



## MobileHelp Touch | User's Guide

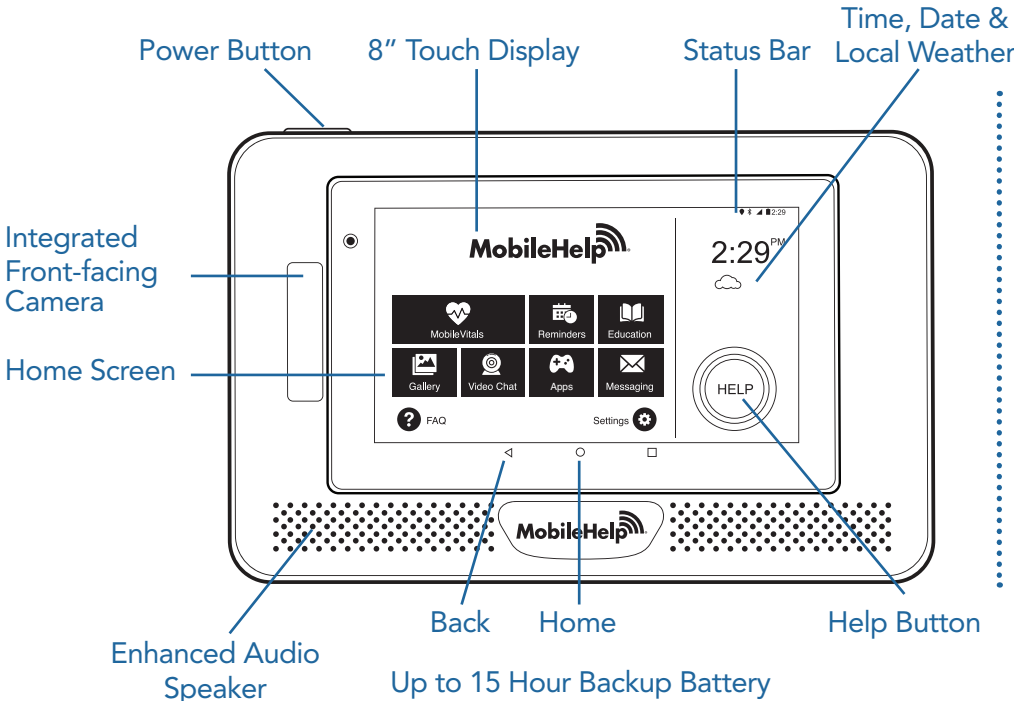
# SETUP GUIDE FOR MOBILEHELP TOUCH

We thank you for choosing MobileHelp's Medical Alert System and we welcome you to the MobileHelp family.

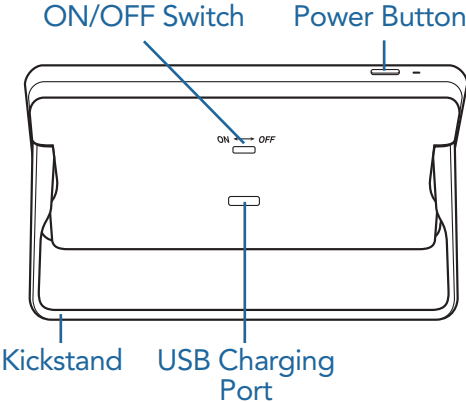
***Congratulations on making a smart choice!***

If you have any questions during the setup process, please call our support team at **1-800-931-7852** and select the Technical Support option. See last page for hours of operation.

# MobileHelp Touch Features



## Tablet Back Features



**Android 7.1.1**

**Connectivity:**

- 4G LTE Cellular
- Bluetooth
- WiFi Enabled
- RF 433MHz

## Important Information

Please perform the following steps when you receive your new MobileHelp Touch:

1. Plug the USB charging cord into an electrical outlet that is not controlled by a light switch and plug the other end into the back of the MobileHelp Touch.
2. Please switch the **ON/OFF** switch on the back of your MobileHelp Touch to the **ON** position, as shown in image A.
3. Press and hold the **power button** on top of your MobileHelp Touch for 5 seconds until it powers on. Ignore all pop up messages that may appear. In about 60 seconds, your MobileHelp Touch will be turned on and the home screen will appear as shown in image B. If your tablet does not power on, please contact Technical Support.
4. The volume adjustment can be accessed from the **Settings** icon button on the home screen.

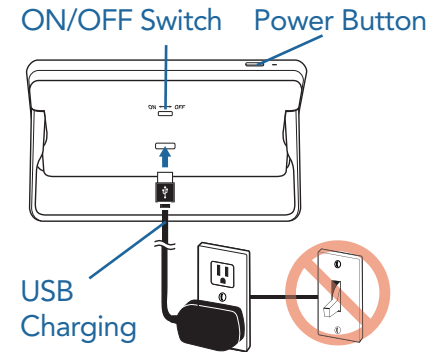


Image A

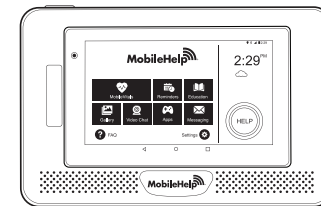
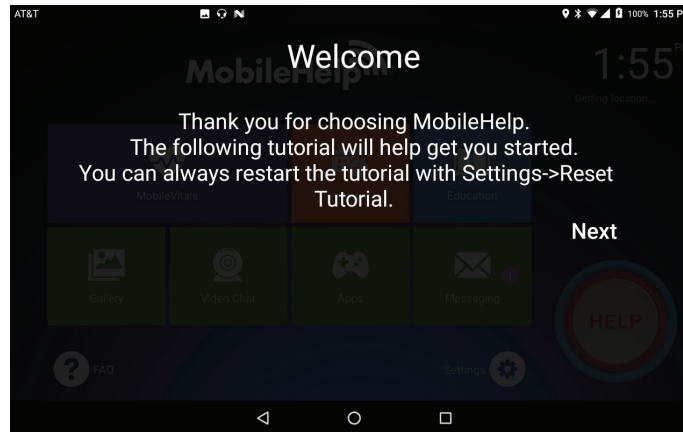


Image B



## Reset Tutorial

- You can reset the tutorial at any time by clicking on the Settings icon on the Home Screen and then selecting **Reset Tutorial**.
- Follow the instructions on the screen and click **Next** to go to the next screen until you are done with the tutorial.

## Home Screen

The following icons will be available on your home screen. For more information, please review the specific sections in the user guide pertaining to the icons. If you have any questions, please call our support team at **1-800-931-7852** and select the Technical Support option. See last page for hours of operation.



**MobileVitals**



**Help Button**



**Reminders** (Coming Soon)



**Apps**



**Video Chat** (Coming Soon)



**Messaging** (Coming Soon)



**Contact Us** (Coming Soon)

## MobileVitals

If you have MobileVitals, this app will allow you to monitor vital signs using the peripherals included in your system, which will vary based on your program/purchase.

- Weight
- Blood Pressure
- Pulse Oximetry
- Glucose



# HELP

## Help Button

- You may press the help button on the tablet or any one of your help buttons such as the Neck Pendant, Wrist button, or Fall Button, at anytime if you need help or medical assistance.
- You may also press the emergency button on your Mobile Device.



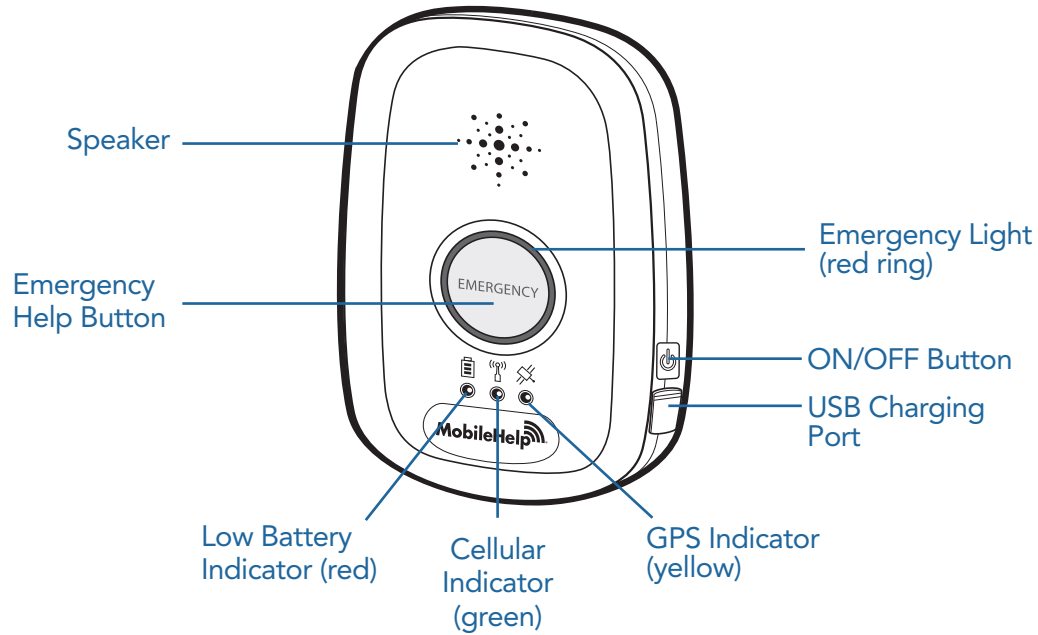


## Apps

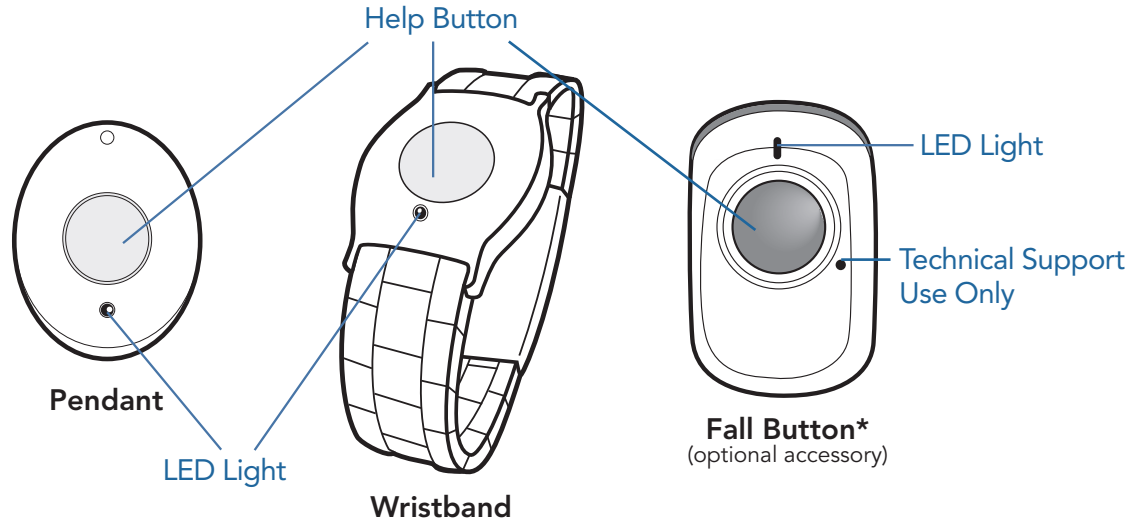
The Apps application on your tablet will include games. There will be more games available in the future.



# Mobile Device System Features



# Waterproof Help Buttons



**\*Fall Button does not detect 100% of falls. If able, users should always push their help button when they need assistance. Fall Button is not intended to replace a caregiver for users dealing with serious health issues. Users should wear the Fall Button on the outside of their clothing to improve accuracy in detecting falls.**

# Setting Up Your Mobile Device

## Step 1. Select a Location

- We recommend you place your Mobile Device in your bedroom or any other place around your home where it can be easily accessible.
- Place your Mobile Device's cradle charger near an electrical outlet.

## Step 2. Connect the Cradle Charger (Please refer to figure 1.)

- Plug the power cord into the slot on the back of the Cradle Charger, making sure that the narrow side is on the bottom.
- Plug the other end of the power cord into an electrical outlet that is not controlled by a light switch.

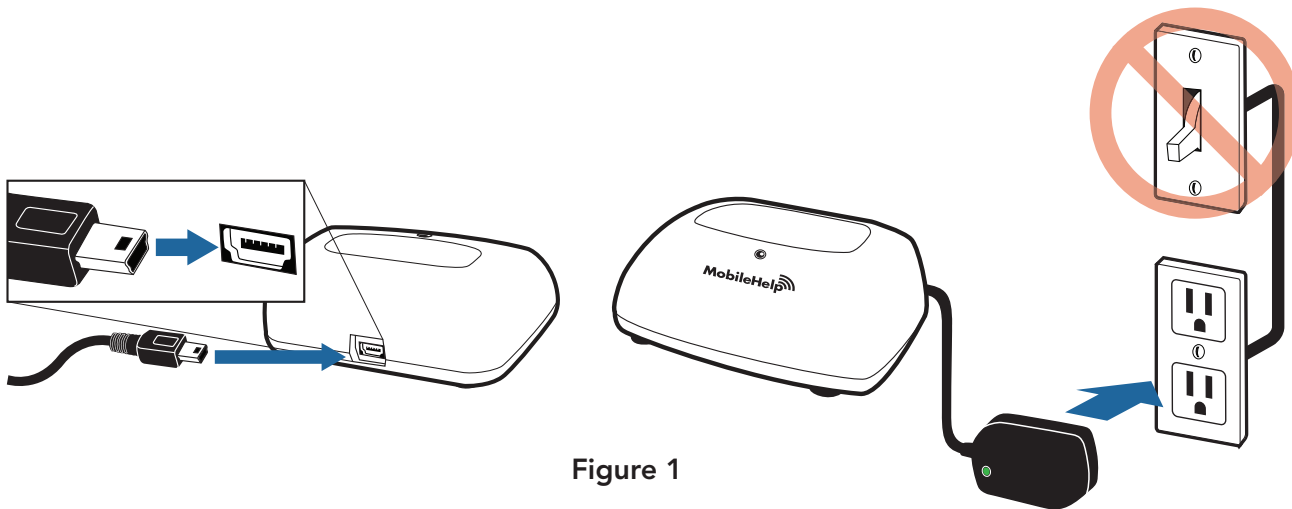


Figure 1



**WARNING**

To prevent electrical shock please keep the system away from wet locations.

**AVERTISSEMENT**

Pour éviter le choc électrique, SVP tenir le système éloigné des endroits humides.

### Step 3. Charge your Mobile Device

- Place the Mobile Device in the cradle charger.
- The yellow light on the front of the cradle charger will illuminate. If it does not, make sure you have placed the Mobile Device correctly in the charger.
- The Mobile Device will turn on within 10 seconds and then it will take about 60 seconds for the Mobile Device to register with the network.
- The red battery light will come on indicating that the device still needs charging. When the device is fully charged, the red light will turn off. It will take about 3 hours for the device to be fully charged.

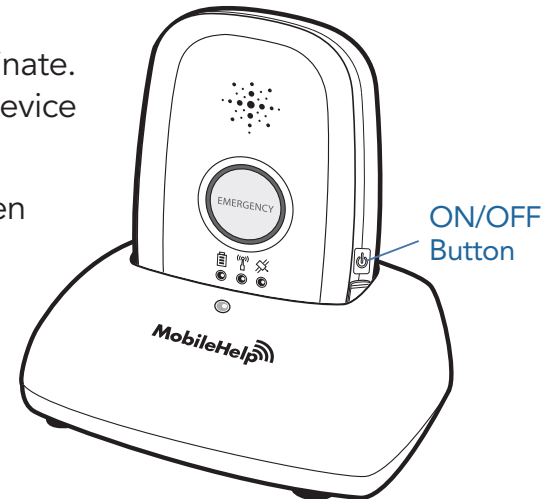


Figure 2

## Turning your Mobile Device ON or OFF

### To turn on your Mobile Device:

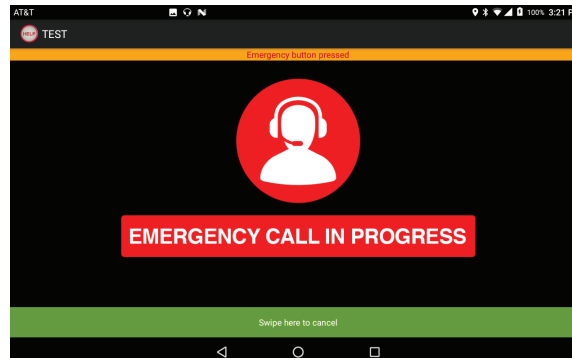
- **Option 1:** Press the **ON/OFF** button on the side of the Mobile Device and hold for approximately five seconds
- **Option 2:** Simply place Mobile Device in the cradle charger, assuming the cradle charger is plugged in
- All the lights will turn on and the green light will start blinking. This indicates the Mobile Device was successfully turned on.

### To turn off your Mobile Device:

- Press the **ON/OFF** button and hold for approximately two seconds. All the lights will turn off. This indicates your Mobile Device was successfully turned off.

## Testing your MobileHelp Touch with Automation

- Select the Settings icon and press Test Now. A self-test pop up will appear, press "Ok – Test Now".
- The screen will display EMERGENCY CALL IN PROGRESS.



- The MobileHelp Touch will beep several times and announce "Call connected, please stand by for operator".
- If your test was successful, your MobileHelp Touch will announce "Thank you for testing your device. Your test is now complete".
- If your test was not successful, please contact Technical Support.



## Testing your Mobile Device with Central Station

For Mobile Device Light Indicator information, please see page 21

- Remove the Mobile Device from the cradle charger then press and hold down the emergency button firmly for two seconds until the red light around the help button lights up, then release.
- The Mobile Device will beep several times or announce, “Call in progress”, depending on the Mobile Device version.
- An emergency operator will communicate with you through the 2-way speaker on the Mobile Device and ask you if you are okay.
- Please state clearly to the operator that “THIS IS A TEST.” If you do not explain to the operator that you are testing your unit, EMS will be contacted.

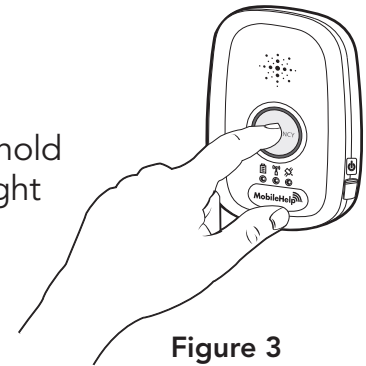


Figure 3

## Test your Help Buttons

To test your neck pendant or wrist button, please contact **Technical Support 1-800-931-7852**.

**Please remember, it is important that you test your system at least once a month.**

## Mobile Device 3.0

### Voice Guidance

The Mobile Device 3.0 provides voice announcements. Select announcements are listed below:

Event	Voice Prompt
The emergency call is initiated	"Call in Progress"
The battery is low	"Your battery is low, please connect to a power source."

**Note:** There may be situations where the voice prompts don't complete the entire phrase when another voice event occurs. In this instance, the latter voice prompt event will cut in and the current voice prompt may be terminated prematurely.



### Technical Information

MobileHelp Model Number	FCC Product Code	Input	Output	Current Rating
MD3-01	FGS-MD3-3G-01	Internal	3.7 VDC	930 mAh

### Radio Frequency

All devices frequency transmission = 433 MHz

## Important Safety Information For All Systems

- You must always carry the Mobile Device with you when going outside of your home.
- Keep electrical cords away from heat sources and sharp edges.
- Locate electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Test your system once a month.
- Do not block the MobileHelp Touch's microphone. This will affect your ability to communicate with the emergency response center.
- During a power outage, the MobileHelp Touch's battery backup will last up to 15 hours, after it has been charged for 3 hours.
- The wrist button and/or neck pendant are designed to work at an approximate range of 350 feet from the Mobile Device or 150 feet from the MobileHelp Touch, depending on the size and construction of your home.
- The Mobile Device and MobileHelp Touch are not waterproof. Do not expose to water, rain, extreme humidity, sweat, or other moisture.

- The Mobile Device and MobileHelp Touch contain sensitive hardware, take care when handling and avoid dropping it.
- Do not expose the Mobile Device or MobileHelp Touch to dust, dirt, sand or food.
- The Mobile Device's battery is designed to last over 24 hours after it has been charged for 3 hours.
- The Mobile Device has a GPS receiver that works best when it has an unobstructed view to the sky.
- Wear your waterproof help button at all times.
- The help buttons (Neck Pendant, Wrist Button and Fall Detection Button) are waterproof and can be taken with you in the shower.
- Do not put the neck pendant or wrist button through the clothes washer or dryer, or attempt to dry your button out in the microwave or oven.








### **WARNING**

**Strangulation and choking Hazard. The neck pendant button lanyard has been designed to break away when tugged, however the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.**

### **Avertissement**

**Risque de suffocation ou d'étranglement. La lanière pour bouton pendentif est conçue pour se détacher lorsqu'elle est tirée, cependant, l'utilisateur peut subir une blessure ou la mort si la lanière se mêle ou s'accroche à d'autres objets.**

## Mobile Device Light Indicator

Light Indicator	What it Means
 <b>GREEN</b> 	<p><b>Blinking slowly:</b> Device is connected to wireless network.</p> <p><b>Blinking rapidly:</b> Device is NOT connected to wireless network.</p>
 <b>YELLOW</b> 	<p><b>Blinking:</b> Indicates device is communicating to the GPS satellite.</p>
 <b>RED</b> 	<p><b>Blinking slowly (off charger):</b> Battery is low - you have about one hour of battery left.</p> <p><b>On while charging:</b> Battery is charging.</p> <p><b>Off while charging:</b> Battery is fully charged.</p>
 <b>EMERGENCY LIGHT</b>	<p><b>On:</b> Indicates you successfully pushed your button and sent an alert to the monitoring center.</p>
<p><b>All lights off</b></p>	<p>Device is turned off.</p>

## FAQ

### How do I call for help?

Press your neck pendant, wrist button, Fall Button, Mobile Device emergency button on the MobileHelp Touch Screen.

### Who will help me in the event of an emergency?

When you press your help button, a trained emergency operator will speak to you and assess your situation and send the appropriate help to your location.

### Do I need my Mobile Device when I leave my home?

If you purchased the DUO system that includes a Mobile Device, you will need to take it with you when you are leaving your home and wear your pendant or wrist button at all times, at home or away, so help is never out of reach.

## If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, let the alarm go through then simply inform the emergency operator that this is a “false alarm.” The operator will disconnect and no further action will be taken. You may also cancel the alarm by swiping the Cancel button on your screen when you press your help button.

## How far away from the MobileHelp Touch will my help buttons work?

Your help buttons are designed to work at an approximate range of up to 150 feet from the MobileHelp Touch depending on the size and construction of your home.

## What happens if I push the button but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and contact the authorities on your behalf as well as notify your personal contacts listed on your profile.

## FCC Statements

Any changes or modifications not expressly approved by the party responsible for compliance could void your 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.



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.

## FCC RF Exposure Statements

This product meets applicable national SAR limits of 1.6W/kg.

This specific maximum SAR values can be found in the section of this user guide. When carrying the product or using it while worn on your body, maintain a distance of 0 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not Surfing Internet.

Body SAR: 1.06 W/kg

FCC ID: PXT-DC-TBS2-01

Contains Transmitter Module FCC ID: PXT-201706SC20A

## Canadian Compliance Statement

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

CAN ICES-3 (B)/NMB-3(B)

This device complies with Industry Canada license-exempt RSSs. 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.

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

Caution:

1) The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

DFS (Dynamic Frequency Selection) products that operate in the bands 5250- 5350 MHz, 5470-5600MHz, and 5650-5725MHz.

Avertissement:

1) Le dispositif fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

Les produits utilisant la technique d'atténuation DFS (sélection dynamique des fréquences) sur les bandes 5250- 5350 MHz, 5470-5600MHz et 5650-5725MHz.

**IC: 10876A-DC-TBS2-01**

**Contains IC: 10876A-201707SC20A**

## Canadian Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209.

This equipment should be installed and operated with minimum distance 0 mm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209.

Cet appareil doit être installé et utilisé avec une distance minimale de 0 mm entre l'émetteur et votre corps. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

Body SAR: 1.06 W/kg

## MobileHelp®

an Integrity Tracking LLC Company

### Corporate Headquarters

3701 FAU Blvd., Suite 300  
Boca Raton, FL 33431

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**fax:** 561-347-6288

**web:** [www.mobilehelp.com](http://www.mobilehelp.com)

### Sales

**phone:** 1-800-800-1710

**email:** [sales@mobilehelp.com](mailto:sales@mobilehelp.com)

### Emergency Support

Available 24/7 via MobileHelp System

### Technical Support

**phone:** 1-800-931-7852

Monday - Friday 8am to 8pm EST

Saturday and Sunday 9am to 6pm EST

Excluding Holidays

**email:** [support@mobilehelp.com](mailto:support@mobilehelp.com)

### Customer Service

**phone:** 1-800-931-7852

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Saturday 9am to 6pm EST

Excluding Holidays

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