resQ connect

Senior Alert Monitoring Systems

Quick Start Guide

Please refer to this manual before using your ResQ Connect™ Device

Welcome to the ResQ Connect™ Family!

Getting Started

What's in the box

- Your ResQ Connect Device
- Magnetic Charging Cable (80")
- Wall Plug
- Quick Start Guide
- Terms and Conditions

To Charge, attach charging cable to the back of your ResQ Connect on the three brass dots. Plug the charging cable to the wall plug and wall socket.

Power ResQ Connect On/Off.

Emergency: Press ResQ Connect face for 2 seconds. To cancel, press & hold again for 2 seconds.

Other **Emergency Button**: Press and hold for 2 seconds. To cancel, press & hold for approx. 2 seconds.

Charging your ResQ Connect Device

Your ResQ Connect Device comes with a magnetic charger designed to fit snuggly on the back of the Device. To properly charge your ResQ Connect Device, follow these simple steps.

1.Take your ResQ Connect Device out of the box.

2.Remove the film protector from the Device screen.

3.Remove the magnetic charging cable and wall plug from the box.

4.Connect the magnetic charger to included wall plug and plug it into a wall socket.

5.Attach the ResQ Connect Device to the magnetic charger.

6.Wait until fully charged. A battery life of 100% will appear on the Device screen. (A full charge typically takes 45 minutes)

Activating and Registering your ResQ Connect Device

Visit www.resq.com and click "**Activate a New Device**".

To activate and register your ResQ Connect Device, follow these simple steps.

1.Press the upper right button to power ON your ResQ Connect Device.

2.Upon powering on your ResQ Connect Device, the ResQ Connect Device will display a Terms & Condition screen. Please accept the Terms & Conditions to proceed.

- Please note that the Terms & Conditions screen will show every time the ResQ Connect Device is powered on, requiring you to accept the Terms & Conditions.
- Please read the full Terms & Conditions online at www.resQ.com

3.Once Terms & Conditions are accepted, your Activation Code will immediately appear on your ResQ Connect Device

screen.

- Write down the Activation Code on a piece of paper for future reference.

4.To activate your ResQ Connect Device and connect it to the ResQ Connect Dashboard, go to www.resQ.com, select NEW ACCOUNT and enter your seven (7) digit Activation Code.

5.Follow the Registration prompts to enter your information across the following sections.

Wearing your ResQ Connect Device

- Your ResQ Connect Device is worn like a watch. Simply secure the Device and associated band to your wrist as you would with any watch type.
- Once your ResQ Connect Device is secure on your wrist, properly adjust the band to your most comfortable fit.

Your ResQ Connect Device is meant to be worn all day and night, even while sleeping, so it's important to keep your ResQ

Connect Device clean as you wear and care for your Device.

- Your ResQ Connect Device band is made from medical-grade silicone. This impenetrable material is hypoallergenic, flexible and easy to clean. To clean and protect the band, rinse the band with water or wipe it with a small amount of rubbing alcohol.

Connecting your ResQ Connect Device in the event of an Emergency

- Your ResQ Connect Device is ready to connect you to our ResQ Connect Emergency Services Center should you need assistance.
- In the event of an emergency, press the screen on your ResQ Connect Device to contact the ResQ Connect Emergency Services Center.

oIf you wish to cancel the emergency request, press the screen again during the cancellation period as shown on the ResQ

Connect Device screen.

- By initiating an emergency call, an Emergency Alert is posted to your ResQ Connect Dashboard and a text message will be sent to all your registered Family and Friends.
- Upon calling the ResQ Connect Emergency Services Center, you can speak to a ResQ Connect Emergency Services Agent directly through your ResQ Connect Device to discuss your situation.
- The ResQ Connect Emergency Services Agent will dispatch any appropriate emergency services based on your specific need.
- If you need an ambulance, paramedic or other emergency service, the ResQ Connect Emergency Services Agent will contact 9-1-1 on your behalf and direct them to your location.

Fall Detection

- Your ResQ Connect Device is ready to connect you to our

ResQ Connect Emergency Services Center should you need assistance.

- In the event of a fall, your ResQ Connect Device will detect the fall and directly contact the ResQ Connect Emergency Services Center.
  - If you wish to cancel the emergency request, press the screen again during the cancellation period as shown on the ResQ Connect Device screen.
- Once a fall is detected, a Fall Alert is posted to your ResQ Connect Dashboard and a text message will be sent to all your registered Family and Friends.
- Upon contact with the ResQ Connect Emergency Services Center, you can speak to a ResQ Connect Emergency Services Agent directly through your ResQ Connect Device to discuss your situation.
- The ResQ Connect Emergency Services Agent will dispatch any appropriate emergency services based on your

specific need.

- If you need an ambulance, paramedic or other emergency service, the ResQ Connect Emergency Services Agent will contact 9-1-1 on your behalf and direct them to your location.

Notifying Family and Friends in Case of an Emergency or Fall

- Your ResQ Connect Device is fully connected to your ResQ Connect Dashboard and your registered Family and Friends.
- Registered family and Friends have full access to your ResQ Connect Dashboard where they can view your status as related to your
  - GPS location
  - Heart Rate
  - Latest Alert
  - Emergency Alert History

  - Fall Alert History
  - Medication Reminder Settings
- By initiating an emergency call, an Emergency Alert is posted to your ResQ Connect Dashboard and a text message will be sent to all your registered Family and Friends.
- Once a fall is detected, a Fall Alert is posted to your ResQ Connect Dashboard and a text message will be sent to all your registered Family and Friends.

Viewing and Managing your ResQ Connect Dashboard

Log-in to your ResQ Connect Dashboard at www.resq.com and enter your User ID (email address) and password and select the Login button.

Instructional Video

Please log on to www.resq.com/instuctionalvideo for video instruction.

Warning

Specific Absorption Rate (SAR) information. SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a new device can be made available for sale to the public, it must be tested and certified by the FCC that it does not exceed the exposure limit established by the FCC, Tests for each device are performed in positions and locations as required by the FCC.

For face-up,10mm was used for test, this equipment should be installed and operated with minimum distance 10mm.

For limb worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal.

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.Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and complies with the limits for a Class B digital device, pursuantto 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 during installation. If the device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is suggested to try to correct the interference by the following measures:

–Reorient or relocate the receiving antenna.
–Increase the distsnce between the equipment and receiver.
–Connect the equipment to an outlet on a different circuit to the receiver.
–Consult the manufacturer or an experienced radio/TV technician for help.