

⊕ MobileAlertSystems
Help at the Push of a Button

Mobile Alert Device User's Guide

Customer Support:
1.800.654.6100



INCLUDES:

- Mobile Alert Device
- Charger Cradle with Cord
- Neck Pendant or Wrist Button

www.MobileAlertSystems.com



MobileAlertSystems Help at the Push of a Button

We thank you for choosing Medical Alert's Mobile Alert System and we welcome you to the Medical Alert family. Congratulations on making a smart choice!

IMPORTANT: Your Mobile Alert Device was shipped activated and ready to use. Once in the charger cradle all the lights will turn on and the **GREEN** light will start blinking. This indicates that the Mobile Alert Device was successfully turned on.

You will find your **Account Number** located on the side of your Mobile Alert Device. Please make sure your address and phone number are correct on the Monitoring Agreement.

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IN ORDER TO PROPERLY RESPOND IN THE CASE OF AN EMERGENCY, WE MUST RECEIVE YOUR SIGNED PAPERWORK BACK WITHIN 7 WORKING DAYS.

1 Charge Mobile Alert Device

- Plug the cord into the electrical outlet and into the back of the charger.
- Place the Mobile Alert Device into the Charging Cradle and make sure the amber light on the charging cradle is illuminated. For optimal cellular reception place near a window, if possible.
- The Mobile Alert Device will turn on within 10 seconds and the light will begin to flash.
- 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.

IMPORTANT: You must charge the Mobile Alert Device for at least 3 hours before testing.

- After the Mobile Device is fully charged, if the **YELLOW** light is flashing proceed to Step 3. You can skip Step 2.
- If the **YELLOW** light is not flashing, proceed to Step 2.



2 Obtaining GPS (Yellow Light)

- Place the fully charged Mobile Alert Device in a windowsill until the **YELLOW** light begins to flash. The unit is looking for the GPS Satellite. This can take anywhere from 2 to 15 minutes. If after 15 minutes, the **YELLOW** light does not begin to flash please take your Mobile Device outside to an open area and face the unit to the open sky to try and obtain the GPS Satellite. If the **YELLOW** light still does not flash, continue to Step 3 at this point. Please be very patient during this critical set up stage. **This will be the ONLY time you need to do this.**

Testing outside after **YELLOW light starts flashing:**

- To test the Mobile Alert Device, push the Emergency button ONCE and hold for 2 seconds until the **RED** light around the emergency button lights up. The Mobile Alert Device will sound several beeps, then there will be a brief silence before an operator comes over the unit to talk to you.
- Wait for emergency operator to ask if you are OK.

IMPORTANT: You must tell the operator you are testing and you are OK. If you would like to test again, you must wait 2 minutes between each test.

- Ask the operator if they have a current GPS location on you. If the operator does not have a current GPS location, please call Customer Service at 1.800.654.6100.
- Go back inside and place the Mobile Alert Device back in the cradle.

3 Test Your System Inside

- Test your Wrist Button or Neck Pendant by pressing and holding down for 2 seconds. Only press the button once (the **RED** light above the button will come on when pressed). The Mobile Alert Device will again sound several beeps before the operator asks if you are OK.

IMPORTANT: You must tell the operator you are testing and you are OK.







- Ask the operator if they have a current GPS location on you. If the operator does not have a current GPS location, please call Customer Service at 1.800.654.6100.



4 Final Step

- Your Account is now successfully activated and tested.
- The Mobile Alert Device has a GPS receiver that works best when it has an unobstructed view to the sky. Therefore, the best place to keep the Mobile Alert Device and Cradle is near a window.
- Please make sure to return your completed paperwork within 7 days.
- It is important that you test your system once a month.

Mobile Device Light Indicator

LIGHT INDICATOR	WHAT IT MEANS
 GREEN 	Blinking slowly: Device is connected to wireless network. Blinking quickly: 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 1 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.

What Happens When I Press the Neck Pendant or Wrist Button?

- 1 The Neck Pendant and Wrist Button are programmed to activate the Mobile Alert Device. The Mobile Alert Device will begin to beep, indicating that the signal from the Neck Pendant or Wrist Button has been received by the Mobile Alert Device. The Mobile Alert Device will automatically call the Emergency Response Center (this may take 30 to 60 seconds).
- 2 When Mobile Alert Device beeping stops, an Emergency Operator will ask if you are OK.
- 3 If you're able to answer, please provide your status: **For Example: "I am OK" or "I need help call 911" or "call one of my contacts"**
- 4 If you do NOT answer the call, the emergency operator will dispatch help through a local 911 public safety center and notify your personal responders.

Range Testing Overview

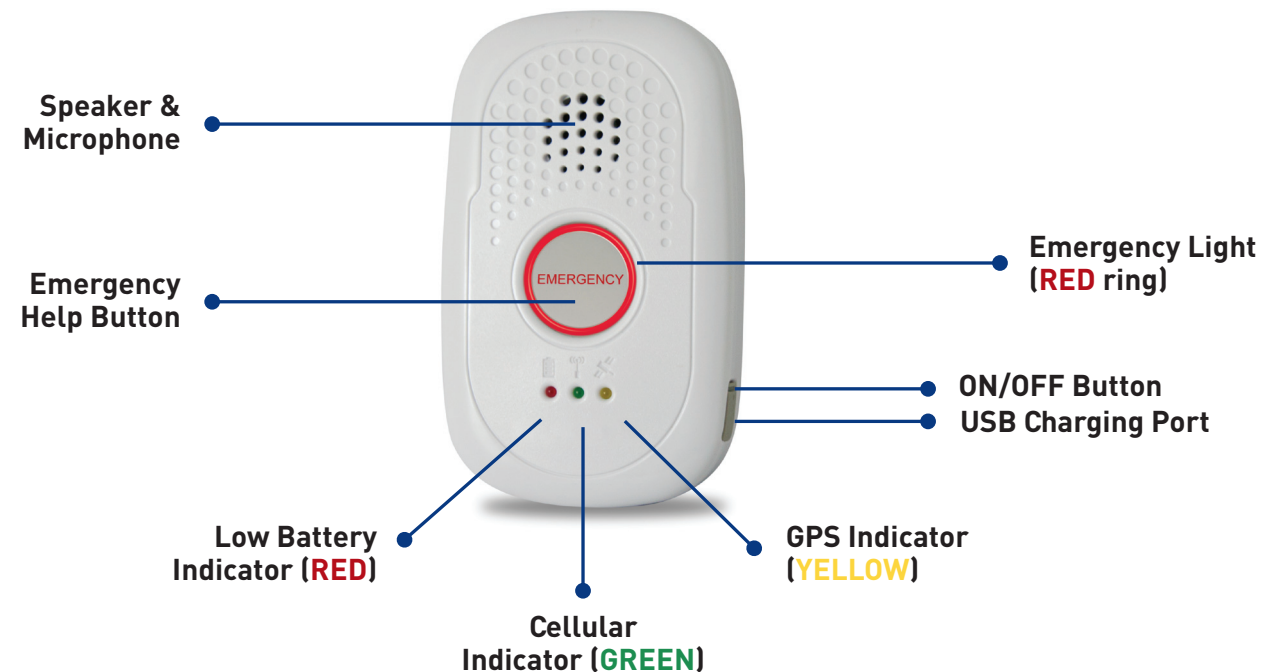
- The Neck Pendant or Wrist Button work in conjunction with the Mobile Alert Device. In order for those to work it must be **IN RANGE** of the Mobile Alert Device. **IN RANGE** is up to 350 feet. This test is recommended to be done with another person in order to avoid false dispatch of emergency help.

Range Testing Procedure

- 1 Wear your Neck Pendant or Wrist Button.
- 2 Walk into one of the furthest areas of your home, such as guest room or bathroom. Have the other person stay with the Mobile Device so they can respond to the Operator upon testing.
- 3 Push the Neck Pendant or Wrist Button (until **RED** light illuminates), and wait for the Mobile Alert Device to beep.
- 4 After the Mobile Alert Device beeps/rings; Respond to Emergency Operator when they call your name, let them know that you are OK, and **"THIS IS A TEST"**.

When the Neck Pendant or Wrist Button is pressed, it transmits a signal to the Mobile Alert Device triggering the Mobile Alert Device to place a call to the Emergency Response Center. **YOU MUST HAVE THE Mobile Alert DEVICE WITH YOU WHEN USING THE SERVICE OUTSIDE OF YOUR HOME!**

Mobile Alert Device



Frequently Asked Questions

Is the Mobile Alert Device waterproof?

No, however, your help buttons (Neck Pendant and Wrist Button) are waterproof and can be taken with you in the shower.

How long will the battery last?

The battery is designed to last up to 24 hours after it has been fully charged.

Do I need my Wrist Button, Neck Pendant, and Mobile Device when I leave my home?

Yes, always take your Mobile Alert Device with you when leaving your home. Wear your pendant or wrist button at all times at home and away, so help is never out of reach.

What if I moved or my personal information has changed?

Please contact Customer Support at 1.800.654.6100 any time there are any changes to your personal information, including changes to your address and phone number.

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 provide us with a hidden key location or

keyholder information. You can purchase a Medical Alert “LockBox” to safely store your house key. Your LockBox 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 LockBox (not purchased from Medical Alert), please call Customer Support at 1.800.654.6100 to ensure your code is noted on your account.

I am going to travel. How should I prepare?

Your Mobile Alert 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 LockBox 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, Wrist Button, Mobile Device, Mobile Device Car Charger (available at an additional cost), and Wall Charger.

How do I prepare my device for air travel?

Your Mobile Alert Device will need to be turned OFF. Simply hold the on/off button for 2 seconds until all the lights are turned OFF.

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CORPORATE HEADQUARTERS:

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EMERGENCY SUPPORT:

Available 24/7 via Mobile Alert System

WEBSITE:

www.MobileAlertSystems.com