

Features & Functions

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



Crystal Clear Audio

- Loud and adjustable audio control
- 2-way speaker that allows for talking and listening
- Voice prompts for low battery, charging, connecting and cell service strength



Amazon Alexa and Google Assistant compatible

- Works with Amazon Alexa and Google Assistant on iOS and Android apps
- Amazon Alexa and Google Assistant skills added regularly

Recessed Button with Braille

- Reduces likelihood of false activations
- LED light ring changes color to indicate cell signal strength, call in progress, and charging status

Superior Construction

- Comfortable to wear
- Lightweight - 2 ounces
- Small size - 2.8" x 2.1" x .8"
- Adjustable breakaway neck lanyard
- Water resistant in the shower (IP67)
- Durable and shatter resistant

Telehealth Ready

Enables the collection and sharing of essential vital signs including, but not limited to, blood pressure, oxygen levels, and temperature, in real time utilizing Bluetooth technology.

Specific Absorption Rate (SAR) information

Systems operating under the provisions of this section shall be operated in a manner that ensures that the public is not exposed to radio frequency energy level in excess limit for maximum permissible exposure. In accordance with 47 CFR FCC Part 2 Subpart J, section 2.1091 this device has been defined as a mobile device whereby a distance of 0.2m normally can be maintained between the user and the device.

Please Note:

Working temperature ranges -4 Fahrenheit ~ 140 Fahrenheit

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Please Note:

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

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.

Body-worn Operation

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 2.0 cm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

Visual and Audio Battery Strength Indicator

- **Battery Charging Indicator**

The light ring around the grey SOS button flashes **blue** when charging, turns solid **blue** when charging is complete, and goes out when the charger is unplugged.

- **Fully Supervised Battery**

When the battery is low, your device will announce that the battery is low and will notify the monitoring center and loved ones in your circle of care (if enabled).

- **Battery Life**

Up to 72 Hour Use Per Battery Charge.

One-Touch Operation

Press the button for two (2) seconds and your call is placed.

Voice Prompts

Lets you know the status of your call. For example, "Your emergency call is now being dialed, please stand by."

Optional Features & Functions

Ask your dealer about these optional features

Fall Detection

Automated fall detection will measure your sway, orientation, and impact with a surface. If the device detects 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 thirty (30) second grace period to do so. Simply press the grey SOS button on the front of your device to cancel the call.

If you have fallen, but are okay, or if you miss the grace period to cancel, simply let the operator know that you are okay.

Please Note:

Fall detection is not 100% accurate. If you fall, and it is an emergency, and the device does not automatically call the emergency operator push the grey SOS button.

Geo-Fencing

A geo-fence is a virtual “safe zone” border that you and your loved ones can create using the iHelp Max. If you cross the invisible virtual border, loved ones can be instantly notified via text. If at some point you want to modify the virtual border, you can do so by contacting your dealer.

Charging Base

You can charge your iHelp Max with a charging cord (included), or with the optional charging base. Please note that if your device is in the charging base at the time you press the grey SOS button, your two-way conversation will go through the base speaker.

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

Regulatory Notifications

IC ID: 8730A-EC4WHS

This device complies with Industry Canada's licence-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.

This device complies with Part 15 of the FCC Rules Operation and is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including Interference that may cause undesired operation.

FCC ID: XWI-EC4WHS

It is the sole responsibility of the User to charge the iHelp Max™ 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 Max™ daily until fully charged.

Wearable Health Solutions represents that the iHelp Max™ unit is water-resistant with an IPX7* rating.

Please Note:

***IPX7 rating states product is protected against high pressure water jets from any direction. Limited ingress permitted (e.g., shower).**

Based on its operating frequency, iHelp Max™ should not interfere with pacemakers or common household appliances. No other power source may be used for this product other than the one specifically supplied by Wearable Health Solutions. 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.

Cleaning: The iHelp Max™ should be unplugged from an electrical outlet before attempting to clean it. A damp, soft cloth can be used to clean/wipe down the device 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 device, do not attempt to repair it. Please return the entire device, postage paid to your local dealer for warranty service or replacement as stipulated in the warranty section of this manual.

Circle of Care

Trained operators will alert emergency services and those identified as part of your circle of care when help is needed.



Cloud Portal

Each iHelp Max is linked to our secure portal so that trained personnel and/or members of your circle of care can confidentially monitor your activity.



Fall Detection* (optional feature)

When the iHelp Max senses a fall, a trained operator is automatically notified (without the need for you to press the gray SOS button).

Please Note:

***Emergency services will know the location of your iHelp Max and will be dispatched if necessary. Members of your circle of care will also be notified of the emergency.**

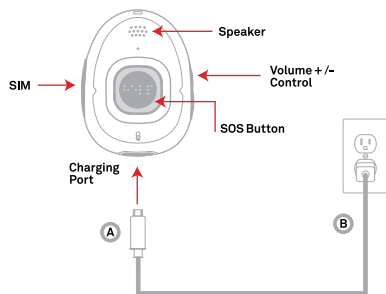


Geo-Fencing (optional feature)

The iHelp Max has the ability to sense if you have exited or entered a pre-determined "safe" zone and will notify your circle of care immediately.

Charging your device

Two ways to charge your device.



Charging with the (included) cable

- When using the device for the first-time, fully charge the battery. This should take approximately 2-3 hours.
- Plug your charging cable into the port at the bottom of your iHelp Max and using the AC adapter plug the other end into a wall outlet. The light ring around the grey SOS button will flash **blue** every 5 seconds, indicating the device is charging.
- When the **blue** light is steady (no longer flashing), the device is fully charged.

4. Wearable Health Solutions warrants this product and all parts, thereof, only to the original 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, Wearable Health Solutions 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.