Welcome to MobileHelp

Thank you for participating in our MobileHelp pilot program!

MobileHelp allows you to summon emergency help 24 hours a day, 365 days a year by simply pressing your own **Personal Help Button**. Unlike traditional medical alert systems, MobileHelp also enables you to participate in activities that you enjoy outside of your home while having the peace-of-mind of having a medical alert system with you at all times.

This short set up guide walks you through the 7 simple steps that it takes to install and activate your MobileHelp service. If you have any questions regarding the installation, please contact **MobileHelp Subscriber Services at 561-347-6259.**

DO NOT USE IN AN EMERGENCY!

DIAL 911 ON YOUR HOME OR CELL PHONE

THIS SYSTEM IS FOR TEST PURPOSES ONLY

Package Contents

Your MobileHelp package contains the following items:

Portable Unit

Base Station

Personal Help button

Phone Cord

Base Station: When you are inside of your home, the Base Station calls for help whenever you press the red Emergency button OR your Personal Help Button. The Base Station also recharges your Portable Device.

Personal Help Button: This device is worn on your person. When you press this button from within your home, it sends a signal to the Base Station. The Base Station, in turn, places a help call to the MobileHelp Response Center. Note that your Personal Help Button is also waterproof.

Phone Cord: Connects your base station to your home's phone service.

Portable Device: Pressing the button on your Portable Device places a help call to the MobileHelp Response Center. As its name implies, this device is portable: Always take the Portable Device with you when you are outside of or away from your home

Step 1

Place your Base Station in a proper location

Place your Base Station within 5 feet of:

Base Station   **Phone Jack**   **Power Supply**

✓ A telephone wall jack and electrical outlet.

✓ In the area of your home where you spend most of your time. For large homes, place the Base Station near the center of the home. This ensures a wider range of operation for your MobileHelp system.

✓ On a hard, flat, non-metallic surface. For example, do NOT place your Base Station on a tablecloth.

Do NOT place your Base Station:

✗ Near an electrical outlet that is controlled by a wall switch. That is, do not place the Base Station near a wall outlet that is controlled by an on/off wall switch.

✗ Near sources of noise. For example, do NOT place your Base Station near a television, radio, air conditioner or similar devices OR Near your refrigerator and microwave oven.

Step 2

Plug in the Power Cord

a. Plug your Base Station's power adapter into an electrical outlet that is NOT controlled by a wall switch.

   After plugging in your Base Station, the **Emergency** and **Reset** buttons on the Base Station will light up. This simply indicates, that power has been detected by your Base Station.

b. Place the Portable Device "face out" in the recharging cradle on top your Base Station.

   A red light will illuminate. This indicates that the Portable Device is charging. The red light will turn off indicating a fully-charged Portable Device.

Step 3

Plug the Base Station into a Wall Jack

a. Plug one end of the **Phone Cord** (supplied with your MobileHelp system) into the **LINE** jack located on the back of your Base Station.

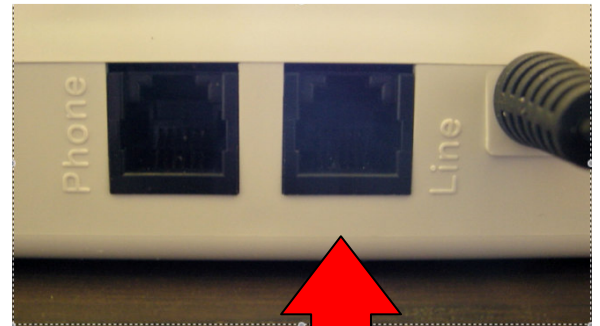b. Plug the other end of the phone cord into the wall's phone jack.

   If you already you have a telephone cord plugged into this jack, you will need to temporarily unplug it from the wall's phone jack.

Wall Jack   **Phone Cord**

The jack labeled "LINE" on the back of the base station.

Step 4
Connect your Telephone to the Base Station

➢ If you did not have a phone that needed to be unplugged from the wall jack in Step 3, you can skip this step and go to Step 5.

➢ If you unplugged your phone's cord from the wall phone jack in Step 3, plug the phone cord that is connected to your telephone into the **PHONE** jack on the back of your Base Station.

➢ If you completed this step correctly, you should hear a dial tone on your phone.

Use your regular phone cord that you use with your home phone and plug it into the back of the base station in the jack labeled "phone"
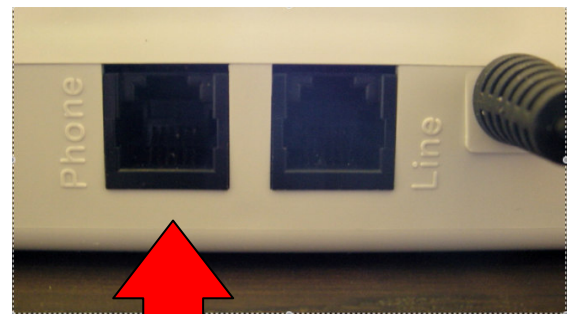
Jack labeled "Phone"

Step 5

Conduct a Range Test

The Base Station provides coverage inside your home and it may provide coverage in the area immediately outside of your home (i.e. in your yard, etc.). The range test will show you, which areas in your home are within the range that is covered by your Base Station.

> While not required, having a helper to assist you in completing the Range Test is encouraged. With a helper, one person can remain nearby the Base Station while the other tests the Personal Help Button from each room within your home.

To perform the range test, perform these following steps:

a. Temporarily unplug the phone cord that is plugged into the wall's phone jack.

b. Place the Personal Help Button around your neck.

c. With your Personal Help Button around your neck, walk into one of the rooms in your home.

d. Once you are in the room, press your Personal Help Button to see if the Base Station responds with a "beep".

   The "beep" indicates that your Personal Help Button is within the range of your Base Station. This means that your Personal Help Button is capable of sending a help call to the MobileHelp Response Center from within that room.

e. Exit the room and go to your Base Station.

f. On the Base Station, press the **Reset** button.

g. Repeat Steps 3b through 3e for each room in your home. Remember to include your bathroom(s) as well.

h. Plug the end of the phone cord back into the wall's phone jack.

After you have performed a range test for each room in your home, proceed to Step 6.

	If you do not hear a beep in some rooms, move the Base Station to a different location. Moving the Base Station will improve its coverage.

Step 6

Use your Personal Help Button to place a test call to MobileHelp

a. Test your MobileHelp system by pressing the Personal Help Button that you are wearing around your neck.

b. After pressing the Personal Help Button, wait for instructions from a MobileHelp Response Associate.
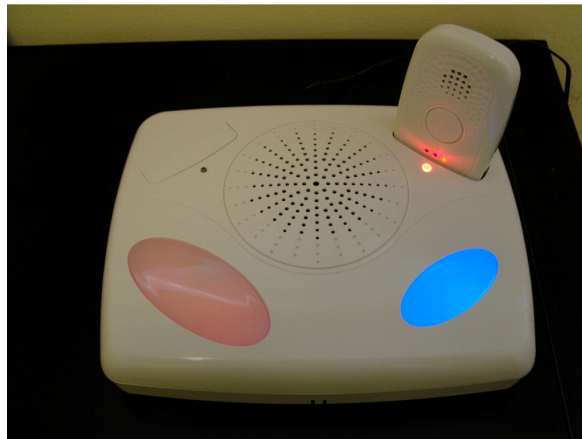
	IMPORTANT: Once every month, repeat this test (that is, Step 6) of your MobileHelp system.

Step 7

Use Portable Device to detect GPS (Global Positioning System)

The MobileHelp system uses GPS (Global Positioning System) to determine the location of your Portable Device.

If the yellow light on your Portable Device has illuminated, the device's location is known and no further action is required; you have completed the final step in the set up process.

If the yellow light on your Portable Device has **not** yet illuminated, perform these following steps:

a. Remove the Portable Device from the recharging cradle on top your Base Station.

b. With the Portable Device in-hand, exit your home and, as you move toward an open area, check to see if the yellow light on the Portable Device has illuminated. (Tall buildings, for example, may hinder GPS detection.)

c. Continue moving about an open area until the yellow light illuminates. While this process may take approximately 5-10 minutes, it only has to be performed once.

d. Place the Portable Device "face out" in the recharging cradle on top your Base Station to ensure that Portable Device is fully charged before use.

Congratulations! You have successfully installed and activated your MobileHelp system!

Calling for Help

You can use your MobileHelp system to call for help from either inside of your home or outside of your home.

Inside Your Home

To call for help from inside your home, press the Personal Help Button that you wear OR press the red **Emergency** button on your Base Station. In either case, the Base Station will dial the MobileHelp Response Center.

1. **The Base Station calls the Response Center**
   When the Base Station dials the MobileHelp Response Center, you will hear a series of ring tones. After the ring tones, your call is answered by a MobileHelp Personal Response Associate.

2. **The Response Center will answer the call**
   A MobileHelp Personal Response Associate will speak to you through your Base Station's built-in speaker. The MobileHelp Personal Response Associate will hear you through the Base Station's highly sensitive microphone.

Outside Your Home

When you are away from your home, use the Portable Device to make a help call to the MobileHelp Response Center. Always carry the Portable Device with you when you leave or are outside of your home. When you are away from home, you can call for help by just pressing the **Emergency Button** on your Portable Device.

For best performance, charge the Portable Device for at least five hours

before using it. When fully charged, the Portable Device battery provides approximately 12 hours of emergency call functionality.

When you press the **Emergency Button**:

1. **The Portable Device calls the MobileHelp Response Center**

   When your Portable Device initiates a call to the MobileHelp Response Center, you will hear a beep. After the beep, a steady green flashing light will illuminate and flash at a steady pace indicating that your request is being sent to the MobileHelp Response Center.

2. **The MobileHelp Response Center will answer the call**

   A MobileHelp Personal Response Associate will speak to you through the Portable Device's built-in speaker. The MobileHelp Personal Response Associate will hear you through your Portable Device's microphone.

   Note: Please allow approximately 1-2 minutes for your location to be detected and your call is answered by a MobileHelp Response Associate.

A holster for the Portable Device is supplied for your convenience.

Please allow approximately 1-2 minutes for your location to be dedected and your call is answered by a MobileHelp Response Associate.

During the pilot program for your MobileHelp system, the system will <u>not</u> be connected to a monitoring station. Therefore, should you experience a health emergency during the pilot program, call 911.

Important Reminders

✓ *Wear your Personal Help Button comfortably around your neck at all times*, especially while you are sleeping or bathing. The bathroom is a place where people often fall and need to call for help.

✓ Your Personal Help Button is **waterproof** and it should be worn in the shower or bath. However, please note that the Personal Help Button cannot send a signal to the Response Center if the button is submerged under water.

✓ Be sure to know when to use your Personal Help Button and your Portable Device. In short, when you are:

- ***Inside your home***, use your Personal Help Button to make a help call to the MobileHelp Help Center.

- ***Away from your home***, use your Portable Device to make a help call to the MobileHelp Help Center.

✓ Your Personal Help Button is not a microphone. So, do not try to talk into your Personal Help Button. Instead, your voice is picked up by highly sensitive microphones in the Base Station or in your Portable Device.

✓ Be sure to test the range of your Personal Help Button when you set up the system. If you have not tested the range, see Step 5 in this set up guide.

✓ Do NOT put your Personal Help Button through the clothes washer or dryer.

Important Safety Information

- Test your Personal Help Button once every month by pressing it and placing a test call to the MobileHelp Response Center. For instructions, see Step 6 in this set up guide.

- Wear your waterproof Personal Help Button at all times, especially when in the shower and in bed.

- Keep the Base Station's cords away from heat and sharp edges.

- Make sure all Base Station cords are located away from areas where someone could trip over them when walking.

- Do not use any attachment or accessory that is not intended for use with the MobileHelp system.

- Use caution when installing or working with telephone lines and cords.

- Never install telephone wiring or cords during a lightning storm.

- Never touch bare telephone wires or terminals unless the telephone line has been disconnected at the service box.

- Before cleaning your Base Station, unplug it from the wall outlet.

- Before you switch telephone services, please contact **MobileHelp Subscriber Services at 561-347-6259.**

FCC ID

PRODUCT	BASE	MOBILE	PENDANT
FCC ID	VDQIGB-01	VDQIGM-01	VDQIGP-01

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.

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 part responsible for compliance could void the user's authority to operate the equipment.