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How to Test Battery and Cellular Network


1. Press and hold **Small Silver Button** for up to 5 seconds to perform tests.
2. Device will provide visual and audible test results. Refer to LED Indicator Light and Audible Messages (chart below) for details.

How to Cancel Emergency Call

Press and hold the **Small Silver Button** for up to 3-5 seconds.
Or Pull down the rope for 3-5 seconds.

Night Light Feature

Your Device comes with a built in Light Sensor. The night light will automatically turn on when the room becomes dark.



LED Indicator Light and Audible Messages

Activity	LED Color	Audible Message	Meaning
"E" Button Pressed	Green	"Calling 911, Calling 911"	911 call in Progress
Charger Connected	Blue	-	Device fully charged
	Red	-	Device Charging
Battery Test	Blue	"Battery Good"	30% to 100% battery remaining
	Red	"Charge Device Now"	0% to 29% battery remaining
Cellular Network Test	Green	"Cellular Connection Good"	Device's cellular connection is good
	Red	"No Cellular Connection"	Device has no cellular connection

More Information and Getting Support

- Email us at support@fasthelp.com
- Visit our website at www.uphealthusa.com
- Or write us at: FastHelp® Home
7747 Supreme Ave. NW
North Canton, OH 44720

IMPORTANT SAFETY INFORMATION: Most 911 centers do not have the capability to identify the exact location of a cellular call, unless the caller verbally provides that information. It is important to immediately identify your location to the 911 operator when placing an emergency call. Before saying anything else to the operator, find an address and/or describe any nearby landmarks to help speed assistance. Do not hang up with the operator until directed to do so. If your call is disconnected, press the E button again to call back.

Please be aware that 911 emergency services and compatible cellular network services (TDD-LTE, FDD-LTE, GSM850/1900 networks) are not available in all areas and there is no guarantee that you will be able to reach these services with your device. If you are in an area with insufficient cellular service, calls cannot be

placed. Even if your local emergency service providers are contacted, we cannot guarantee they will properly respond. In the United States, current FCC Regulations require cellular service providers to pass emergency calls from FastHelp® Home through to 911 emergency centers (See 47 C.F.R. §20.18). Universal Physicians is not responsible in the event a cellular service provider refuses to pass a call on to a 911 emergency center in violation of FCC regulations. Should FCC regulations change, 911 access through FastHelp® Home may be modified or eliminated. To confirm FastHelp® Home emergency calling is available, users should periodically confirm the FCC regulation requiring free transmission of 911 calls has not been modified or eliminated.

LIMITS OF LIABILITY: Universal Physicians, LLC and its affiliates assume no responsibility for any damage or loss resulting from the use of this guide. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL UNIVERSAL PHYSICIANS OR ANY OF ITS AFFILIATES BE RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES HOWEVER CAUSED. THE CONTENTS OF THIS DOCUMENT ARE PROVIDED "AS IS", EXCEPT AS REQUIRED BY LAW OR SPECIFICALLY STATED IN THIS GUIDE. NO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE IN RELATION TO THE ACCURACY, RELIABILITY, OR CONTENTS OF THIS GUIDE.

FCC STATEMENT: 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.

WARNING: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference 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.

FCC RADIATION EXPOSURE STATEMENT: This unit complies with guidelines for radiation emission when it is used as directed and carried at least 0mm from the body. If the unit is carried close to your body in a case or holder, the holder should not contain any metal.

FastHelp® Home

One-touch help. Anytime. Anywhere.
With no monthly bills ever.
With FastHelp, They're Never Alone™

Important Instructions

Read Before Using

117 mm

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Using the FastHelp® Home for an Emergency

1. Press and hold the **Red One-Touch E Button** until LED lights turn on, about 7-8 seconds, or pull the **Red Rope** if you are not able to reach the **Red E Button**. You will hear "Calling 911, Calling 911", FastHelp® Home will connect you to a 911 operator everywhere cellular service is available.
2. Provide your location to the operator when they answer the call.
3. Explain your emergency to the operator.

Flip this guide over for additional information.

Charging the FastHelp® Home

WARNING IT TAKES 10 SECONDS FOR THE "INDICATOR LIGHT" TO ILLUMINATE.

IMPORTANT! The Battery takes up to 4 hours to fully charge. We recommend you perform a Battery test at a minimum of once a week.

1. Plug the end of the USB Charging Cord into the FastHelp® Home Charger that plugs into the wall.
2. Open the Plug on the side of the device and insert the other end of the Charging Cord into your device as shown.
3. Plug the FastHelp® Home Charger into a wall outlet.
4. Make sure the Battery Indicator Light is on when charging.
5. The light will be **Red** when charging and **Blue** when it is fully charged.

Use the USB Port Protective Cover to secure the USB Port and make sure the USB Port Protective Cover is securely closed before using in damp areas.

USE ON ELECTRICAL SHOCK: The FastHelp® Home device is water resistant, but charges should never be used in or near water or damp areas. Always unplug your FastHelp® Home device from the charger when not in use.


Attaching the FastHelp® Home

A DRY, CLEAN SURFACE: If you are going to use this Device in the shower, make sure that the USB Port Protective Cover is securely closed.

NOTE: There are intended to be long-term mounting options that can withstand the force when Emergency Cord is pulled. The adhesive option is very strong and may damage walls upon removal.

There are two options to mount your Device:

1. Using the Adhesive: Peel off the Adhesive Cover from the back of the Wall Plate (see A). Turn over and press into place (see B). Place your Device into the cradle of the Wall Plate (see C).
2. Using Anchors and Screws: Drill 2 holes where you want to place your Device and insert the 6mm anchors provided into the holes (see D). Line up and tighten (see E). Place your Device into the cradle of the Wall Plate (see F), and tighten (see F). Place your Device into the cradle of the Wall Plate (see F).



FastHelp® Home

1. Indicator Light
2. Test Button with Adhesive
3. Emergency Call Button/Cover/Micro USB Port
4. Speaker
5. Microphone
6. Wall Plate
7. Protective
8. Pull Rope
9. Light Sensor

Warranty

FastHelp® Home comes with a 30-day money-back guarantee from ship date. That means if for any reason you are not completely satisfied with FastHelp® Home you may return it for a full refund of the purchase price less shipping and return postage. This guarantee is only authorized for the original purchaser of FastHelp® Home and cannot be transferred.

Universal Physicians warrants your product to be free from defects in material and workmanship for a period of 1 year from the date of your purchase. If you discover a defect covered by this warranty, we will repair or replace FastHelp® Home for free.

This warranty is limited to defects in materials and workmanship and does not cover damage caused by abuse, misuse or unauthorized modifications.

Welcome to FastHelp® Home

FastHelp® Home is the sleek new cellular embedded medical alert device that cuts out the middleman so you never pay any monthly bills. FastHelp® Home works anywhere cellular service is available. That means you are never alone. It works at home whether you are in the shower, bedroom, out watering your garden, or on the go. For on the go, simply remove it from the Wall Plate and take it with you to the grocery store, church or even hundreds of miles away. You do not need a landline or cellphone. Just push the One-Touch E Button, or pull the Rope if you are not able to reach the E Button and you're instantly connected to free unlimited help anytime, anywhere, with no contracts, no deposits and no monthly bills ever. Thank you for choosing FastHelp® Home.

Customer Service
 Website: www.uphealthusa.com
 Email: support@fasthelp.com

88.5mm

ISED Caution

- English:

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

- English:

Specific Absorption Rate (SAR) information

This Pawfit Location and Activity Tracker (Pawfit pet tracker) meets the government's requirements for Canada radiation exposure limits set forth for an uncontrolled environment. This device was tested for typical body-worn operations with the back of the Pawfit Location and Activity Tracker (Pawfit pet tracker) kept 0 mm from the body. To maintain compliance with ISED RF exposure requirements, use accessories that maintain a 0 mm separation distance between the user's body and the back of the Pawfit Location and Activity Tracker (Pawfit pet tracker). The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with ISED RF exposure requirements, and should be avoided.

- French:

le taux d'absorption spécifique (sar)

cette pawfit location et activité tracker (pawfit pet tracker) répond aux exigences du gouvernement du canada l'exposition limites indiquées pour un autre environnement. ce dispositif a été testé pour les opérations de portés avec le dos de la localisation et de l'activité (suivi pawfit pawfit pet tracker) 0 mm de l'organisme. indicateurs d'exposition aux champs rf pour maintenir la conformité aux exigences, l'utilisation des accessoires que maintenir un 0 mm de distance entre le corps et l'utilisateur de l'emplacement et de l'activité (suivi pawfit pawfit pet tracker). l'utilisation de la ceinture des clips, étuis et autres accessoires ne doit pas comportent des éléments métalliques dans l'assemblée. l'utilisation d'accessoires qui ne remplissent pas ces conditions ne peuvent se conformer aux exigences organisé l'exposition aux rf, et devrait être évitée.