LifeFone®

MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®

Follow these 3 steps to activate your device.

STEP 1 PLUG-IN THE LIFEFONE BASE UNIT, AND CHARGE THE MOBILE DEVICE

STEP 2 CALL TO ACTIVATE! 1-800-940-0262

STEP 3 COMPLETE AND MAIL BACK THE ENCLOSED EMERGENCY CARE PLAN AGREEMENT

At-Home and On-The-Go GPS
with Optional Fall Detection

User's Guide

LifeFone®
MEDICAL ALERT SERVICES

We thank you for choosing LifeFone's Emergency Alert System and we welcome you to the LifeFone family.
Congratulations on making a smart choice!

If you have any questions during the setup process, please call Customer Service 24/7 at **1-800-940-0262**.

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What's in the Box

Mobile Device, with Charging Cradle and Power Cord

LifeFone At Home Base Unit

Help Button Pendant on Necklace

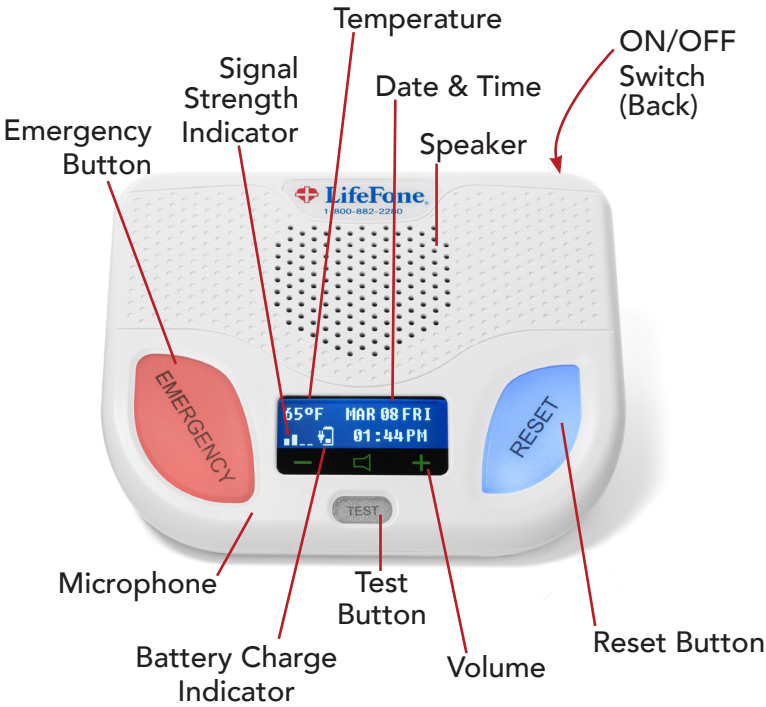
LifeFone also offers a Wristband as an additional help button option, in white or black.

Fall Detection Button Pendant on Necklace (optional)

Mobile Device Carrying Case

Your LifeFone At Home & On The Go Emergency Alert System with Fall Detection includes a base unit, a help button pendant on a necklace, a Fall Detection Button with a blue button, and a Mobile Device with a Cradle Charger, Power Cord and Mobile Case.

LifeFone System Base Unit



Pendant Button

The system includes a waterproof push-button pendant on a necklace or wristband.

Push Button Pendant on Necklace

Push Button Pendant on Wristlet

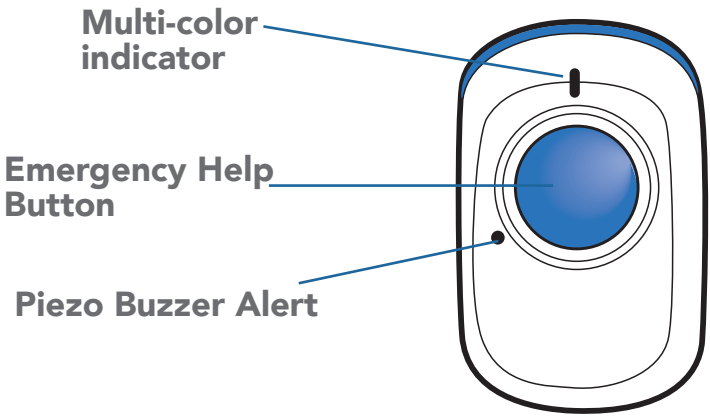
Fall Detection Pendant on Necklace (optional)

LifeFone Mobile Device Overview

LifeFone
Mobile Device

Charging Cradle
with Power Cord

Optional: Fall Detection Pendant Features



Your LifeFone Fall Detect button is compatible with your System. It has all of the features of our standard help buttons, allowing you to call for help when you need it by pressing the emergency button.

The Fall Detection Button also provides extra protection by automatically calling for help if you fall and are unable to push your button.

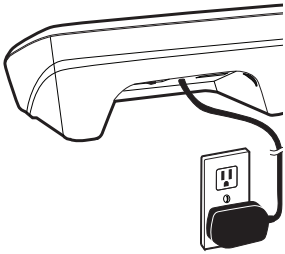
STEP 1 Installing Your LifeFone Equipment

Follow these simple steps to get your system set up and tested:

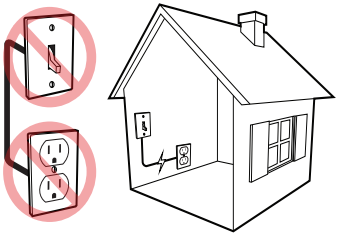
Select a Location

- We recommend you place the Base Unit 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 Unit.
- Do not place near any appliances that make noise.

Plug in the Power Cord



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

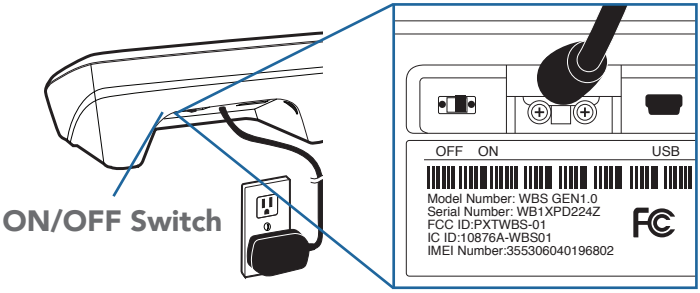


To avoid accidentally turning off the Base Unit, DO NOT plug it into an electrical outlet that is controlled by a light switch.

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

Turn on your Base Unit

- Turn on your Base Unit using the on/off switch located on the back.



- If the Base is set up correctly, the Base Unit will say "system ready."
- 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 Unit 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 Base Unit 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.

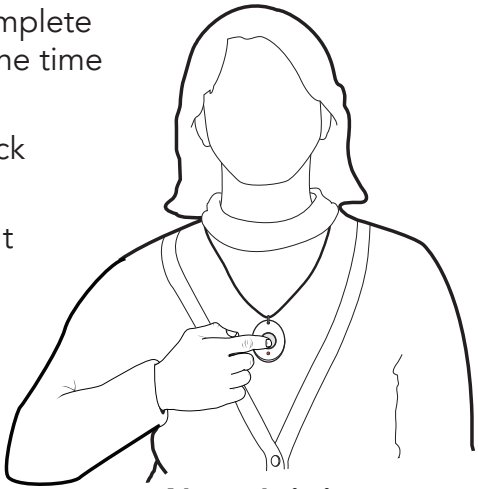
In order to serve you better and make sure your equipment is working properly, please **call our support team 24/7 at 1-800-940-0262**.

STEP 2 Call to Activate! 1-800-940-0262

To Test your Base Unit:

- Press and hold the test button for 3 seconds.
- After the button lights up green, the Base Unit will announce "user auto-test."
- The Base Unit will instruct you to "press the 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 Unit announced "user auto-test failed, please contact support" please contact customer support 24/7 at 1-800-940-0262.

Live Operator Test: Testing Your Help Buttons



- Please have your complete system near you at the time of testing.
- Press the wrist or neck button firmly once.
- The button's red light will flash indicating a signal was sent to the Base Unit.
- Your Base Unit will announce "Call in Progress" several times.
- Once the alarm is received, your base unit will announce "Please stand by for operator."

Note: It is important that you test your system at least once a month

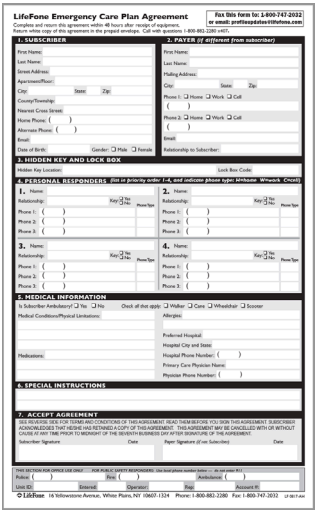
- An emergency operator will communicate with you through the Base Unit.
- Please state clearly to the operator that "THIS IS A TEST." If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.
- Remember you can also test your help buttons, using the auto test button on your Base Unit.

STEP 3 Complete and Mail Back the Enclosed Emergency Care Plan

Your Emergency Care Plan Agreement authorizes LifeFone to respond properly in the event of an emergency.
WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT WITHIN SEVEN (7) DAYS FROM YOUR ORIGINAL RECEIPT TO ENSURE THE BEST PROTECTION POSSIBLE.

Enclosed are two (2) copies of your Emergency Care Plan Agreement. **Make sure to review all of the information in this document carefully to ensure accuracy.**

Once you've confirmed that all of the information on your Agreement is correct, **please sign and date the bottom of the Agreement where indicated**, and return it to us in the prepaid envelope provided. **Please keep the yellow copy for your own personal records.**


LifeFone Emergency Care Plan Agreement

Fax this form to: 1-800-747-2032
or email: profiles@lifefone.com

Complete and return this agreement within 48 hours after receipt of equipment.
Return white copy of this agreement in the prepaid envelope. Call with questions 1-800-882-2280 ext#75.

1. SUBSCRIBER
First Name:
Last Name:
Street Address:
Apartment/Floor:
City: State: Zip:
County/Township:
Nearest Cross Street:
Home Phone: ( )
Alternate Phone: ( )
Email:
Date of Birth: Gender: ❑ Male ❑ Female

2. PAYER (if different from subscriber)
First Name:
Last Name:
Mailing Address:
City: State: Zip:
Phone 1: ❑ Home ❑ Work ❑ Cell
( )
Phone 2: ❑ Home ❑ Work ❑ Cell
( )
Email:
Relationship to Subscriber:

3. HIDDEN KEY AND LOCK BOX
Hidden Key Location: Lock Box Code:

4. PERSONAL RESPONDERS (list in priority order 1st, and indicate phone type: Mobile, Home, Work, Check)
1. Name: Relationship: Key ❑ Yes ❑ No Phone Type
Phone 1: ( )
Phone 2: ( )
Phone 3: ( )
2. Name: Relationship: Key ❑ Yes ❑ No Phone Type
Phone 1: ( )
Phone 2: ( )
Phone 3: ( )
3. Name: Relationship: Key ❑ Yes ❑ No Phone Type
Phone 1: ( )
Phone 2: ( )
Phone 3: ( )
4. Name: Relationship: Key ❑ Yes ❑ No Phone Type
Phone 1: ( )
Phone 2: ( )
Phone 3: ( )

5. MEDICAL INFORMATION
Is Subscriber Ambulatory? ❑ Yes ❑ No Check all that apply: ❑ Walker ❑ Cane ❑ Wheelchair ❑ Scooter
Medical Conditions/Physical Limitations:
Allergies:
Preferred Hospital:
Hospital City and State:
Medications:
Hospital Phone Number: ( )
Primary Care Physician Name:
Physician Phone Number: ( )

6. SPECIAL INSTRUCTIONS

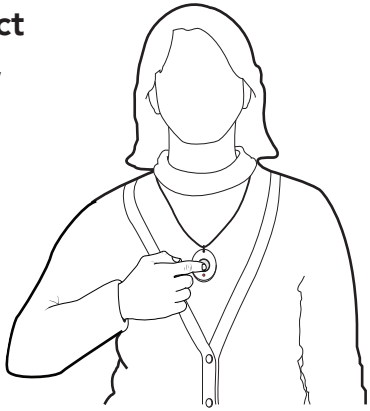
7. ACCEPT AGREEMENT
SEE REVERSE SIDE FOR TERMS AND CONDITIONS OF THIS AGREEMENT. READ THEM BEFORE YOU SIGN THIS AGREEMENT. SUBSCRIBER ACKNOWLEDGES THAT HE/SHE HAS RETAINED A COPY OF THIS AGREEMENT. THIS AGREEMENT MAY BE CANCELLED WITH OR WITHOUT CAUSE AT ANY TIME PRIOR TO MIDNIGHT OF THE SEVENTH BUSINESS DAY AFTER SIGNATURE OF THE AGREEMENT.
Subscriber Signature: Date: Payer Signature (if not Subscriber): Date:

THIS SECTION FOR OFFICE USE ONLY FOR PUBLIC SAFETY RESPONDERS: Use local phone number below — do not enter 911
Police: ( ) Fire: ( ) Ambulance: ( )
Unit ID: External: Operator: Pay: Account #:

LifeFone 16 Yellowstone Avenue, White Plains, NY 10607-1324 Phone: 1-800-882-2280 Fax: 1-800-747-2032 LF 0617 AM

Optional: LifeFone Fall Detect Pendant

Fall Detection does not detect 100% of falls. If you are able, you should press the help button in the event of an emergency.



When fall detection is added to your account, the battery on the Fall Detection pendant may only last up to1 year. LifeFone silently supervises these batteries and will notify you and replace the Fall Detection pendant at no cost to you when its charge goes below 20%.

Fall Detection pendants should only be worn around the neck and outside your clothing, to allow for better detection of falls. Adjust the lanyard so that it rests at chest level with the emergency button facing forward so that it is easier for you to press.

NOTE: Please handle your LifeFone Fall Detection device with care when putting it on or taking it off. If it's dropped, it may interpret this movement as a fall and activate an Emergency call. If it does, you will hear a series of beeps and the red light will begin flashing. You can cancel the alarm by pressing and holding your button for approximately 5 seconds until the light flashes green once and you hear a series of beeps. If a call is activated, **Please tell the operator that it was a false alarm.** If you do not explain this to the operator, emergency help will be dispatched.

Helpful Tips to Minimize Activation of the Fall Detection Pendant While Sleeping:

Tip 1 - To prevent your fall detect pendant from accidentally activating while you sleep, please shorten the length of your lanyard so that the pendant rests at chest level.

Tip 2 - Keep your Cellular Base Unit in or close to your bedroom. If your pendant accidentally activates while you are sleeping, you will be able to hear the operator on the Cellular Base Unit and can let them know it was a false alarm and you are okay. If your pendant alerts the call center and you do not answer, help will be dispatched.

Tip 3 - If your pendant activates frequently when you are sleeping, you may want to wear a regular neck pendant or wrist button while in bed. Remember to put your fall detect pendant back on when you get up from bed.

The fall detection pendant does not detect 100% of falls. If you are able, please press your help button if you need assistance.

Fall Detection Pendant Indicator Lights

Color	Pattern	Purpose
Off	Off	No alarm detected
Red	Flashes once	Button has been pressed or a fall is detected
Green	Flashes once	Alarm has been cancelled
Amber	One flash every few minutes	Pendant is low on battery

Mobile Device and Charger Notes

- Smart Cradle is for holding the Mobile Device while charging
- Help Button, when pushed, initiates a two-way call to LifeFone's response team
- Speaker allows you to hear LifeFone's response team
- Microphone allows LifeFone's response team to hear you
- GPS Indicator shows cellular connection
- Battery Indicator shows battery status
- Charging Pins connect Charging Cradle to the Mobile Device. (Be sure to keep these pins clean and free of debris)
- Power Cord connects the charging cradle to a standard wall outlet.

- Do not put the Mobile Device through the clothes washer or dryer, or attempt to dry your Mobile Device out in the oven or microwave.
- The Mobile Device is water resistant, but should never be submerged in water.

Set Up Mobile Device

Step 1: Charge your Mobile Device

1. Plug the Power Cord into a standard wall outlet which is NOT controlled by a light switch.
2. Place the Mobile Device into the charging cradle. The yellow light on the front of the charging cradle will illuminate.
3. The Mobile Device will turn on within 10 seconds and then it will take about 60 seconds for the Mobile Device to register with the network.
4. The red battery light will come on indicating that the device still needs charging. The Mobile Device is charging when it is in the charging cradle **and** the Battery Light is illuminated red.
5. The Mobile Device is fully charged when the Battery Light turns off. It takes about three hours for the device to be fully charged.

NOTE: For best results, charge your Mobile Device every night.

⚠ **IMPORTANT: When the Battery Light is red, your Mobile Device needs to be charged.**

⚠ **IMPORTANT: The Mobile Device is not ready for use until you have charged the Mobile Device in the Charger for 3 hours and then completed the set up call with your LifeFone response team.**

Test your Mobile Device

Step 2: Press the Help Button

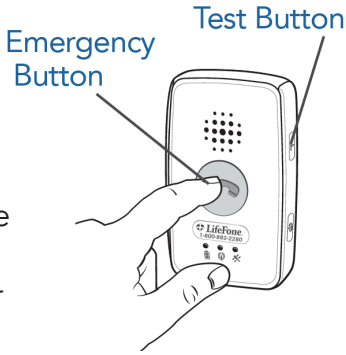
Press the Button in the center of the Mobile Device to connect to LifeFone.

1. With the Mobile Device in the Charger, press and hold the Call Button until the Mobile Device initiates the call. The Mobile Device can remain in the Charger during the call to your LifeFone response team.
2. Tell the LifeFone Care Specialist that you are testing your system.
3. When you complete the call with LifeFone, the Mobile Device will be set up.

Note: *If the Mobile Device does not power on and begin the activation process or cannot detect a cellular network, call LifeFone Customer Service at 1-800-940-0262.*

Testing Your Mobile Device Monthly

Testing Your System



- Press and hold the TEST button on the Mobile Device (the button on the side with the letter "T"). You will hear an announcement over the Mobile Device that will instruct you to press the Emergency Button or Pendant.
- Press the Neck Pendant, Wrist Button OR the Emergency Button on the Mobile Device. The Mobile Device will announce "test call sent to Emergency Response Center".
- If your test was successful, you will hear "thank you for testing your device" from the Mobile Device.

TELL THE LIFEFONE CARE SPECIALIST THAT YOU ARE TESTING YOUR SYSTEM.

- It's recommended that you test your system once a month, every month.

If you have any trouble performing this test, please contact customer support 24/7 at 1-800-940-0262.

Placing an Emergency Call

To make an emergency call using the Mobile Device:

Step 1. Press and hold the call Button once.

Step 2. Please hold the device and position the microphone near your mouth to complete your call.

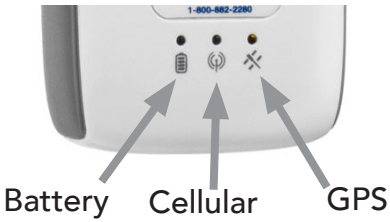
Step 3. LifeFone's response team will answer your call, talk to you to assess your needs, and notify emergency services if appropriate.

Location-Based Services

As with all location -based services, it may not always be possible to determine your location. Multi-level buildings, parking garages, and even dense urban areas can make it difficult for satellites and cell phone towers to determine an exact location.

LED Indicator Lights

- Battery Life
- Cellular Signal
- GPS Services



Cellular and GPS Indicator Lights

The Cellular and GPS Indicator lights on the front of the Mobile Device show that the unit is turned connected.

When the GPS Indicator is blinking, that shows you are connected to network for the LifeFone monitoring center.

A cellular signal may not be available in all areas. Check with LifeFone for known coverage limitation.

⚠ **FOR PROPER OPERATION, MOBILE DEVICE REQUIRES ADEQUATE CELLULAR COVERAGE! POOR CELLULAR COVERAGE MAY RESULT IN THE INABILITY TO PLACE A CALL, LOCATE YOU IN AN EMERGENCY, OR AUTOMATICALLY DETECT A FALL!**

Base Unit Announcements

Warning Announcement	What it Means	How to Fix It
Power Not Detected (Both Red Emergency and Blue Reset buttons will be flashing)	Base Unit is not connected to an electrical outlet or power to the outlet has been lost	Check that the Base Unit is ON and correctly plugged into an electrical outlet
Low Battery	Base Unit Battery Level is very low	Check that the Base Unit is ON and correctly plugged into an electrical outlet
Cellular Connection Lost (Both Red Emergency and Blue Reset buttons will be flashing)	Your Base Unit is not connected to the cellular network	Move your Base Unit to another place in your house where you can get better reception.

Battery Indicator

The Battery Indicator LED shows the level of battery charge.

- When the Battery Indicator is off, the Mobile Device is adequately charged.
- When the Battery Indicator flashing red, the Mobile Device battery needs to be charged.

The Mobile Device battery is designed to operate on a single charge for up to 36 hours but may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life.

The Mobile Device requires adequate battery charge for proper operation. Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate you automatically during an emergency.

⚠ **Important: The Mobile Device requires an adequate battery charge to function properly. Prior to use, please charge the Mobile Device at least 3 hours. We recommend charging the device each night.**

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

FCC Part 15

This device complies with Part 15 of the FCC Rules. 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 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, and the Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. 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 that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

This device complies with Industry Canada license-exempt RSS standard(s). 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.

LifeFone®

MEDICAL ALERT SERVICES

16 Yellowstone Avenue,
White Plains, New York 10607-1324
Web: www.LifeFone.com
Phone: 1-800-940-0262

Saves Lives When Seconds Count®

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