

Medical Alert Panel

User Guide

Welcome

This product is designed to help you call for help when you need it. In the event of an emergency, the system allowed you to text your loved ones notifications and call to your loved ones using one-key speed dial buttons, portable help button, help rope or voice command.

The system can be paired one or more motion sensors to set up a situation where if there is no movement for a period of time on motion sensors, that it notifies your loved ones.

If the building has lost electrical power, the built-in backup battery in the panel provides power operation for up to 5 hours.

Features

- Setting using remote SMS, no smartphone required
- Three preset contacts
- Powered by 4G LTE, allowing for the highest level of call clarity and response speeds
- Two-way hands-free talk
- Auto-answer an incoming call from preset contacts
- Alert SMS
- Four speed dialing buttons
- Help rope
- Waterproof neck pendant button
- Voice-activated
- No motion alarm - elderly care
- Anti-tamper
- Doorbell
- Low battery
- Easy to install and use

In the Box

Panel x1

Type-C Cable x1

USB Power Adapter (5V^{max} 1A) x1

Help Button x1

Adhesive Mounting Stickers x2

Mounting Screws x2

User Guide x1

Doorbell Button (Optional)

Motion Sensor (Optional)

Specifications

Power Supply: Type-C, 5V^{max} 1A power adapter

Backup Battery: 3.7V, 500mAh Lithium Battery

Low Batter Level: 3.65VDC

Consumption: <100mA@standby, Max. 1000mA@in call

Voice Recognition Distance: 5m

Band(only for 4G model):

LTE-FDD B1/B3/B5/B7/B8/B20, GSM/GPRS/EDGE 900/1800MHz
@A7670E module

LTE-FDD B1/B2/B3/B4/B5/B7/B8/B28/B66, GSM/GPRS/EDGE
850/900/1800/1900MHz @A7670SA module

SIM Card: Nano

Radio Frequency: 433MHz

Connectivity: up to 20 sensors and 10 SOS buttons.

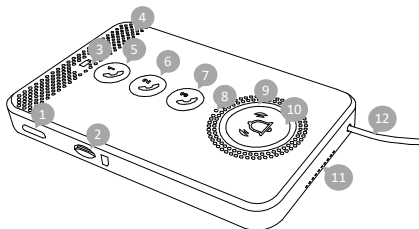
Help Button Power Supply: CR2032 Lithium Battery x1

Help Button Body Protection Level: IP65

Mounting: Wall-mounted

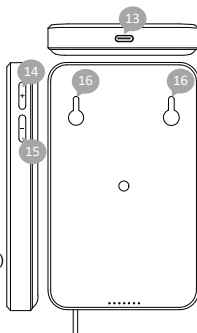
Operation Temperature: -10°C~55°C

At a Glance

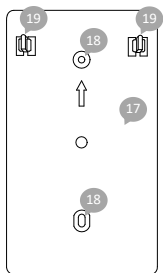


Panel

1. Power button
2. Nano SIM card slot
3. Green power indicator
4. Microphone hole
5. Calling 1st contact button
6. Calling 2nd contact button
7. Calling 3rd contact button
8. Blue network indicator
9. Red calling light ring
10. Calling all contacts button
11. Speaker
12. Help rope
13. Type-C power port (5V $\overline{\text{---}}$ 1A)
14. Pairing button
15. button
16. Hanging holes



- 17. Mounting bracket
- 18. Mounting holes
- 19. Location poles / lever sensing tamper switch



Help Button

- 1. Red transmitting indicator
- 2. Emergency button
- 3. Lanyard hole



Power Button



Turn Panel On. Connect your panel to a power outlet using the included cable, or press and hold Power Button until the panel says "Hello" .

Turn Panel Off. While powered by battery, press and hold Power Button until all indicators are off.

Green Power Indicator

What you see	What it means
Nothing	Battery failure or battery is not installed
Breathing	Charging
Solid	Charged fully
Blinking slowly	Powered by battery
Blinking quickly	Powered by battery and battery is low

Blue Cellular Indicator

What you see	What it means
Nothing	Cellular module failure
Pulse per 4s	Searching network or no SIM card
Solid	Cellular network is available
Blinking	Calling or sending an SMS

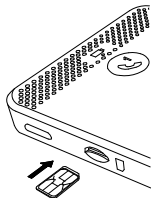
Red Calling Light Ring

What you see	What it means
Blinking	A call is incoming, or calling
Solid	In call

Do This First

Install the SIM Card

A nano SIM card is required in order to use cellular services to send text message and make an alarm call. Install SIM card using paper clip or SIM eject tool before getting started.



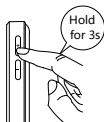
Note: If the blue cellular indicator turns solid, your panel is connected to a cellular network.

How to Pair/Add

Help Button / Doorbell Button / Motion Sensor

The wireless accessories supplied with this kit are paired with the panel. IF NOT or you want to pair more, you might easily pair wireless accessories with your panel as follows.

STEP 1. Press and hold Pairing Button until you hear a tone and all indicators blink, then the panel goes in the pairing/sniffer mode.



STEP 2. You have 30 seconds to trigger your device to be added as follows.

To pair	Do like this with the device to be paired before the panel sniffer countdown expired
Help Button	Press the emergency button
Doorbell Button	Press the button
Motion Sensor	Trigger with an motion

Tips: Up to 20 wireless Doorbell Buttons and Motion Sensors, 10 Help Buttons can be added.

Installation

Where to place your panel

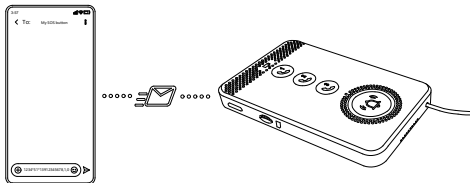
The panel is wall mounted. It is recommended to install it in easily accessible places such as the bedside, living room sofa, etc.

Installation

Mounts the bracket using the included screws or adhesive mounting stickers, then holds the panel against the bracket and slide the unit down to fix it in the bracket.

Setting Contacts and More via SMS

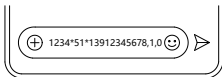
The settings can be programmed by simply sending an SMS to the number of the SIM card in the panel with a mobile phone. The SMS starts with User Passcode, includes two-digit command and parameters which are separated with character *. The SMS format uses the default User Passcode 1234.



1st Contact Setting

Format: **1234*51*aaaaaaaaaaa,y,z** **aaaaaaaaaaaa** is the phone number of contact. **y** is whether to call (0 is NO, 1 is YES), **z** is whether to send SMS (0 is NO, 1 is YES).

e.g. To set the phone number as "13912345678", enable calling and disable SMS, the text to be sent likes the right.



2nd Contact Setting

Format: **1234*52*aaaaaaaaaaa,y,z** Same as above

3rd Contact Setting

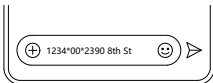
Format: **1234*53*aaaaaaaaaaa,y,z** Same as above

Name For Your Panel

You can name your panel a nickname or a specified address which is used for the text message prefix.

Format: **1234*00*aaaaaaaaaaaaa**, **aaaaaaaaaaaaa** is nickname or address, with a maximum of 15 characters.

e.g. To name your panel as "2390 8th St", then the text to be sent likes the right figure.



After naming, the message received by the contacts likes the right.

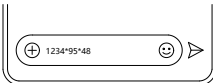


No Motion Duration Setting

Upon being paired with Motion Sensor, no motion alert is enabled automatically. When there is no movement for a period of time specified by No Motion Duration in the house, the system will notify your loved ones.

Format: **1234*95*aa**, **aa** represents the No Motion Duration, range from 0 to 720 hours, with the default value being 24 hours, and 0 is disabled.

e.g. To change the duration to 48 hours (two days), the text to be sent likes the right.



Enable/Disable Voice Control

Format: **1234*96*x**, **x** refers the function is enabled or not, 0 is off, 1 is enabled, default value is 1. When the feature is enabled, Voice Control is available, you can say "Help" for help in stead of pressing a physical button.

Change User Passcode

Format: **1234*38*aaaa**, **aaaa** is the new 4-digits passcode.

Get Contacts Settings

Format: **1234*51**

Get Number of Accessories Paired

Format: **1234*21**

Get More Settings

Format: **1234*95**

Get Information About Your Panel

Format: **1234*62**, After sending, the panel will return a SMS in which the items you can view include:

- Firmware version
- IMEI
- CSQ

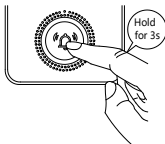


Usage

For Help

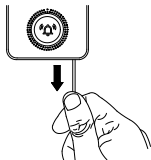
In case of an emergency, you can call for help using Calling Button, Help Rope, portable Help Button or Voice Command. When the panel says **"Ok, I 'm ready to contact your loved ones."** , the panel will send an alert notification to all contacts (when the SMS feature of current contact is enabled) and call all contacts in turn (when the CALL feature of current contact is enabled).

Using Calling Button. Press and hold the calling button until the panel says "Ok" .



Or using Voice Command. Say "Help" , " Emergency" or "S.O.S" to your panel at least twice, with a 0.5s pause between two cries.

Or using Help Rope. Pull down the Help Rope.



Or using Help Button. Press the emergency button.

Call the 1st Contact

Press and hold the #1 Calling Button until the panel says "Ok" .

Call the 2nd Contact

Press and hold the #2 Calling Button until the panel says "Ok" .

Call the 3rd Contact

Press and hold the #3 Calling Button until the panel says "Ok" .

Note:

When you begin to call your contacts, if the panel says **"Sorry, The network is not available, I can't make calls right now, Please try again later."** , please check if the SIM card is installed in properly. If the panel says **"No pre-assigned contact, I can't make calls."** , please set the contacts and enable the CALL feature first.

If your loved ones miss your call, the panel will call twice automatically.

Answer an Incoming Call

When someone calls, the panel rings. The panel answers call automatically which numbers is on your contact list after three times of rings.

To answer an incoming call, press any calling button on the panel or press Help Button.

End Call

To end the current call, press any calling button on the panel or press Help Button.



Doorbell

The doorbell is available when a Doorbell Button is paired with panel.

Pressed Doorbell Button, the panel chimes “Dingdong” three times.

No Motion Alert

It is available when one or more Motion Sensor are paired with panel. When there is no movement for a period of time specified by No Motion Duration in the house, the system will notify your loved ones.

Tamper Alarm

If an attempt is made to remove the panel from its installed location, the tamper switch (lever underneath the bracket) will trigger an alert notification sent to all contacts.

Low Battery Notification

If the building has lost electrical power and the backup battery is very low, a Low Battery notification will be sent to all contacts.

Loss/Restoration of AC Power

If the event of AC power or restoration, the panel will send all contacts an alert notification.

Reset to Factory

This process resets your panel to factory settings, deletes all contacts and disconnects all help buttons and sensors.

Press Power Button  more than 10 times until all indicators of panel come on, then the panel restarts.