MobileHelp

Mobile Medical Alert Systems

MobileHelp | **Complete User Guide**

MobileHelp Complete User Guide

This MobileHelp User Guide includes information covering the
3 most popular MobileHelp Systems:

**Cellular
DUO System**
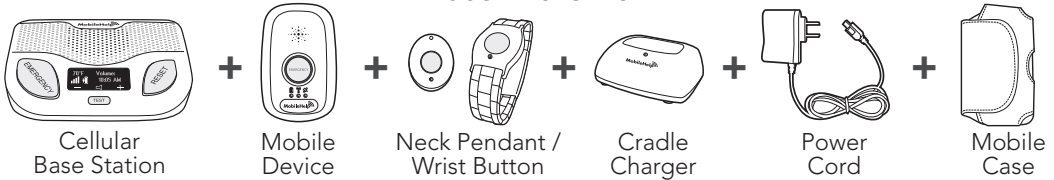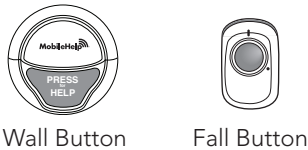
**Cellular
Classic System**

Solo System

Note: Remember to always carry the Mobile Device with you
when going outside of your home.

Cellular DUO System

What's In the Box

+ Cellular Base Station **+** Mobile Device **+** Neck Pendant / Wrist Button **+** Cradle Charger **+** Power Cord **+** Mobile Case

Optional Accessories

Wall Button Fall Button

If you selected the optional Fall Button™ Automatic Fall Detect system, you will receive the Fall Button™ and your choice of wrist button or neck pendant. You will also receive an additional manual for the Fall Button™ Automatic Fall Detect pendant.

Cellular Classic System

What's In the Box
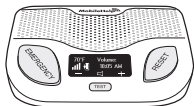
Cellular Base Station

+

Neck Pendant / Wrist Button

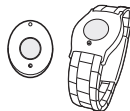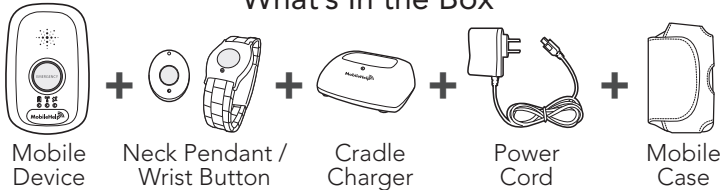## Optional Accessories

Wall Button

Fall Button

If you selected the optional Fall Button™ Automatic Fall Detect system, you will receive the Fall Button™ and your choice of wrist button or neck pendant. You will also receive an additional manual for the Fall Button™ Automatic Fall Detect pendant.

Solo System

What's In the Box

Mobile Device	Neck Pendant / Wrist Button	Cradle Charger	Power Cord	Mobile Case

Optional Accessories

Wall Button	Fall Button

If you selected the optional Fall Button™ Automatic Fall Detect system, you will receive the Fall Button™ and your choice of wrist button or neck pendant. You will also receive an additional manual for the Fall Button™ Automatic Fall Detect pendant.
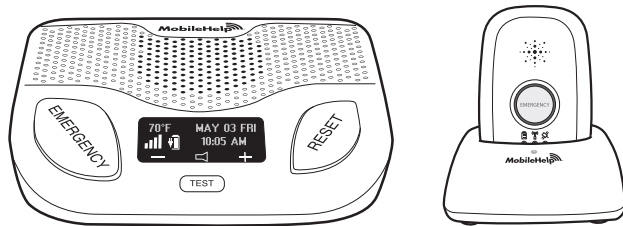
Figure 1

Setup Guide for MobileHelp's Medical Alert System

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 **1-877-827-6207** and select the Technical Support option. See last page for hours of operation.

Cellular Base Station Features
(Front)

Speaker/Microphone

ON/OFF
Switch (Back)

Temperature

Date & Time

Signal Strength
Indicator

Emergency
Button

Reset Button

MobileHelp

70°F   MAY 03 FRI
        10:05 AM

EMERGENCY

RESET

TEST

Battery Charge
Indicator

Test
Button

Volume
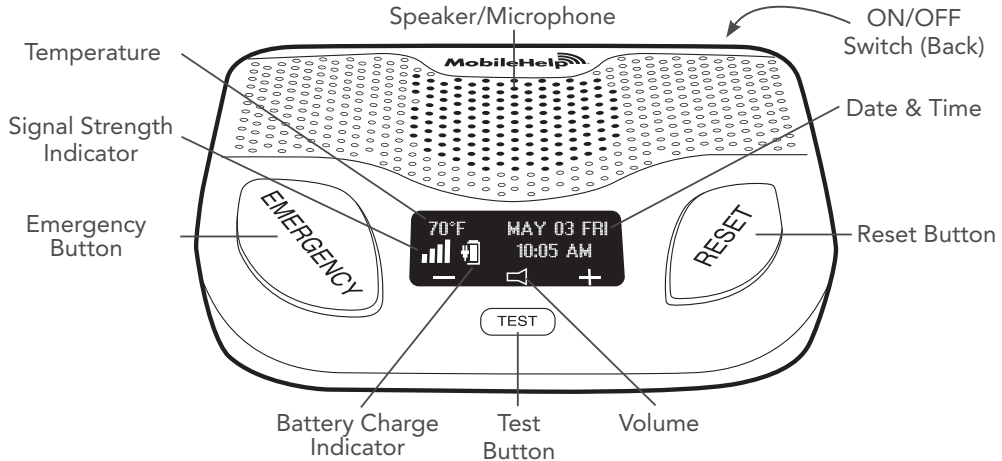
Figure 2

Mobile Device System Features

Speaker & Microphone

Emergency Help Button

Emergency Light (red ring)

ON/OFF Button

USB Charging Port

EMERGENCY

MobileHelp

Low Battery Indicator (red)

Cellular Indicator (green)

GPS Indicator (yellow)

Figure 3

Wearable Features

Emergency
Help Button

LED Light

Technical Support
Use Only

Pendant

LED Light

Wristband

Fall Button
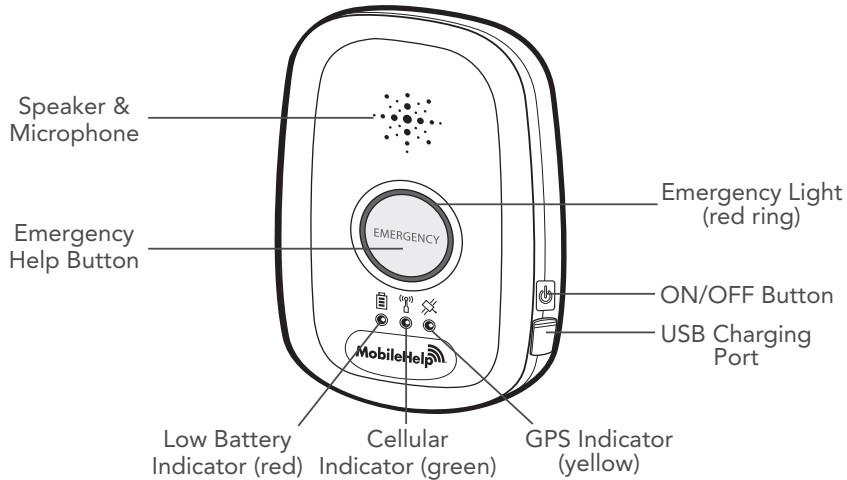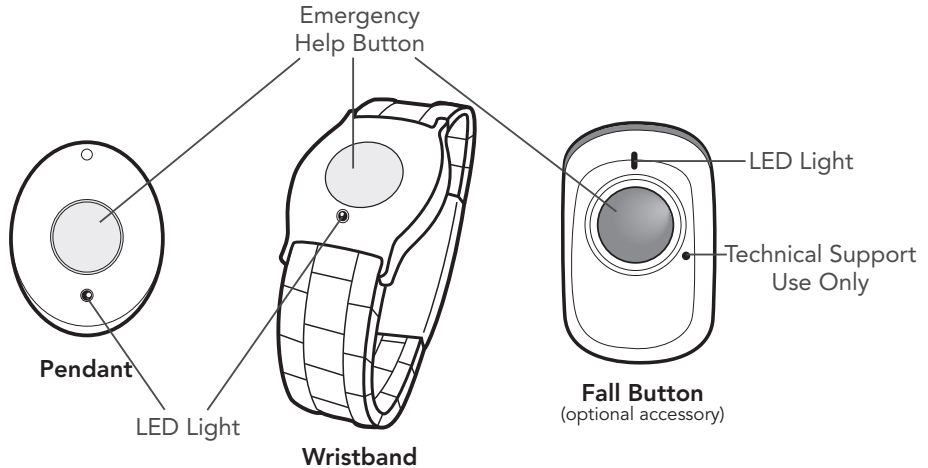(optional accessory)

Please follow these simple steps to get your system set up and tested.

Connecting your Base Station

Step 1. Select a Location

- We recommend you place the Base Station near the center of your home, such as your living room, family room or kitchen area.

- Place it near an electrical outlet.

- Do not place any object in front of the Base Station.

- Do not place near any appliances that make noise.

Step 2. Plug in the Power Cord (Please refer to figure 4.)

Plug the power cord that is attached to the back of the Base Station into an electrical outlet that is not controlled by a light switch.
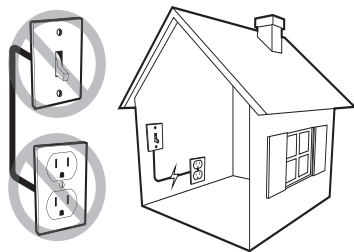

Figure 4

To avoid accidentally turning off the Base Station, DO NOT plug it into an electrical outlet that is controlled by a light switch.

Step 3. Turning on your Base Station

- Turn on your Base Station using the on/off switch located on the back.
- The display screen will turn on.
- If the Base is setup correctly, the Base Station will say "system ready."
- The emergency and reset buttons will illuminate.
- Make sure your Base Station is connected to the cellular network by checking for the signal strength bars on the Display screen.
- You can use the volume control buttons on the front of the unit at the bottom of the display screen, indicated by the "–" or the "+" sign, to adjust if the voice is too loud or too soft.
- Within a few minutes of turning on the system, the Cellular Base Station will obtain the date and time from the cellular network and will appear in the display area. You are not able to set the date and time manually.

ON/OFF
Switch

Figure 5

Figure 6
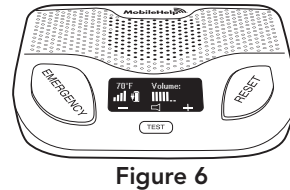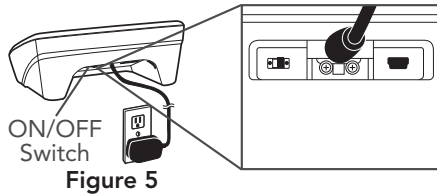
Setting Up Your Mobile Device

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 7.)

- 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.
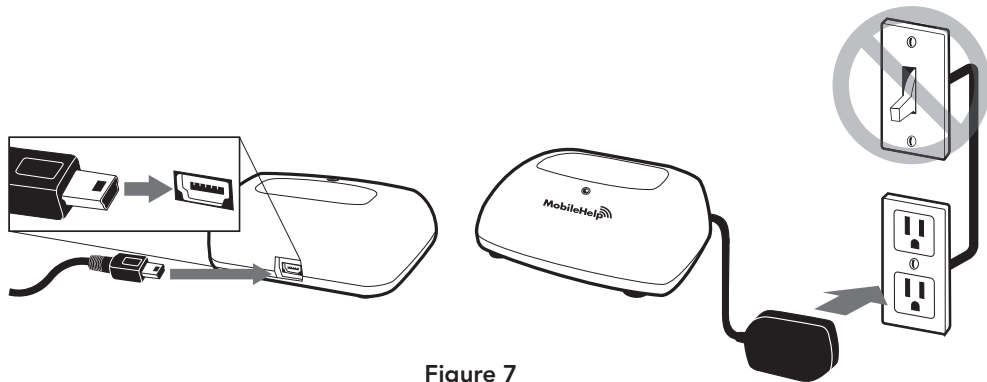
Figure 7
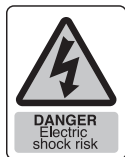
WARNING
To prevent electrical shock please keep the system away from wet locations.
AVERTISSEMENT
Pour éviter le choc électrique, SVP tenir le système éloigné des endroits humides.

DANGER
Electric
shock risk

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.
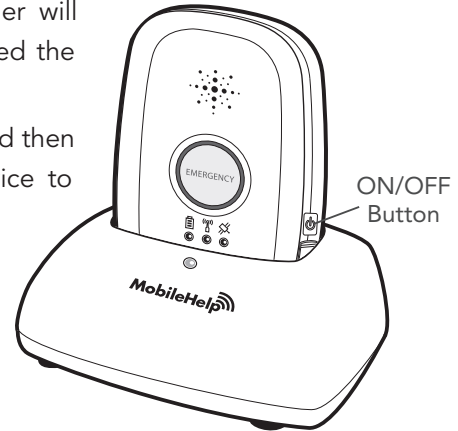
ON/OFF Button

Figure 8

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 Cellular Duo System

It is important that you test your system at least once a month.

- When you are conducting a test on your Cellular Duo System, always have your Mobile Device nearby because if both devices activate in response to your press of a Neck Pendant or Wrist Button, each device will send an alarm to the Emergency Response Center and you will need to reply to the operator to clear the alarm.

- You can use the TEST button on your Cellular Base Station to conduct a test without placing a call to the Emergency Response Center by following these steps.

  - Press and hold the TEST button on Base Station until it illuminates green.
  - You will hear an announcement over the Base Station that will instruct you to press the Emergency button or Pendant.
  - Press the Neck Pendant or Wrist Button.
  - The Base Station will announce, "Test call sent to emergency response center" and the Mobile Device will respond by either beeping several times or by playing the announcement, depending upon the Mobile Device version.
  - If your test was successful, you will hear "thank you for testing your device" from the Base Station and Mobile Device.

Testing your Cellular Classic System

You can use the TEST button on your Cellular Base Station to conduct a test without placing a call to the Emergency Response Center by following these steps:

- Press and hold the TEST button on Base Station until it illuminates green.
- You will hear an announcement over the Base Station that will instruct you to press the Emergency button or Pendant.
- Press the Neck Pendant or Wrist Button.
- The Base Station will announce, "Test call sent to emergency response center".
- If your test was successful, you will hear "thank you for testing your device" from the Base Station speaker.
- If your test was not successful, the Base Station will announce "user auto-test failed, please contact Technical Support".

Cellular Base Station Voice Guidance

If your system includes the Cellular Base Station, your Base Station will have voice announcements. Select announcements are listed below:

Event	Voice Prompt	Notes
The Cellular Base Station is powered on	System Ready	Base Station on/off switch has been turned on, be sure to connect to electric outlet or it will run on battery backup.
Both red Emergency and Blue Reset buttons are flashing	Power not detected or Power restored (when electricity is reconnected)	Check that the Base Station is correctly plugged into an electrical outlet.
The battery needs charging	Low Battery	Check that the Base Station is correctly plugged into an electrical outlet or it will run on battery backup.
The emergency call is initiated	Call in progress	Alarm is being sent to the Emergency Response Center.
Call connected	Please stand by for operator	Respond to the emergency operator's call over the device speaker.
Cellular Base Station receives a fall signal	Fall Detected - Press and hold Button to Cancel	This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold thebutton on the Fall Button for 5 seconds to cancel the signal.
Fall alarm is canceled	Alarm Canceled	Alarm has been canceled.

Medication Reminders (optional service):

- At the scheduled time for your Medication Reminder, your Cellular Base Station will announce "Medication Reminder, Please Press Reset to Accept" and the blue reset button will flash.

- The name of the medication will be displayed on the Cellular Base Station screen just like it was entered in the MobileHelp Connect web portal.

- The Base Station will make the announcement once a minute for 30 minutes or until reset button is pressed.

- If you press the "reset" button, the reminder will be recorded as accepted. If you do not press the "reset" button within 30 minutes, the reminder will be recorded as ignored.

- For complete instructions for Medication Reminders, please log in to MobileHelp Connect and under the "Help" tab, click on "MobileHelp Connect User Guide."

- If you have any questions, please contact our customer support department at 1-877-827-6207.

Testing your Solo System

For Mobile Device Light Indicator information, please see page 35

Figure 5

- 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 emergency 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.
- Test your Solo System using a Help Button (Please refer to figure 6.)
- Press your Neck Pendant or Wrist Button firmly once and you will see the button's red light indicator flash once indicating a signal was sent to the Mobile Device.
- The red ring around the Mobile Device Emergency button will light up and the Device will beep or you will hear the announcement depending on the Mobile Device version. If you are near to the charging cradle, you will hear a beep coming from it also in response from the button press.
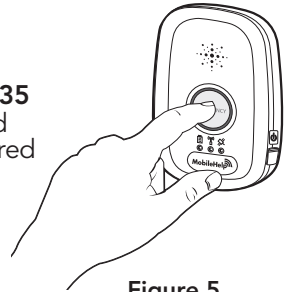- Proceed with responding to the emergency operator to clear the alarm.

## Test your Help Buttons (Please refer to figure 6.)

- Press your wrist button or neck pendant firmly once.
- The button's red light flashes indicating a signal was sent to the Mobile Device.
- The red ring around the Mobile Device Emergency button will light up.
- The Mobile Device will beep several times, indicating your alarm is being sent to the central station or announce, "CALL IN PROGRESS", depending on the Mobile Device version.
- An emergency operator will communicate with you through the Mobile Device and ask you if you are okay.

Figure 6

- 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, emergency help will be contacted.
- If your help button is not working properly or if the light is blinking rapidly. Please call customer support at **1-877-827-6207** and select technical support.

Note: If you have a SOLO system, both your charging cradle and your Mobile Device will beep after you call for help.

Please remember, it is important that you test your system at least once a month.
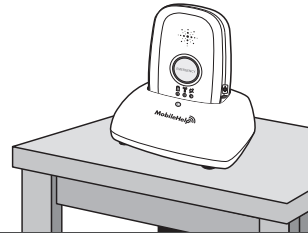
Mobile Device 3.0

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

Fall Detection with Mobile Device 3.0

Voice Guidance

If your system includes the Mobile Device 3.0, your Mobile Device will have voice announcements. Select announcements are listed below:

Optional Fall Button

Event	Voice Prompt	Notes
Mobile Device receives a fall signal	"Fall Detected - Press and Hold Button to Cancel"	This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold the button on the Fall Button for 5 seconds to cancel the signal.
Fall alarm is canceled	Alarm Canceled	
20-second window for cancellation has ended	"Fall Detected - Contacting Emergency Response Center"	The signal will then be sent to the monitoring center and an operator will call your Mobile Device and/or the Base Station to assess your situation and dispatch the appropriate help to you.

Technical Information

MobileHelp Model Number	FCC Product Code	Input	Output	Current Rating
MD3-01	FGS-MD3-3G-01	Internal	3.7 VDC	930 mAh
IGPFD-01	PXTPFD-01	Internal	3.6 VDC	1200 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 Base Station's microphone. This will affect your ability to communicate with the emergency response center.
- During a power outage, the Base Station's battery backup will last up to 30 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 600 feet from the Base Station, depending on the size and construction of your home.
- The Mobile Device is not waterproof. Do not expose to water, rain, extreme humidity, sweat, or other moisture.

- The Mobile Device contains sensitive hardware, take care when handling and avoid dropping it.
- Do not expose the Mobile Device 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.

Frequently Asked Questions

How do I call for help?
Press your neck pendant, wrist button, red emergency button on your Base Station or your Mobile Device emergency button.

Do I need my Mobile Device when I leave my home?
Yes, always take your Mobile Device with you when leaving your home and wear your pendant or wrist button at all times at home and away so help is never out of reach.

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.

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.

How will an Emergency Response team get into my home?
Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be responsible for any damages as a result of gaining entry.

We recommend that you purchase a MobileHelp "lock box" to safely store your house key. Your lock box code will be stored on your account and given to emergency personnel to gain entry to your home without damage. If you have your own lock box (not purchased from MobileHelp), please call MobileHelp Customer Support at 1-877-827-6207 to ensure your code is noted on your account.

How far away from the Base Station will my help buttons work?
Your help buttons are designed to work at an approximate range of 600 feet from the Base Station depending on the size and construction of your home.

What happens if I push my help button but cannot get to the Base Station?
If you push your help button, stay where you are. An emergency operator will communicate with you through your Base Station or Mobile Device.

Why is the emergency operator having trouble understanding me?
The microphones in the Base Station and Mobile Device are very sensitive, and will pick up surrounding noises from your television, radio, wind from ceiling fans, and the like. To increase the quality of the call, look for a quieter area to set up your Base Station or go to a quieter area with your Mobile Device.

Why is my help button not activating my Base Station/Mobile Device?
Be sure to press the help button once firmly in the center to activate your Base Station and/or Mobile Device. A small red light below the pendant or wrist button will flash. If the Base Station and/or Mobile Device does not respond, check to ensure that the help button is in range of the Base Station and/or Mobile Device. If you still have issues with your system, call our customer support team at 1-877-827-6207 and select the technical support option.

Is the Mobile Device waterproof?
No, however, your help buttons (neck pendant and wrist button) are waterproof and can be taken with you in the shower.

What if I move to a different home, or my personal information has changed?
Please contact Customer Support at 1-877-827-6207 any time there are any changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move to determine whether the service will be available in your area.

What if I spend part of the year in another home?
We can transfer your service to your new location. Just give us a call at 1-877-827-6207 and speak with Customer Support one week before you go to determine whether the service will be available at your other home.

I am going to travel. How should I prepare?

Your Mobile Device will work nationwide anywhere there is AT&T cellular coverage. We recommend you call Customer Service at least 2 to 3 days prior to leaving, so we can update our systems with your new location address, emergency contacts, and lock box location. This ensures that if we have to alert emergency responders, they will have all relevant information to assist you without delays. Please remember to bring the following items: Neck Pendant and/or Wrist Button, Mobile Device, Car Charger (if you purchased this additional accessory), Power Cord, and Charger.

How do I prepare my device for air travel?

Your Mobile Device will need to be turned OFF. Simply hold the on/off button for approximately two seconds until all the lights are turned OFF.

Is the lanyard adjustable?

There are fixed length magnetic lanyards and adjustable length lanyards.
Adjustable lanyard: There are two connectors on the lanyard. One that is cone shaped and one that is pear shaped. There are 2 parts of the lanyard coming out the left side of the cones. Use one hand to hold the cone shaped part, use the other to pull the top string to shorten the lanyard. Do the reverse to tighten the lanyard.
Magnetic lanyard: These lanyards are not adjustable.

Can a magnetic lanyard cause interference with a pacemaker or other medical device?

If you have a pacemaker or any medical device, consult your manufacturer for information on any possible risk of magnetic interference with the device.

Can I replace the neck pendant cord?

Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces. However the risk of choking may increase if you do not use the lanyard provided by MobileHelp.

Can I replace the wrist button band?

Yes, you may replace the wrist button band with a standard watch band of your choice.

Can I speak into my help button?

No, you can communicate with the monitoring center through your Base Station and/or Mobile Device only. Your help buttons do not have a speaker or microphone.

Does the Wrist Button strap contain any latex?

No, the strap MobileHelp uses is silicon based with no latex content.

FDA Statement

MobileHelp is a FDA registered medical device manufacturer. MobileHelp quality system complies with regulation 21CFR 820 of the FDA Current Good Manufacturing Practice. The FDA is the official regulatory agency of all food, dietary supplements, medical devices, cosmetics and veterinary products in the United States.

FCC Statement

Product	Base	Pendant	Watch
FCC ID	PXTWBS-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTIGM-02	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS3-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS4-01	VDQIGP-01	VDQIGP-02

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.

15.105(b)

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.

15.21

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF Exposure Information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC 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 your body.

MobileHelp Customer Support 1-877-827-6207

Cellular Base Station Gen4.0

Bluetooth Modem
2400 Mhz to 2483 Mhz

This equipment complies with IC RSS-102 RF exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

....

- This device complies with the ISED radiation exposure limit set forth for an uncontrolled environment.
- This device should be installed and operated with minimum distance 20cm between the radiator & your body.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- Cet équipement est conforme avec l'exposition aux radiations ISED définies pour un environnement non contrôlé.
- Cet équipement doit être installé et utilisé à une distance minimum de 20 cm entre le radiateur et votre corps.
- Cet émetteur ne doit pas être co-localisées ou opérant en conjonction avec une autre antenne ou transmetteur.
- This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the followingtwo 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,et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage estsusceptible d'en compromettre le fonctionnement. CAN ICES-3 (B)/NMB-3(B)

Technical Information

Models	Input	Output	Current Rating
IGM-02	Internal	3.7 VDC	930 mAh
IGBW-01	115 V	5 VDC	3000 mA
IGBW-01	Battery Backup	4.2 VDC	3000 mA
IGPFD-01	Internal	3.6 VDC	1200 mAh
IGP-01	Internal	3 VDC	230 mAh
IGPWS-01	Internal	3 VDC	230 mAh
IGPWS-02	Internal	3 VDC	230 mAh
IGPWC-01	115 V	5 VDC	1000 mA
IGMCA-01	12 V	5 VDC	1000 mA
MCC-02	115 VAC	5 VDC	1000 mA
IGP-02	Internal	3 VDC	230 mAh
IGPWS-02B	Internal	3 VDC	230 mAh
IGPWS-02W	Internal	3 VDC	230 mAh
WMP-01	Internal	3 VDC	230 mAh
CBS2-01	115 V	5 VDC	3000 mA
CBS2-01	Battery Backup	4.2 VDC	3000 mA
MD3-01	Internal	3.7 VDC	930 mAh
IGPFD-01	Internal	3.6 VDC	1200 mAh
CBS4-01	115 V	5 VDC	3000 mA
CBS4-01	Battery Backup	4.2 VDC	3000 mA

Radio Frequency (RF)
All devices frequency transmission = 433MHZ

Mobile Device Light Indicator

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

MobileHelp®

an Integrity Tracking LLC Company

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