

Device Status

Checking Battery Capacity and Cell Strength of Unit

To check your battery capacity and cellular signal strength, 'tap' the grey SOS button on the front of the device two (2) times and release. Voice prompt will announce status.

Restarting the Device

When your iHelpMax restarts, the light ring around the grey SOS button will flash **blue** once.

Verify the Device is On

To check to see if your device is on, 'tap' the grey SOS button on the front of your iHelp Max one (1) time, and release. If there is power, the light ring around the grey SOS button will illuminate **red**.

Verify the Device has Cell Service

To confirm your iHelp Max has a cellular signal, press and hold the grey SOS button. If there is no service, the light ring around the button will illuminate **red**.

Call In Progress

When you place a call, the light ring around the grey SOS button will illuminate **green**, indicating a call is in progress.

hold it up to your mouth. You will be clearly heard, even if the device is an arm's length away. The operator should be able to hear you if you are wearing your iHelp Max around your neck, or on your wrist or belt.

Please Note:

Impaired? Not able to Speak?

If you press the grey SOS button but are unable to speak, the operator can still listen for sounds of distress. Even if there are no audible sounds, the operator will dispatch help.

Accidental, or Unwanted Activation

If there is an accidental activation, you can simply tell the operator **"There is no emergency and I do not need help."**

No Coverage Indicated

If an emergency call is attempted and no wireless coverage is available, the device will announce **"No wireless coverage, the call cannot be placed."**

Low Battery

When the battery is drained, your iHelp Max **WILL NOT** be able to contact the emergency call center until the battery is recharged. Please charge the device immediately.

In the event of an Emergency

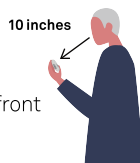
1. Press the grey SOS button on the front of your iHelp Max for two (2) seconds and release.
2. When the emergency operator answers, speak in a normal voice and explain the nature of your emergency.



Your iHelp Max mobile medical alarm is a two-way device, which means you can speak to the operator through the device and he/she will hear you; and you will be able to hear the operator.

How to hold the iHelp Max

For optimal audio, it is best to hold the iHelp Max approximately 10 inches in front of your mouth.



There is no need to put the device up to your ear unless you are having trouble hearing and there is no need to

Color Legend



Call is Active
Signal is Good



Battery is Charged



Power On

Battery Status Alerts

– Battery is Low

When battery capacity decreases to 40%, an audio voice prompt will announce “**Battery is low. Please charge as soon as possible.**”

– Battery is Very Low

When the battery capacity decreases to 20%, an audio voice prompt will announce “**Battery is very low, please charge now,**” and a text message will be immediately sent to the members of your circle of care.

– Battery is Drained

When the battery capacity decreases to 5%, an audio voice prompt will announce “**Battery is drained. Unit cannot call.**” A text message will be sent to the members of your circle of care, and the monitoring center will be notified.

Please Note:

When the battery is drained, your iHelp Max **WILL NOT** be able to contact the emergency call center until the battery is charged. Please charge the device immediately.

Battery is Charging

The battery is charging when the light ring around the grey SOS button flashes **blue** every five (5) seconds.

Battery is Fully Charged

The battery is fully charged when the light ring around the grey SOS button is a steady **blue**.

Please Note:

A fully charged iHelp Max that **IS NOT** using Fall Detection or Geo-Fencing, will function for approximately 72 hours (3 days) between charges.

It is recommended, however, that you fully charge your iHelp Max daily.

FCC

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

NOTE: 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.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government when used as directed in the previous section. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg*. Tests for SAR are conducted using standard operating positions specified 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. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. The highest SAR value for this device when tested in a holster with an integrated belt clip or at a distance of 0.197 in. (5 mm) from the body, is: 1.435W/kg. Body-worn measurements (recommended separation distances) differ among wireless devices, depending upon supplied or available accessories and applicable FCC requirements. SAR compliance for body-worn operating

configurations is limited to belt-clips and holsters that sold with the product.

The FCC has granted an Equipment Authorization for this device based on reported SAR levels complying with the FCC radio frequency emission guidelines when the device is used as directed in this section. SAR information for this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea after searching for the FCC ID for your smartphone listed below.

FCC ID: XWI-EC4WH5

IC

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

L' émetteur/r écepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes:

L' appareil ne doit pas produire de brouillage;

L' appareil doit accepter tout brouillage radio électrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

This EUT is compliant with SAR for general population/uncontrolled exposure limits in RSS-102 and has been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC/IEEE 62209-1528.

This equipment should be installed and operated with a minimum distance of 0.197 in. (5 mm) between the radiator and your body. This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

Cet EUT est conforme à SAR pour les limites d' exposition non contrôlée de la population générale dans RSS-102 et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC/IEEE 62209-1528:2020. Cet équipement doit être installé et utilisé avec une distance minimale de 1.0 cm entre l' émetteur et votre corps. Cet équipement et ses antennes ne doivent pas se situer à proximité ou être utilisé conjointement avec une autre antenne ou un autre transmetteur.

This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled "Information Technology Equipment (ITE) – Limits and methods of measurement," ICES-003 of Innovation, Science and Economic Development Canada.

Ce appareil intelligent est conforme aux limites de la classe B pour les émissions de bruit radio électrique prescrites dans la norme sur le brouillage radio électrique intitulée « Équipements informatiques (EI) - Limites et méthodes de mesure » ICES-003 dictée par Innovation, Sciences et Développement économique Canada.