on Signal Range.....	3
In Case of Emergency. ....	4
Testing .....	5
Testing Log.....	6
Cellular Communications.....	7
Warranty & Liability Information.....	7
Important Information.....	8

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



Life Alert® National Headquarters  
16027 Ventura Boulevard  
Encino, California 91436  
(800) 451-7858

# System Components

Your system may contain these or additional components.

## HELP BUTTON

Press **HELP** to activate the emergency alarm.

## CANCEL BUTTON

- Cancels a pending alarm.  
Also:
- Press to clear alarm and silence announcements.

SPEAKER

MICROPHONE



## INDICATOR LIGHTS

- Ⓐ Flashing YELLOW light indicates the console is contacting Life Alert's Monitoring Center.
- Ⓐ When Life Alert's Monitoring Center answers the call, the flashing YELLOW light will become solid.
- Ⓑ Flashing RED light is the trouble indicator. Please contact Life Alert's Monitoring Center immediately.
- Ⓑ & Ⓒ Flashing RED & GREEN lights indicates a battery problem.
- Ⓒ Solid GREEN light indicates console is powered and battery is connected.

## INCLUDED ACCESSORIES



Pendant

*(Comes with optional wrist band.)*

## OPTIONAL ACCESSORIES



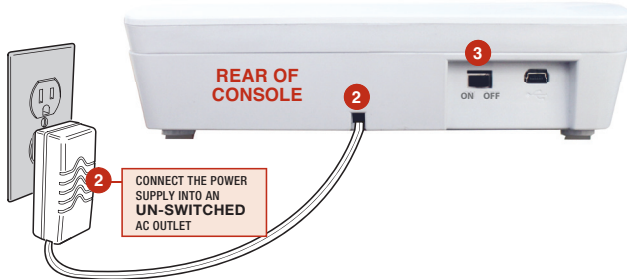
Smoke Detector



Carbon Monoxide Detector

# Installation

- 1 Place the console in a **CENTRAL** location in your home. Be sure it is on a flat, stable surface away from other electrical devices (*i.e. cordless phones, fans, radios, fluorescent lamps, etc.*).
- 2 Plug the power supply into an **un-switched** 120 VAC power outlet (an outlet that is not controlled by a wall switch).
- 3 Turn unit ON.

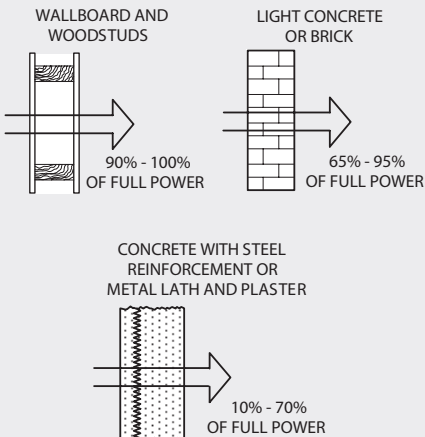


## AFFECTS ON TRANSMITTER SIGNAL RANGE

*It's important to properly position your console within your home.*

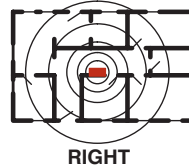
*Since console is wireless communication based, the console relies solely on adequate cellular reception within the installation area in order to function.*

### CONSTRUCTION MATERIALS WILL AFFECT SIGNAL RANGE



### CONSOLE LOCATION WILL AFFECT SIGNAL RANGE

CENTRALLY LOCATE CONSOLE



TRANSMITTERS AT THE OTHER END OF THE HOUSE MIGHT BE TOO FAR AWAY



# In Case of Emergency

A call for help can be made with the Pendant or Console.



**CALLING FOR HELP  
WITH THE PENDANT**



**OR** **CALLING FOR HELP  
WITH THE CONSOLE**

- ① IF YOU NEED HELP, PRESS THE BUTTON ON THE CONSOLE OR YOUR PENDANT FOR AT LEAST TWO SECONDS.** Do not press the HELP button more than once per emergency. *(Note: The pendant must be within approximately 600 feet of the console. Distance will vary with installation and environment.)*
- ②** You will hear “EMERGENCY CALL BEING PLACED” from the console’s speaker.
- ③** Wait to hear the operator’s voice from the console (the average wait should be less than two minutes).
- ④** Follow the instructions from the 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 Pendants and Console at least once a month.*

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

**A TEST MUST BE MADE FROM ALL PENDANTS AND THE CONSOLE.**

## TESTING FROM THE PENDANT\*

- ① Press the button on the pendant until the console announces “Emergency call being placed”.
- ② The HELP button will blink red and the console will repeat the announcement every 30 seconds until the message is reported to Life Alert’s Monitoring Center. The console will then announce, “Emergency reported, please stand by”.
- ③ Follow the instructions from the operator.

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



## TESTING FROM THE CONSOLE

- ① Press the HELP button on the console until the console announces, “Emergency call being placed”.
- ② The HELP button will blink red and the console will repeat the announcement every 30 seconds until the message is reported to Life Alert’s Monitoring Center. The console will then announce, “Emergency reported, please stand by”.
- ③ Follow the instructions from the operator.



**IF YOUR SYSTEM DOES NOT TEST OR REPORT SUCCESSFULLY, CONTACT LIFE ALERT IMMEDIATELY: 1-800-638-8222**

# Testing Log

*Use this log to document your system test dates.*


# Cellular Communications

*Important information regarding your console 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 Monitoring 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.

## 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 PERS is warranted to be free from defects in materials and workmanship. The Life Alert® HELP PERS 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 PERS 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 PERS 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

### FOR UNITED STATES INSTALLATIONS

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

DO NOT install console near high precision or sensitive electronic equipment. 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 cellular devices on the equipment.

### MEDICAL FACILITIES

Please note the following in medical facilities:

- Please do not install the HELP PERS in an emergency room, operating room, intensive care unit (ICU) or coronary care unit (CCU).
- Please do not install the console in the vicinity of medical equipment.

Also, please do not install the HELP PERS in medical places where the use of a cellular phone is prohibited.

- Please note the volume level so as not to disturb patients with heart disease or other environmentally sensitive medical conditions.

### 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 cause by the unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

## Service Information

### Installation Warnings

- Be sure to test your system at least once a month.
- Do not bring any electrical appliances or electrical noise generating devices (cordless phone, fluorescent lamps, motors, etc.) near the Console.
- Do not use ammonia, benzene, thinner, or similar solvents, or abrasive powder to clean the housing of the Console or Pendant.
- Clean by wiping with a damp, soft cloth.
- The Console should be kept free of dust and moisture.
- The Console should not be located where direct sunlight will shine on it.
- Avoid placing the Console in extremely hot or cold locations.

### 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.

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

**CAUTION:** Do not open or mutilate batteries.

**CAUTION:** To avoid personal injury due to energy hazard, remove wristwatches and jewelry such as rings when replacing batteries. Use tools with insulated handles.

#### Replacement and Recycling of Batteries:

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



Ni-MH



Ni-MH

Life Alert® 16027 Ventura Blvd., Encino, CA 91436 (800) 451-7858

Copyright © 2014  
HELP PERS\_v3



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.

This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and user and must not be co-located or operating in conjunction with any other antenna or transmitter.