MobileHelp

Help at the touch of a button

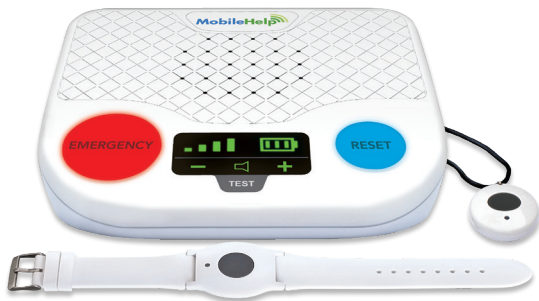Mobile Medical Alert Systems

Cellular Base Station Gen 5.0

MobileHelp

EMERGENCY

TEST

RESET

MHP8003-359B

MobileHelp | **Complete User Guide**

MobileHelp Complete User Guide

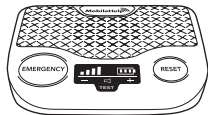This MobileHelp User Guide includes information covering the following MobileHelp System:

Classic LT System

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Classic LT System

What's In the Box

Cellular Base Station   +   Neck Pendant **OR** Wrist Button

Optional Accessories

Wall Button   Fall Button

The Fall Button™ and Wall button are optional and at an additional cost. The Fall Button™ has a separate user guide.
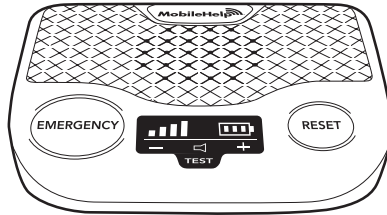
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Figure 1

Setup Guide for the MobileHelp Medical Alert System

We thank you for choosing a MobileHelp Medical Alert System and 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.

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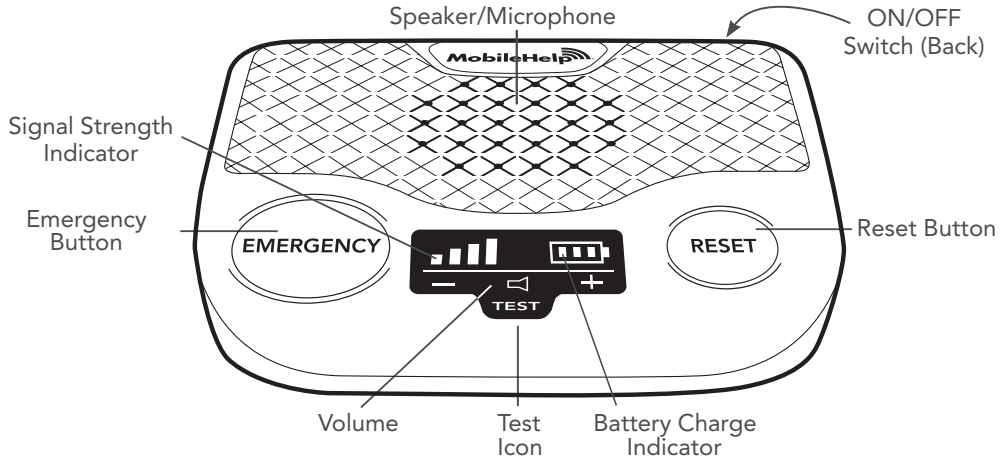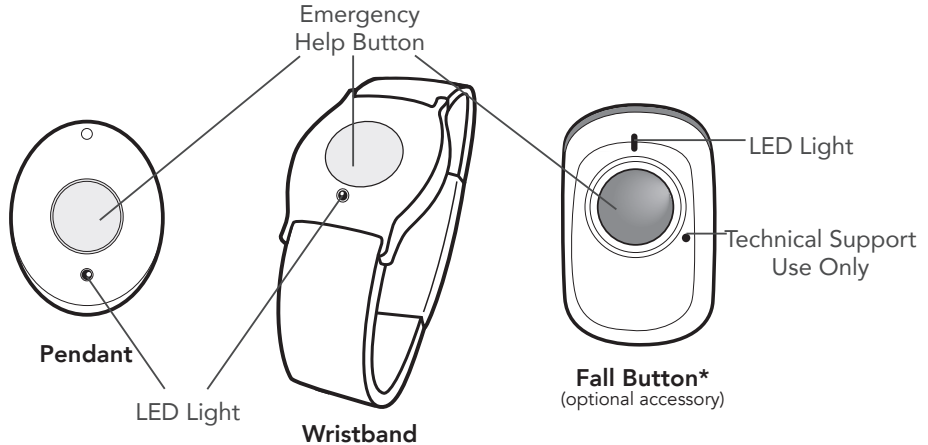
Cellular Base Station Features
(Front)

Speaker/Microphone

ON/OFF Switch (Back)

Signal Strength Indicator

Emergency Button

EMERGENCY

RESET

Reset Button

Volume

Test Icon

TEST

Battery Charge Indicator

Figure 2

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Waterproof Help Buttons

Emergency Help Button

LED Light

Technical Support Use Only

Pendant

LED Light

Wristband

Fall Button*
(optional accessory)

*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.

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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)
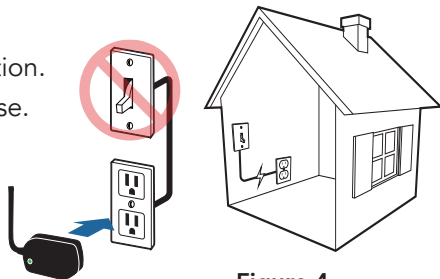Plug the power cord that is attached to the back of the Base Station into an electrical outlet.

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.

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Step 3. Turning ON your Base Station

- Turn on your Base Station using the ON/OFF switch located on the back. (Please refer to figure 5)
- The emergency and reset buttons will illuminate within 10 seconds. (Please refer to figure 6)
- If the Base is setup correctly, the Base Station will say "system ready", within 60 seconds.
- 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 icons on the front of the unit at the bottom of the display screen, by tapping the "−" or the "+" sign, to adjust if the voice is too loud or too soft.

ON/OFF Switch

OFF   ON   USB

Model Number: CBSS-01   FCC ID: PXTCBSS-01
                               IC: 10876A-CBSS01
Contains FCC ID: XPY1EHQ24NN   CAN ICES-3(B)/NMB-3(B)
Contains IC: 8595A-1EHQ24NN
                Manufactured For MobileHelp 33431
                       Made in Malaysia

Figure 5
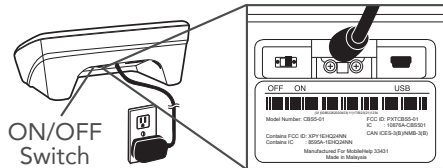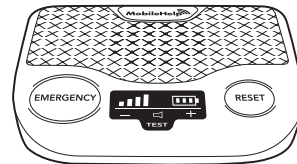
EMERGENCY   TEST   RESET

Figure 6

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Testing your Classic LT System

Please test your system on a weekly basis using the TEST icon.

- In order to test your system on battery backup, please unplug the power from the AC outlet.
- You can use the TEST icon on your Cellular Base Station to conduct a test without speaking to an Emergency Response Operator by following these steps:
  - Touch and hold the TEST icon until you hear "user auto test", this will take approximately 6 seconds.
  - 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 your 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."
- **If you unplugged your Base Station for the test, once you have finished testing, please remember to plug the power back into the AC outlet.**

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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 detected (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 the button on the Fall Button for 5 seconds to cancel the signal.
Fall alarm is canceled	Alarm Canceled	Alarm has been canceled.

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Important Safety Information

- Keep electrical cords away from heat sources and sharp edges.
- Keep 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 Classic LT System weekly.
- 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 24 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 600 feet from the Base Station, depending on the size and construction of your home.
- If the LED on your pendant flashes amber, the battery is low. Please contact MobileHelp immediately to provide you with a replacement pendant.

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- 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. Do not 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.

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Frequently Asked Questions

How do I call for help?

Press your Neck Pendant, Wrist Button, or red emergency button on your Base Station.

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 notify Emergency Response on your behalf. We will also notify the personal contacts listed on your profile.

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

If you accidentally set off the alarm, simply notify the Emergency Operator when they respond 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 held responsible for any damages caused as a result of gaining entry.

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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 in order to gain entry to your home without causing damage. If you have your own lock box (not purchased from MobileHelp), please call MobileHelp Customer Service 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?

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 attempt to communicate with you through your Base Station. If you are not heard, we will assume it is an emergency and notify Emergency Response on your behalf.

Why is the emergency operator having trouble understanding me?

The microphone on the Base Station is 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.

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Why is my help button not activating my Base Station?

Be sure to press the emergency button once firmly in the center to activate your Base Station. A small red light below the pendant or wrist button will flash. If the Base Station does not respond, check to ensure that the help button is in range of the Base Station. If you still have issues with your system, please call 1-877-827-6207 and select Technical Support.

What if I move to a different home, or my personal information has changed?

Please contact Customer Service 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 Service one week before you go to determine whether the service will be available at your other home.

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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 and are only available upon request.

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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. Our help buttons do not interfere with pacemakers.

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. 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.

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FDA Statement

MobileHelp is an FDA Registered Company. 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	Wrist Button
FCC ID	PXTCBS2-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS4-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS5-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS5-02	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.

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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 device should be installed and operated with minimum distance 20cm between the radiator & your body.

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Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

1. Canadian Compliance Statement

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, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

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

Ce produit répond aux spécifications techniques applicables à l'innovation, Science et Développement économique Canada.

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Technical Information

Models	Input	Output	Current Rating
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
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
IGPFD-01	Internal	3.6 VDC	1200 mAh
CBS5-01	Battery Backup	4.2 VDC	3000 mAh
CBS5-01	115V	5 VDC	2000 mA
CBS5-02	115V	5 VDC	2000 mA
CBS5-02	Battery Backup	4.2 VDC	3000 mAh

## Radio Frequency (RF)

All devices frequency transmission = 433MHZ

Medical Information Form

Remember to complete the Medical Information Form that comes with your system and place this in a safe place that can be accessed by emergency personnel. You can print extra copies at any time by visiting www.mobilehelp.com/forms.

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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.

Please test your system when you can using the TEST icon, as instructed in this user guide.

(refer to page 9)
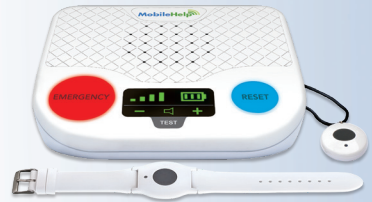
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MobileHelp®

Corporate Headquarters
3701 FAU Blvd., Suite 300
Boca Raton, FL 33431
phone: 561-347-6255
fax: 561-347-6288
web: www.mobilehelp.com

Sales
phone: 1-800-800-1710
email: sales@mobilehelp.com

Emergency Support
Available 24/7 via MobileHelp System

Technical Support
phone: 1-877-827-6207
Monday - Friday 8am to 8pm EST
Saturday and Sunday 9am to 6pm EST
Excluding Holidays
email: support@mobilehelp.com

Customer Service
phone: 1-877-827-6207
Monday - Friday 8am to 8pm EST
Saturday 9am to 6pm EST
Excluding Holidays
email: cs@mobilehelp.com