(large image of pendant on cover)

Owner's Manual - iHelp+™Mobile Medical Alarm System

Because Life Takes You Places!

Manufactured By www.iHelpAlarm.com™

Thank you for choosing the iHelp+™ mobile medical alarm. iHelp+™ is the latest technology in medical alarm devices. Each iHelp+™ unit has been carefully tested and inspected to meet the highest quality standards. The iHelp+™ mobile medical alarm was designed to give you the mobility and freedom to go virtually anywhere you want, without ever worrying about getting help in an emergency. With the iHelp+™, you never have to let the fear of a fall, a medical emergency, or any unsafe situation, keep you from doing the things you enjoy. iHelp's™ wireless medical alert system uses a nationwide wireless network to instantly contact our team of emergency operators when you need assistance. Simply press the button on your iHelp+™ unit to be connected to an operator, 24 hours a day/7 days a week.

The iHelp+™ Mobile Medical Alarm. Because Life Takes You Places!

For more information on the iHelp+™ mobile medical alarm, call your dealer, or go to www.iHelpalarm.com.

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iHelp+™ Product Features

Your iHelp+™ mobile medical alarm is designed to provide you with a simple and reliable way to get help in the event of an emergency and/or unsafe situation.

- **One-Touch Operation** - Press the button 2 seconds and your call is placed. Anti-cancel prevents cancelling the call if the button is pressed again.
- **Lightweight** - 2.5 ounces - comfortable to carry or wear.
- **Small In Size** - 2.5" x 1.8" x .67 - compact yet powerful.
- **Loud - Crystal Clear Audio Quality** - No need to hold to your ear or mouth to listen or speak.
- **Voice Prompts** - Lets you know the status of your call. Ex. Your emergency call is now being dialed, please stand by.
- **Direct GPS Location** - Sends your position directly to the monitoringcenter and/or a loved one.
- **72 Hour Use Per Battery Charge** - For maximum use between charges.
- **Wireless Network For 3G Nationwide Coverage** - Take it wherever you go.
- **Battery Status Indicator** - Visual indicator of battery status.
- **Battery Charging Indicator** – Flashesbluewhen charging, turns solid blue when charging is complete, and goes out when the charger is unplugged.
- **Fully Supervised Battery** – When the battery is low, the pendant will announce that the battery is low and the unit will notify the monitoring center that the battery is low as well. The monitoring center will then report back the low battery status to user.
- **Protected Phone Number** - Only the monitoring center can call you on your protected phone number, and this will ring your iHelp+™. This will help to locate your pendant in the event of misplacement.
- **Wearable Remote Button** - (only comes with the Enhanced kit). Small wearable button that communicates with the smart charger, so there's no need to wear the pendant.
- **Special-Version Smart Charger/Docking Station** - (only comes with the Enhanced kit). Speak and listen to the operator directly through the pendant whenthe remote button is pressed.
- **Water-Resistant** - Wear it in the bath or shower where most accidents occur.
- **Fall Detection**- Notifies the monitoring center/loved onesif you fall.

- **Geo-Fencing** - Notifies friends/family if you are near and/or step out of your pre-programmed 'safe zone'.
- **Snap-On Belt Clip (holster)** – Won't fall out.
- **Bluetooth and Wi-Fi ready -** For easy communication with accessories.
- **Complete Accessories** - Includes car charging adaptor, neck lanyard, and holster.
- **Warranty** – One (1) year from purchase.

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Setting up Your iHelp+™

Charge Battery Fully Before Using This Device

Plug the wall adapter into a standard power outlet or power strip, and plug other end into the charging port. (Image of plug into power outlet and other end into charging port) The blue charging lights in a ring around the button on your pendant, will flash every 5 seconds, indicating that the unit is charging. The unit is fully charged when the blue lights stay illuminated, and no longer flash.Battery charge takes about 2-3 hours to complete.

When you use your iHelp+™ unit for the first time, you must test your unit to ensure workability. The large grey button on the front of your iHelp+™ activates the system and automatically dials the emergency center.

To test, simply press the large grey button for two (2) seconds and then release. (Image of finger pressing button)

- You will hear the unit's voice prompt say, 'your emergency call is now being placed'.
- If there is cellular network coverage and GPS signal coverage, and the unit is working properly, you will then hear, 'your location has been determined'.
- The unit will then connect, and you will hear the call center operator greeting you. Simply tell the operator that you are just testing your system at this time.

NOTE: If you are not in an area with cellular service, the ring around the button on your iHelp+™ unit will flash green every ten (10) seconds. You will *not* hear 'your location has been determined' when the large grey button is pressed. In this case, you should to go to another area with better wireless network coverage and try testing your unit again. You will need to ensure that you have proper cellular coverage in the area you plan to use your iHelp+ device most often. (Image of pendant with blue lights illuminated)

NOTE: In the event the unit is not working properly, but does have cellular network coverage, your iHelp+™ unit has a self-check system and will announce, 'Unit IS NOT functioning. Please contact Customer Service.' Please contact your dealer as soon as possible in order to resolve the issue.

We recommend you test your iHelp+™ medical alarm on a weekly basis to ensure the unit is working properly.

In An Emergency

In the event of an emergency, press the large grey button on the front of your iHelp+™ unit for two (2) seconds and release. (Image of finger pressing button on pendant with 2 seconds written above) When the emergency operator answers, speak in a normal voice and explain the nature of your emergency. There is no need to put the unit up to your ear unless you are having trouble hearing. There is no need to hold the unit up to your mouth. You will be clearly heard, even if the unit is an arm's length away.

Your iHelp+™ mobile medical alarm is a two-way device, which means that you can speak to the operator through the iHelp+™ unit and he/she will hear you; and the operator can speak to you and you will hear him/her through your unit as well.

NOTE: IF THERE IS AN ACCIDENTAL, UNWANTED ACTIVATION, you can simply tell the operator that there is no emergency and that you DO NOT need help.

NOTE: If you press the button but are unable to speak, the operator can still listen in for sounds of distress. If no voices/sounds are detected, the operator will dispatch help.

Hold the iHelp+™ For the Best Audio

The operator should be able to hear you if you are wearing the iHelp+™ unit on your arm or neck. However, for optimal audio, it is best to hold the iHelp+™ approximately 10 inches in front of your mouth. (Image of person holding pendant in position for best audio)

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Using the iHelp+™ - Incoming Communication

In the event the monitoring service needs to contact you, or reconnect a disconnected call, they will call your 'protected' unit number. Your iHelp+™ unit will ring and, to answer the call, simply press the large grey button on the pendant for a half (1/2) of a second. You will then be able to speak and listen directly through the pendant.

'Find Your Loved One' Feature

In the event a loved one wants to locate you, they can do so by texting the word 'US' (without quotes and not case sensitive) to your 'protected phone number.' The person requesting your iHelp+™ location will initially receive a confirmation text response, and after a brief period, will then receive a text message with a link. They will be able to click on the link, and their phone will display your location along with an address, if available. Your loved ones must have a smart phone equipped with texting and Internet service to utilize this service. (Image of someone texting US and then image of the display location)

Fall Detection

Automated fall detection will measure your sway, orientation, and impact with a surface. If the unit detects that you have fallen, it will automatically call the monitoring center to report the fall. If you are unable to speak, the operator will send help. If you would like to cancel the fall detection call, you have a twenty (20) second grace period in which you can cancel the call. Simply press the grey button on the front of your pendant to cancel. If you have fallen, but you are okay, or you miss the grace period to cancel, simply let the operator know that you are okay.

This feature comes already programmed with your unit. If you would like to turn this feature off, you can do so by contacting your local dealer and requesting that they turn this feature off.

Geo-Fencing

There's always a risk that you or your loved one may not get to where they need to go. Maybe they are hurt or lost or even confused and can't find their way. A geo-fence is a virtual border that you and your loved one create using the iHelp+™. If the iHelp+™ user crosses that border, you're instantly notified via text or email.(image of set-up for geo-fencing or image of notification that loved one stepped out of border set)

Smart Charger and Remote Button (w Enhanced kit only)

The wearable remote button enables you to 'dock' your pendant in the smart charger and wear a tiny, remote button in place of the iHelp+™ pendant. In order to use the remote button, simply place your iHelp+™ pendant in the smart charger (docking station). The remote button may be worn around the wrist or around the neck with the lanyard. In an emergency, simply press the remote button. This will activate the pendant in the docking station and call the monitoring center. There is a built-in speaker/microphone in the pendant which enables you to respond to the monitoring center and have a two-way conversation with the operator. The lanyard and wrist straps come in multiple colors and are available as an optional add-on accessory.

Wearing your iHelp+™

Your iHelp+™ unit should be worn at all times. You have the option of wearing it around your neck, on the attached holster, around your wrist, or simply carrying it in your pocket. (Images of pendant around the neck, on holster, on wrist, and in pocket)

NOTE: It is advised, however, that if you are using the fall detection feature, that you wear the pendant on the holster or around the neck. This will enable the pendant to detect a fall most accurately.

Attaching the Lanyard to Your iHelp™

Our lanyard is designed with a break-away safety feature to help avoid accidents. (Image showing how to attach the lanyard)

NOTE: By using any type of lanyard, you run the risk of choking, including the possibility of serious injury. The lanyard can get entangled on wheelchairs, walkers, bed with guard rails, jewelry, clothes, or other objects that could entangle with a neck cord. Please exercise caution when using this feature.

Call Indications

When you place a call, the three (3) lights on the ring around the button on your pendant will flash green. That means your call is in progress. The lights will flash as long as your call is connected.

If there is an issue with the unit, including no cell service, the lights on the ring around the pendant will flash green, every ten (10) seconds, as long as the unit fails to access the cellular network.

Battery Status Indicator

When the unit restarts, all the lights on the ring around the button on your pendant will flash blueonce.

When battery capacity is between 70%-100%, Three (3) battery lights on the ring around the button on your pendant will be illuminated red when the button is pressed. (Image of finger pressing button and 3 red lights illuminated)

When battery capacity is between 20%-70%, Two (2) battery lights on the ring around the button on your pendant will be illuminated red when the button is pressed. (Image of finger pressing button and 2 red lights illuminated)

When battery capacity is between 0%-20%, One (1) battery lights on the ring around the button on your pendant will be illuminated red when the button is pressed. (Image of finger pressing button and 1 red light illuminated)

Charging the Battery/Battery Status Information

Battery is charging.
The battery is charging when the lights on the ring around the button on your pendant flash blue every five (5) seconds.(Image of pendant with blue ring)

Battery is fully charged.
The battery is fully charged when all three (3) lights on the ring around the button on your pendant are illuminated blue.(Image of pendant with blue ring)

Battery is low. Please charge as soon as possible
When battery capacity is between 20-40%, the unit will announce "Battery is low. Please charge as soon as possible." Two (2) battery lights on the ring around the button on your pendant will be illuminated red when the button is pressed. (Image of finger pressing button and 2 red lights illuminated)

Battery is very low. Please charge now
When the battery capacity falls below 20%, the unit will announce "Battery is very low. Please charge now." One (1) battery light on the ring will be illuminated red when the button is pressed. (Image of finger pressing button and 1 red light illuminated)

Battery is drained. Unit cannot call.
When the battery capacity falls below 5%, the unit will announce "Battery is drained. Unit cannot call. The battery lights on the ring around the button will not illuminate at all.

NOTE: When the battery is drained, your iHelp+™ unit WILL NOT be able to contact the emergency call center until the battery is charged.

NOTE: A fully charged iHelp+™ unit will function for approximately 72 hours (3 days). It is recommended, however, that you charge up your iHelp™ unit EACH NIGHT, so you don't have to worry about the battery running too low.

Terms and Conditions

Installation and operation of the iHelp+™ unit is the sole responsibility of the User. It is the User's exclusive responsibility to test all functions and ensure the equipment is in good working condition. User or purchaser is solely responsible for testing the iHelp+™ equipment as described in the instruction manual. iHelp Alarm is not responsible for misuse or improper operation of the unit. Before using, it is required that you perform the proper tests in order to determine the unit's operation at the location(s) where it will be used. If you fail to properly test the unit, it may fail or otherwise become inoperable. In that case, the User may not receive the medical attention sought and risks serious personal injury or death.

iHelp Alarm is not responsible for the reliability or quality of the cellular phone service with which its products are used. It is the User's sole responsibility to determine where the iHelp™ will operate. Refer to the instruction manual for setup, operation and proper testing of the unit.

It is understood by both User and Purchaser that any signals transmitted are totally beyond iHelp Alarm's control. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by iHelp Alarm. iHelp Alarm cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by iHelp Alarm that does not properly transmit or fails to transmit proper signals from the unit to a call center operator, a 911 center, or friends and family members as programmed by the User.

Purchaser and User acknowledge that iHelp Alarm uses an independent, third party call center to receive all emergency calls from the unit. iHelp Alarm is not responsible for the performance of and the response times of those operators, and is not responsible for the performance of and response times of any emergency services dispatched by the independent call center, including police, fire, and medical services.

User and Purchaser both understand and acknowledge that the iHelp+™ unit requires AC power and Cellular Phone Service. Electrical outlets used to charge the iHelp+™ cannot be on a 'hot switch' where they can be accidentally turned off. It is User's responsibility to provide electricity service in order for the iHelp+™ to fully charge in order to function.

iHelp Alarm neither warrants nor represents that the iHelp+™ will prevent any damage, injury, or loss to either person or property, or that the iHelp+™ unit will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that iHelp Alarm is not an insurer, and that User and Purchaser assume any and all risk of loss or injury to User's property or person. No representation or warranties express or implied are made by iHelp Alarm other than those expressed herein and iHelp Alarm expressly disclaims any warranty of fitness or merchant ability for any particular use.

After the laboratory measurement, this phone max SAR value is 1.27W/kg. The iHelp+™ device complies 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. Operation is subject to these 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. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment. This product 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 product does cause harmful interference to radio or television reception, which can be determined by turning the equipment o° 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 thee dealer or an experienced radio/TV technician for help.

iHelp Alarm warrants this product and all parts, thereof, only to the original end-user purchaser to be free from defective materials and workmanship from the date of the original purchase for the period of one (1) year. If your product is found to be defective within the warranty period, iHelp will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Parts used for replacement are warrantied only for the remainder of the Warranty Period. If your product is found to be defective, please contact the dealer you purchased your product from for warranty repair instructions.

Safety Precautions and General Warnings

A minimum separation of six (6) inches should be maintained between a handheld wireless mobile device and an implantable medical device to avoid potential interference with the device. Persons who have such devices:

- Should ALWAYS keep the mobile device more than six (6) inches from their implantable medical device when the mobile device is turned ON.
- Should not carry the mobile device in a breast pocket.
- Should use the ear opposite the implantable medical device to minimize the potential for interference.
- Should read and follow the directions from the manufacturer of your implantable medical device.

If you have any questions about using your wireless mobile device with an implantable medical device, consult your health care provider. It is the sole responsibility of the User to charge the iHelp+™ when necessary to ensure that the batteries and other functions/features are working properly. See the Instructions for how to perform these tests. It is advised to charge the iHelp+™daily until fully charged.

iHelp Alarm does not represent that the iHelp+™ is waterproof. It is, however, water resistant.

The iHelp+™ unit should NEVER be opened. Attempting to open the iHelp+™ unit for any reason may cause permanent damage to the unit or prevent it from functioning properly, and will completely void its warranty.

Based on its operating frequency, iHelp+™ should not interfere with pacemakers or common household appliances, bathtubs, bathrooms, etc., as electrical damage personal injury and property damage, personal injury, and property damage could occur.

No other power source may be used for this product other than the one specifically supplied by iHelp Alarm. Use of any other power source will void all warranties, and could also damage your unit and cause serious safety issues including personal injury, property damage, and cause the unit to malfunction resulting in the failure to obtain medical attention.

The iHelp+™ should be unplugged from an electrical outlet before attempting to clean it. A damp, soft cloth can be used to clean/wipe down the unit if it becomes dirty. No liquids or cleaners can be used for cleaning or the warranty will be voided.

If damage does occur to your unit, do not attempt to repair it. Please return the entire unit, postage paid, to your local dealer for warranty service or replacement as stipulated in the warranty section of this manual.

Please use a lanyard with a break-away cord, like the one supplied with your iHelp+™ unit. By using a lanyard that doesn't have a break-away cord, you run the risk of choking, including the possibility of serious injury. The lanyard can get entangled on wheelchairs, walkers, bed with guard rails, jewelry, clothes, or other objects that could entangle with a neck cord.

END

NOTE：
Changes and modifications not approved by the responsible party could void the user's authority to operate the equipment.