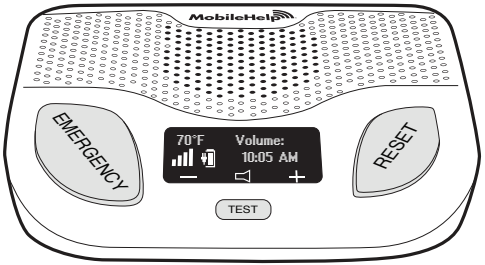
MobileHelp®

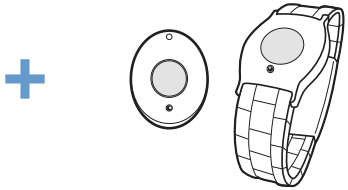
Mobile Medical Alert Systems

Cellular Classic System | **User Guide**

What's in the Box



Cellular Base Station



Neck Pendant / Wrist Button

If you selected the optional Fall Button™ Automatic Fall Detect system, you will receive the Fall Button™ and your choice of wrist button or neck pendant. You will also receive an additional manual for the Fall Button™ Automatic Fall Detect pendant.

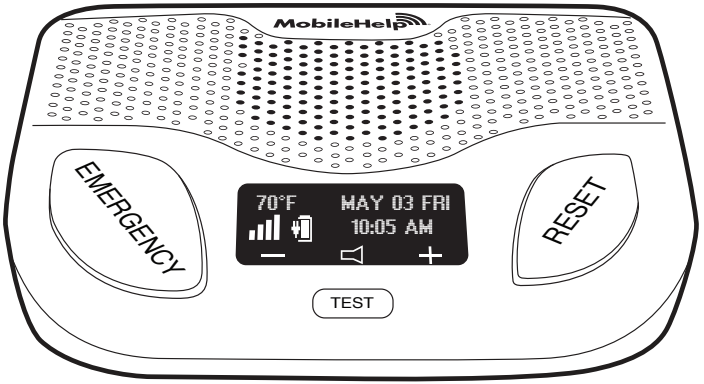


Figure 1

We thank you for choosing MobileHelp's Medical Alert System and we 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.

Cellular Base Station Features
(Front)

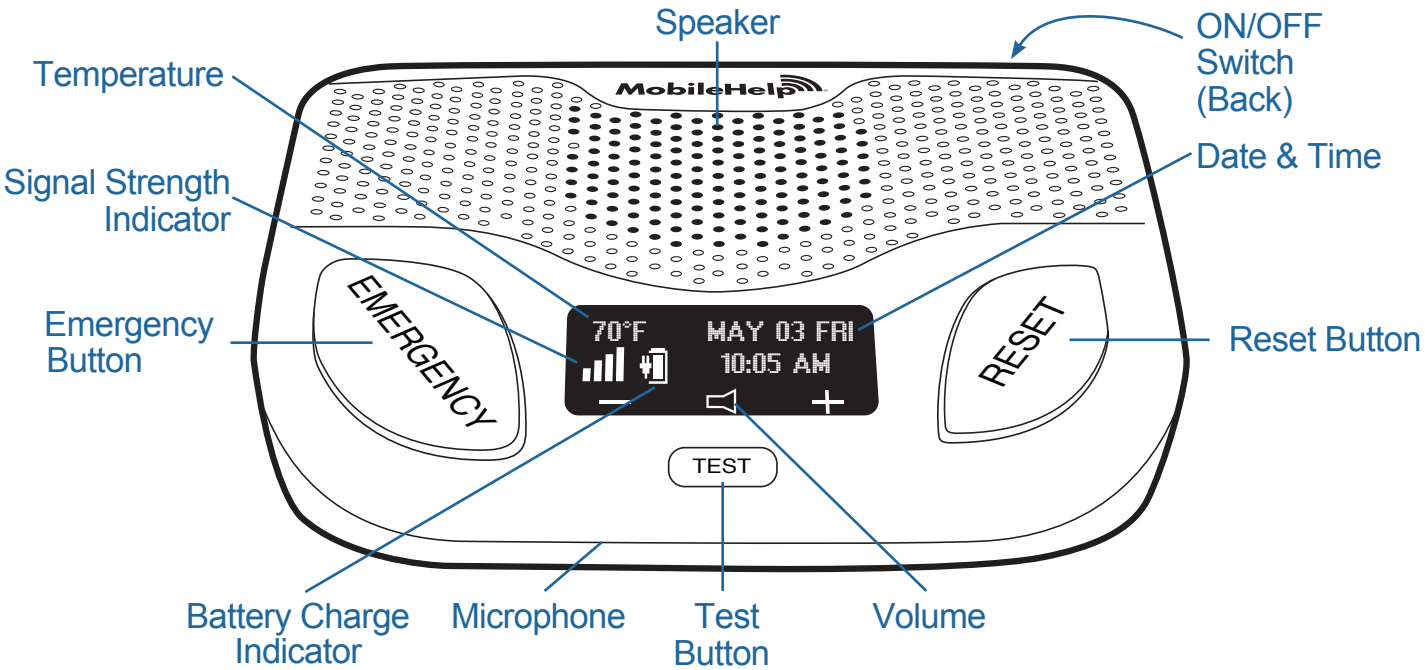


Figure 2

Please follow these simple steps to get your system set up and tested.

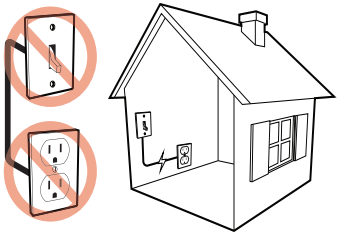
Connecting your Base Station

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

Plug the power cord that is attached to the back of the Base Station into an electrical outlet that is not controlled by a light switch.



To avoid accidentally turning off the Base Station, DO NOT plug it into an electrical outlet that is controlled by a light switch.

Figure 3

WARNING

To prevent electrical shock please keep the system away from wet locations.

AVERTISSEMENT

Pour éviter le choc électrique, SVP tenir le système éloigné des endroits humides.

Step 3. Turning on your Base Station (Please refer to Figures 3 and 4.)

- Turn on your Base Station using the on/off switch located on the back.
- If the Base is set up correctly, the Base Station will say “system ready.”

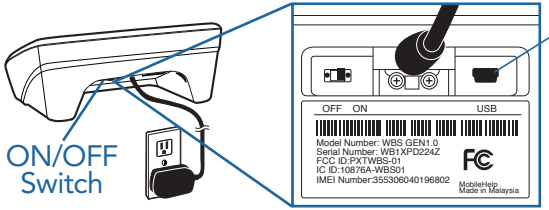


Figure 4

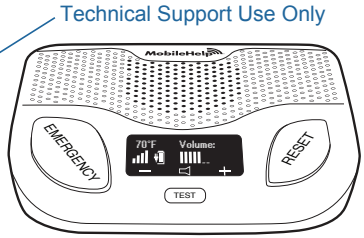


Figure 5

- The emergency and reset buttons will illuminate.
- The display screen will turn on.
- You can use the volume control buttons on the front of the unit under the display screen if the voice is too loud or too soft.
- Make sure your Base Station is connected to the cellular network by checking for the signal strength bars on the display screen.
- Within a few minutes of turning on the system, the Cellular Base Station will obtain the date and time from the cellular network and will appear in the display area. You are not able to set the date and time manually.

Step 4. User Auto Test

You can use the test button on your Cellular Base Station to make sure your system is working without placing a call to the emergency response center.

To test your cellular base station:

- Press and hold the test button for 3 seconds.
- After the button lights up green, the Base Station will announce “user auto-test.”
- The Base Station will instruct you to “press emergency button or pendant.”
- Once you push a button, it will say “test call sent to emergency response center” several times.
- Next you will hear an announcement thanking you for testing your device.
- And finally it will say “user auto-test completed.”
- If you **did** push your button when prompted to do so and the Base Station announced “user auto-test failed, please contact support” please contact our technical support department at **1-877-827-6207**.
- If you **did** **not** push your button when prompted to do so, the Base Station will still announce “user auto-test failed, please contact support.” However, since you did not push your button when prompted to do so, there is no reason to contact support.

Step 5. Live Operator Test: Testing Your Help Buttons

- Press the wrist or neck button firmly once.
- The button's red light turns on indicating a signal was sent to the Base Station.
- Your Base Station will say "call in progress" several times.
- When the call goes through it will say "Please stand by for operator."
- Then an emergency operator will communicate with you through the Base Station.
- Please state clearly to the operator that "THIS IS A TEST." If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.
- Remember you can also test your help buttons, using the auto test button on your Base Station.

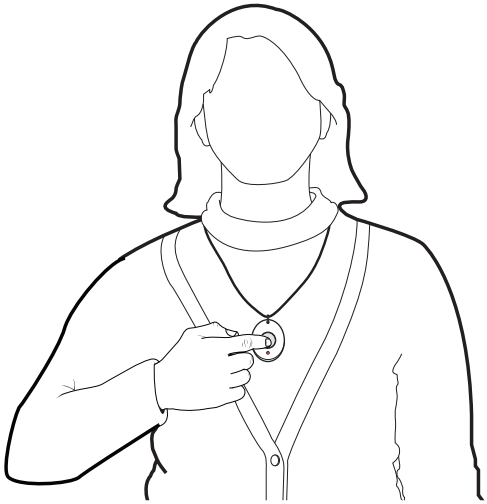


Figure 6

Note: It is important that you test your system at least once a month. The test button light on your Base Station will flash green repeatedly within one (1) month of the last button press letting you know when it is time for you to test your system.

Important Safety Information

- Wear your help button at all times, especially in the shower and bed.
- Test your system once a month.
- During a power outage, the battery backup will last up to 30 hours, after the Base has been charged for 3 hours.
- Keep electrical cords away from heat sources and sharp edges.
- Locate electrical cords away from areas where someone could trip over them.
- Do not use any attachment or accessory that is not intended for use with this system.
- Do not block the Base Station's microphone. This will affect your ability to communicate with the emergency response center.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
- 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.
- Do not put the neck pendant or wrist button through the clothes washer or dryer, or attempt to dry your button out in the microwave or oven.

If you subscribed to the optional medication reminder service and have scheduled medications, please note:

- At the scheduled time for your Medication Reminder, your Cellular Base Station will announce “Medication Reminder – Please Press Reset to Accept” and the blue reset button will flash.
- The name of the medication will be displayed on the Cellular Base Station screen just like it was entered in the MobileHelp Connect web portal.
- The Base Station will make the announcement once a minute for 30 minutes or until reset button is pressed.
- If you press the “reset” button, the reminder will be recorded as accepted. If you do not press the "reset" button within 30 minutes, the reminder will be recorded as ignored.
- For complete instructions for Medication Reminders, please log in to MobileHelp Connect and under the "Help" tab, click on "MobileHelp Connect User Guide."
- If you have any questions, please contact our customer support department at **1-877-827-6207.**

Base Station Announcements

Warning Announcement	What it Means	How to Fix It
"Power not detected" (Both Red Emergency and Blue Reset buttons will be flashing)	Base Station is not connected to an electrical outlet or power to the outlet has been lost	Check that the Base Station is ON and correctly plugged into an electrical outlet
"Low Battery"	Base Station Battery Level is very low	Check that the Base Station is ON and correctly plugged into an electrical outlet

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.

Base Station Frequently Asked Questions

How do I call for help?

Press the pendant help button OR press the RED EMERGENCY button on your Base Station. Your help button will activate the Base Station. The Base Station will say “call in progress” several times, indicating that the signal from the help button has been received. The Base Station will send your unique information to the emergency response center. When this is done, your Base Station will announce “please stand by for operator.” Then you will hear an operator asking if you are okay. If you are able to speak, please provide your status.

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 dispatch help through the closest available public emergency responders and then notify your personal contacts listed on your profile.

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

If you accidentally set off the alarm, let the alarm go through then simply inform the emergency operator that this is a “false alarm.” The operator will disconnect and no further action will be taken.

Why is the emergency operator having trouble understanding me?

The microphone in 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 for your Base Station.

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.

Does the Wrist Button strap contain any latex?

No, the strap MobileHelp uses is silicon based with no latex content.

Can I replace the wrist button band?

Yes, you may replace the wrist button band with a standard watch band of your choice.

Why is my help button not activating my Base Station?

Be sure to press the help 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, call our customer support team at **1-877-827-6207** and select the technical support option.

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.

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.

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 communicate with you through your Base Station.

What if I move to a different home or apartment?

We can transfer your service to your new location. Just give us a call one week before you move to determine if cellular coverage will be available at your new location.

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 one week before you go to determine if cellular coverage will be available at your other home.

Can two people in the same household both use the system?

Yes, two people in the same household can use the system by sharing your help buttons. You just need to call us and let us know, so we can include the other subscriber's information on your personal profile.

What if I moved or my personal information has changed?

Please contact Customer Support at **1-877-827-6207** any time there are any changes to your personal information, including changes to your address and phone number.

Why is the Base Station test button flashing green?

The test button on your Base Station will flash green repeatedly to alert you that it is time for you to test your system. When this happens, use the auto test button (see page 8) or do a live operator test (see page 9). Upon completing your test, the button will stop flashing.

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 purchase a MobileHelp “lock box” 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 lock box (not purchased from MobileHelp), please call MobileHelp Customer Support at **1-877-827-6207** to ensure your code is noted on your account.

Refund & Return Policy

Full Refund: 30-day risk-free trial

- Refund period begins the day the unit is received.
- Refund period ends 30 days after receipt of system.
- Customer will get a 100 percent refund if they return the unit and any accessories back to us within the 30 day period.
- If customer fails to return any of the items listed on their invoice, the retail charge for these items will be deducted from the refund.
- Refunds are credited back to the customer in the manner originally received, i.e., if customer paid by credit card, refund will be credited back to the credit card on file; and if originally paid by check, a MobileHelp® check will be sent to the customer.
- Call MobileHelp at 1-877-827-6207 to request a return label postage slip.
- Make sure your equipment is turned off before shipping to avoid unnecessary dispatches to your home.

Prorated Refund: Refunds outside of the 30-day risk-free trial

- Prorated refunds are calculated based upon the invoice date and the date the complete system is received by MobileHelp.
- If customer fails to return any of the items listed on their invoice, the retail charge for these items will be deducted from the refund.
- Refunds are credited back to the customer in the manner originally received, i.e., if customer paid by credit card, refund will be credited back to the credit card on file; and if originally paid by check, a MobileHelp® check will be sent to the customer.
- Make sure your equipment is turned off before shipping to avoid unnecessary dispatches to your home.

FDA Statement

MobileHelp is a FDA registered medical device manufacturer. 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	Watch
FCC ID	PXTWBS-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS2-01	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.

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.

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.

FCC Regulations:

This equipment complies with radio frequency (RF) exposure limits adopted by the Federal Communications Commission for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Technical Information

Models	Input	Output	Current Rating
IGB-01, IGB-02	115 V	12 VDC	1.5 A
IGB-01, IGB-02	Battery Backup	9.6 VDC	1.5 A
IGM-01, IGM-02	Internal	3.7 VDC	930 mAh
WBS	115 V	5 VDC	3000 mA
WBS	Battery Backup	4.2 VDC	3000 mA
IGPFD-01	Internal	3.6 VDC	1200 mAh
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	1 A
MCC-02	115 VAC	5 VDC	1 A

Radio Frequency (RF)

All devices frequency transmission = 433MHZ

IC Regulations:
This device complies with Industry Canada's 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, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement."

IC RF Exposure Compliance
This equipment complies with IC RSS-102 RF exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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.

MobileHelp®
an Integrity Tracking LLC Company

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email: sales@mobilehelp.com

Emergency Support:
Available 24/7 via MobileHelp System

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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: support@mobilehelp.com

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