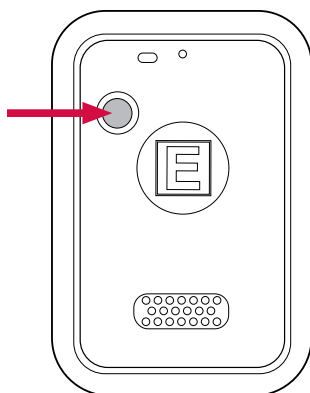


## How to Test Battery and Cellular Network

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

1. Press and hold the **Small Silver Button** for up to 5 seconds.





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## 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 Charged"	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

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## More Information and Getting Support

-  Call us at FastHelp™ Customer Service **1-866-213-7710**
-  Email us at [support@fasthelpusa.com](mailto:support@fasthelpusa.com)
-  Visit our website at [www.fasthelpusa.com](http://www.fasthelpusa.com)
-  Or write us at: FastHelp  
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 WCDMA cellular network services 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 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 may be modified or eliminated. To confirm FastHelp emergency calling is available, users should periodically confirm the FCC regulation requiring free transmission of 911 calls has not been modified or eliminated.

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**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.

**FCC RADIATION EXPOSURE STATEMENT:** *This device meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: Emergency Help Device (FCC ID: AJG4-FH911A) has also been tested against this SAR limit. SAR information on this and other pad can be viewed online at <http://www.fcc.gov/oet/ea/fccid/>. Please use the device FCC ID number for search. This device was tested simulation typical 10mm to face. To maintain compliance with FCC RF exposure requirements, use accessories should maintain a separation distance between the user's bodies mentioned above, the use of belt clips, holsters and similar accessories should not contain metallic components in its assembly.*

**WARNING:** Please don't use the "E" button when you tied the device on the waist! Please just use it to talk from your face.

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# FastHelp™

One-touch help. Anytime. Anywhere.  
With no monthly bills ever.

**Important Instructions**

**Read Before Using**

## Welcome to FastHelp™

FastHelp™ is the sleek new cellular embedded medical alert device that cuts out the middleman so you never pay any monthly bills. It is not like old style monitored help buttons that only work when you're at home. FastHelp™ works anywhere cellular service is available. That means you are never alone. It works at home or on the go, whether you're out watering your garden, driving in a car, at church or even hundreds of miles away.

FastHelp™ is easy because there's nothing to hook-up or install. You do not need a landline or cellphone. Just push the One-Touch 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™.

## Customer Service

Website: [www.fasthelpusa.com](http://www.fasthelpusa.com)

Email: [support@fasthelpusa.com](mailto:support@fasthelpusa.com)

Phone: **1-866-213-7710**

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## Warranty



FastHelp™ comes with a 30-day money-back guarantee from ship date. That means if for any reason you are not completely satisfied with FastHelp™ 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™ 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™ for free.

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

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## FastHelp™

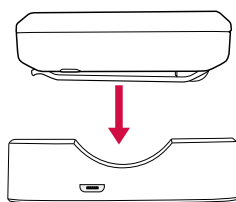


- |   |                                |
|---|--------------------------------|
| 1. Indicator Light  | 6. Charging Cradle             |
| 2. Speaker  | 7. Charging Port (cradle only) |
| 3. One-Touch E Button   | 8. Belt Clip                   |
| 4. Call Cancel, Battery Test and Cellular Network Test Button | 9. Lanyard Slot                |
| 5. Microphone   | 10. Charging Nodes             |

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## Charging the FastHelp™

1. Plug the end of charging cable into the side of charging cradle.
2. Plug charger into wall outlet.
3. Place FastHelp™ into the cradle.
4. Indicator light will be **Red** when charging.
5. Your FastHelp™ is fully charged when indicator light is **Blue**.

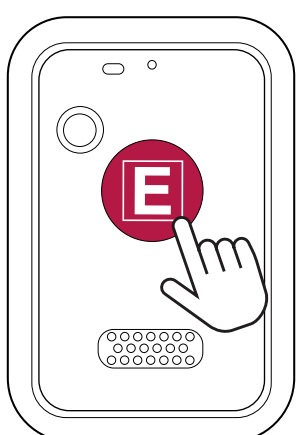


### IMPORTANT!

The battery takes up to 4 hours to fully charge. We recommend you perform a battery test every two weeks.

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## Using the FastHelp™ for an Emergency



1. Press and hold the **Red One Touch E Button** until LED lights turn on, about 3 seconds. You will hear "Calling 911, Calling 911". FastHelp™ 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.

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Flip this guide over for additional information