

Medical Guardian  
Brochure


# Life Without Limits

Your best stories  
are about today.

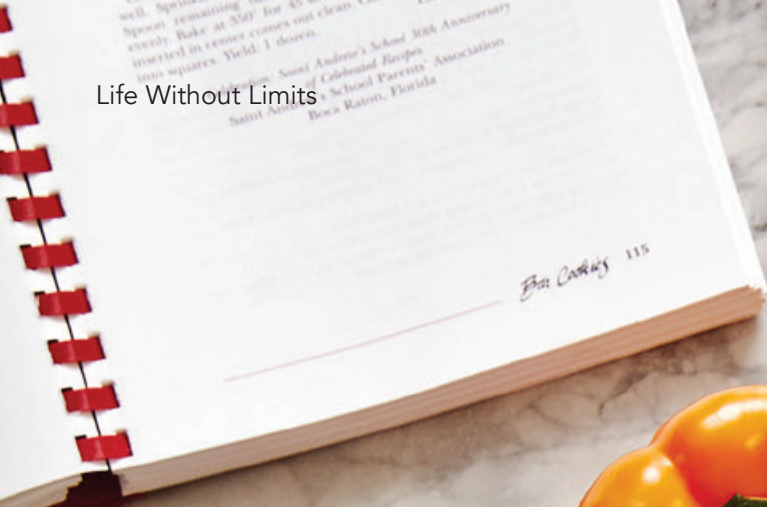
No matter what  
people expect,  
you're never too  
old to take on  
new experiences —  
and Medical Guardian  
can help you live  
them vibrantly.



SPEAK WITH US!  
📞 1-800-745-1600

 [www.MedicalGuardian.com](http://www.MedicalGuardian.com)







Dear Friends,

We built Medical Guardian on the simple notion that it is possible to provide great service and great care to all those who wish to keep living life the way they want to. Because Medical Guardian isn't just a medical alert system company; we're a peace of mind service.

Unlike other medical alert companies, our dedicated team is there for you every step of the way. Thanks to our simple yet thorough process, our knowledgeable Life Safety Consultants will match you with the best medical alert system for your lifestyle. They'll even help customize your medical alert package with our top-rated accessories, ranging from fall detection-enhanced buttons to additional buttons for spousal monitoring.

But our dedication to providing best-in-class service doesn't stop there. Our Customer Care Specialists are here seven days a week to walk you through the activation process, so that you can get back to doing what you love even faster. From the time you order your system to long after you've activated it, our entire staff will treat you as if you were their own loved one...and that's a promise.

We're always available and delighted to answer any questions or concerns you may have. To learn more, you can also visit us online at [www.MedicalGuardian.com](http://www.MedicalGuardian.com) or call one of our Life Safety Consultants at 1-800-745-1600.

Warmest Regards,  
**Geoff Gross**  
CEO, Medical Guardian



# Who We Are

Medical Guardian provides medical alert systems to seniors and peace of mind to their loved ones. According to a recent AARP survey, over 95% of respondents reported wanting to grow older in their own home, or age in place.

And we don't blame them. We want the same thing for ourselves and our loved ones. Medical Guardian's medical alert systems offer the latest technology to allow all those who want to age in place the ability to do so.



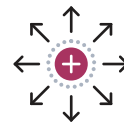
## INDEPENDENCE

As children we all strived towards eventually achieving independence from our parents, and it's not an easy thing to lose as an adult. Thanks to Medical Guardian, you can age in place as you see fit, without transferring any of the burden to your loved ones.



## SAFETY

Your safety is of the utmost importance to us. That's why we only follow the highest standards when it comes to our monitoring services and equipment. We use the most current technology to ensure your safety.



## FREEDOM

Our products allow you the freedom to continue to be active and thrive in your own environment. And with our Mobile Guardian and Active Guardian products, you can now have more freedom outside the home as well.



## RELIABILITY

We know that a medical alert system is only as strong as its reliability and we pride ourselves on having the most reliable service in the industry. We know that each press of a button could be a life or death situation and we leave no room for error when it comes to your well-being.



## TRUST

Medical Guardian is a service you can trust. Many of our own employees use our products for their family members and we treat each client like they are one of our own.



## PEACE OF MIND

Each Medical Guardian medical alert system comes with a "Peace of Mind Guarantee." It will ease fears and anxiety about your safety at home and allows Caregivers a support system to lean on when they cannot be present.



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# How It Works

## Help in 3 Simple Steps

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### STEP 1

**Press your Medical Guardian emergency button.**

When pressed, the button sends a wireless signal to the system's base station, which alerts our monitoring center of a possible emergency.



### STEP 2

**Speak with a trained emergency operator.**

Within moments of pressing your emergency button, you will be connected to a trained emergency operator. The operator will assess your situation and help you determine what type of help you need—whether that involves an emergency or non-emergency response.



### STEP 3

**Help is on the way!**

Based on the emergency operator's assessment of your needs, emergency or non-emergency help will be sent. This means that either an ambulance and emergency responders will be sent, or you can arrange to only have a family member, a friend, a neighbor, or another emergency contact come help you.

“

They were very fast and got me the medical attention I needed quickly. I was not near a phone and probably would not be here today without them. ”

**VIRGINIA, DALLAS, TX**



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## IN-HOME PROTECTION



# CLASSIC GUARDIAN

A cost-efficient medical alert system, the Classic Guardian keeps you safe both in and around your home for less than \$1 a day. Once connected to your landline telephone, the base station works with a wearable medical alert help button that can be pressed up to 1,300 feet away from the base station to contact our 24/7 monitoring center.

### Enjoy the following benefits with the Classic Guardian:

- No long term contracts
- No activation fees
- Range of 1,300 ft. in every direction
- Includes one water resistant neck or wrist pendant
- 32-hour backup battery life in case of a power outage
- Fall Detection add-on available

*Refer to accessories page*

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Keep doing what  
you love at home with  
confidence with the  
Classic Guardian.



## EMERGENCY CALL BUTTON

In the event of an emergency, press the Emergency Call button to trigger an emergency call. Once pressed, a confirmation siren will sound, and the Emergency Call text will light up in red. The Classic Guardian's base station will then connect to Medical Guardian's Emergency Monitoring Center and initiate a voice conversation with an operator.

### FRONT SPEAKER

Speak directly with a Medical Guardian emergency operator through this speaker



### RESET BUTTON

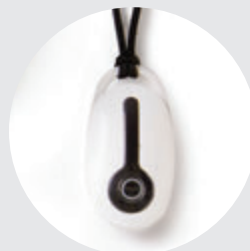
The Reset button should be used to complete a soft reset of the base station.

## WHAT'S INCLUDED



In-home landline  
base station

AND



Water-resistant  
neck pendant

OR



Water-resistant  
wrist pendant

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## IN-HOME PROTECTION



# HOME GUARDIAN

A medical alert system without any landline telephone requirements, the Home Guardian uses a nationwide cellular network to wirelessly connect you to our 24/7 monitoring center. The easy-to-install base station works with a wearable emergency button that, when pressed within 600 feet of the base station, gives you access to immediate help.

### Enjoy the following benefits with the Home Guardian:

- No long term contracts
- No activation fees
- Range of 600 ft. in every direction
- Includes one water resistant neck or wrist pendant
- Time and temperature display
- 30-hour backup battery life in case of power outage
- Fall Detection add-on available

*Refer to accessories page*

Speak with us!  1-800-745-1600

With Home Guardian,  
you have round-the-clock  
access to instant help  
at home.



## FRONT SPEAKER

Upon pressing your emergency button, a loud audible confirmation lets you know Medical Guardian will respond to you in moments.

## EMERGENCY BUTTON

The large emergency button makes Medical Guardian an easy to use system for any need.

## TEMPERATURE

Internal house temp. only

## SIGNAL STRENGTH INDICATOR

Similar to your cell phone, the signal strength indicator will display your base unit's signal strength.\*

## TEST BUTTON

Internal house temp. Use this button to test your system. If you haven't tested your system in the past month, the test button will flash until one is completed.

## BATTERY CHARGE INDICATOR

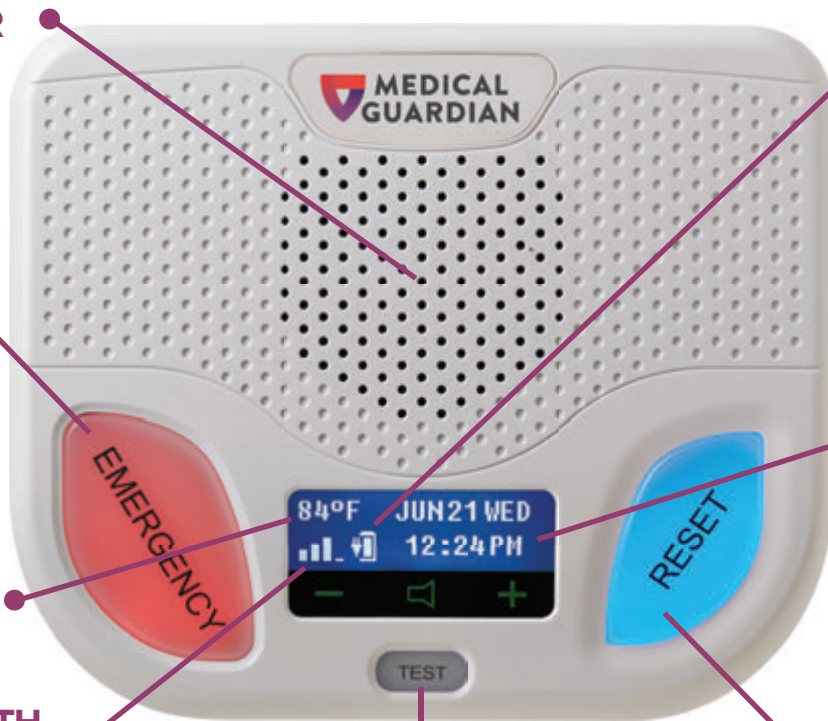
If you ever lose power, the cellular base unit will provide 30 hours of battery. This indicator will display the amount of battery power left.

## DATE, TIME & VOLUME

The date and time is displayed here, along with the ability to adjust your volume to a desired setting.

## RESET BUTTON

The Reset button completes a soft reset of the base station.



**600 FT.  
RANGE**

## WHAT'S INCLUDED



In-home cellular  
base station

AND



Water-resistant  
neck pendant

OR



Water-resistant  
wrist pendant

## ON-THE-GO PROTECTION



# MOBILE GUARDIAN

A personal emergency response system with built-in GPS technology, the Mobile Guardian keeps you protected both at home and on-the-go. The lightweight and portable medical alert device works with a wearable emergency button that, when pressed within 350 feet of the device, connects you to our 24/7 monitoring center through a nationwide cellular network.

### Enjoy the following benefits with the Mobile Guardian:

- No long term contracts
- No activation fees
- Unlimited range in any direction
- Includes one water resistant neck or wrist pendant
- GPS tracks your exact location
- 24-hour battery life
- Two-way voice communication through portable device

*Refer to accessories page*

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This GPS-enabled mobile  
solution will keep you safe  
and protected both at  
home and on the go



## EMERGENCY BUTTON

### IN CASE OF EMERGENCY PUSH THIS BUTTON

The large emergency button makes Medical Guardian an easy to use system for any need.

## SPEAKER

Speak directly with a Medical Guardian emergency operator through this speaker.

## EMERGENCY LIGHT (RED RING)

Indicates you successfully pushed your button and sent an alert to the monitoring center.

## CELLULAR INDICATOR (GREEN LIGHT)

The green light should be blinking slowly (every 3 seconds) which confirms that you are connected to the wireless cellular network\*.

## GPS INDICATOR (YELLOW LIGHT)

The yellow light indicates if the GPS satellites have picked up your device and current location.

## LOW BATTERY (RED LIGHT)

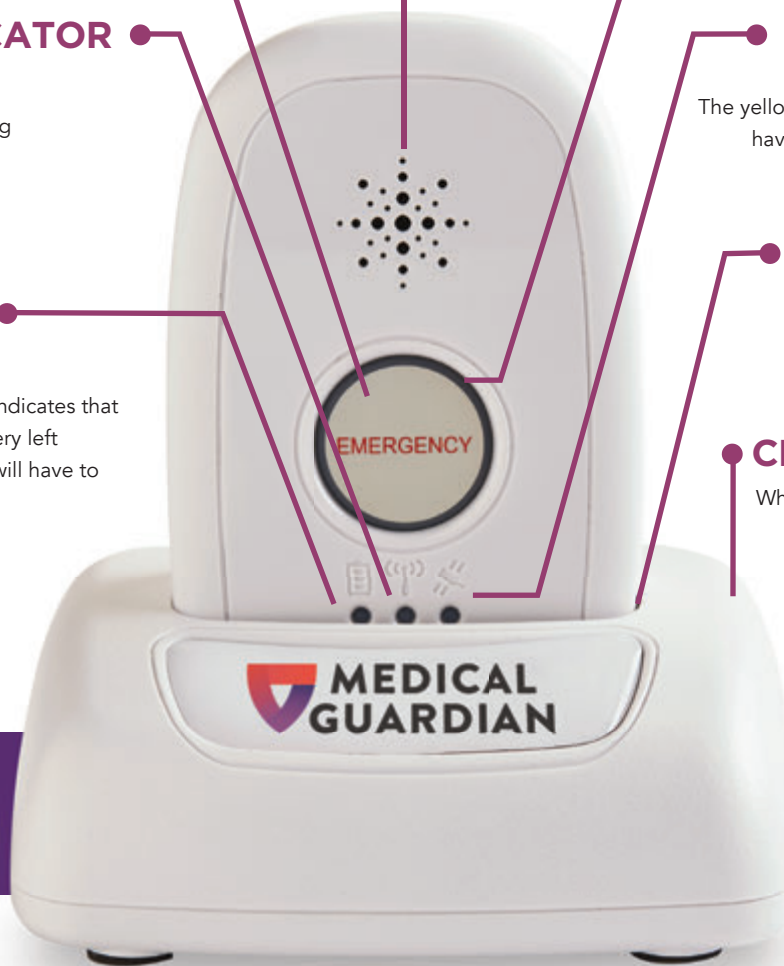
When the red light comes on, it indicates that you have about one hour of battery left before the device shuts off, and will have to be charged.

## ON/OFF BUTTON

Turns your device off and on.

## CHARGING CRADLE

When the light turns red, your cradle is charging your unit.



24-hour Battery Life  
(fully charged)

350 FT.  
RANGE

## WHAT'S INCLUDED



Mobile device  
and charging cradle

AND



Water-resistant  
neck pendant

OR



Water-resistant  
wrist pendant



\*This system works on the AT&T Cellular Network.



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## ON-THE-GO PROTECTION



# ACTIVE GUARDIAN

As the only portable medical alert device with both GPS and WiFi location technologies, the Active Guardian provides the most advanced protection at home and on-the-go. Not only does it have the longest battery life of any mobile system, but this lightweight alert device can also come equipped with the most accurate fall alert technology, meaning you will always be able to receive help when you need it most.

### Enjoy the following benefits with the Mobile Guardian:

- No long term contracts
- No activation fees
- Unlimited range in any direction
- Includes one water resistant neck or wrist pendant
- GPS tracks your exact location
- 24-hour battery life
- Two-way voice communication through portable device

*Refer to accessories page*

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Enjoy the freedom to  
keep doing what you love  
both inside and outside of  
your home with the  
Active Guardian.



## BATTERY LIGHT

A red light flashes when the device's battery is low.

## CALL LIGHT

A blue light signifies that you're being connected to our monitoring center.

## WIFI LIGHT

This confirms that our operators can quickly and accurately identify your location.

## GPS LIGHT

There is a GPS signal when this flashes blue.

## SPEAKER

Allows you to speak with Medical Guardian's emergency monitoring center directly through the device.

## EMERGENCY CALL BUTTON

Initiates a two-way call to Medical Guardian's emergency monitoring center.

## CHARGING CRADLE

This charges the Active Guardian in 3 hours.



**UNLIMITED  
RANGE**

## WHAT'S INCLUDED



All-in-One Device

AND



Charging Cradle



\*This system works on the AT&T Cellular Network.



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## INTRODUCTION

# FREEDOM GUARDIAN

BE SAFE. LIVE HEALTHY. CONNECT.

Finally, a device older adults can count on and loved ones can keep track of. Lightweight and simplistic with large touch-screen icons, Freedom Guardian will give older adults the tools to age healthily and the confidence to live a life without limits — discreetly and with style!



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# FREEDOM GUARDIAN FEATURES



## ADVANCED LOCATION TRACKING

Through GPS, Wi-Fi Positioning Systems (WiPS) and triangulation, help can be sent to the wearer's exact location within the U.S., even if they're unsure of their own location or unable to give the dispatcher tracking details.

## CALENDAR ALERTS & REMINDER (PLUS)

Through GPS, Wi-Fi Positioning Systems (WiPS) and triangulation, help can be sent to the wearer's exact location within the U.S., even if they're unsure of their own location or unable to give the dispatcher tracking details.



## TEXT-TO-SPEECH MESSAGING (PLUS)

Stay connected to loved ones through Freedom's read-out-loud SMS messaging. With no keyboard required, watch users can easily receive and respond to SMS messaging from their Care Circle.

## LOCALIZED WEATHER FORECAST

Know ahead of time when a storm is brewing or when a heat wave is in effect to be prepared for outdoor activities. Stay up to date on the 3-day localized weather forecast via zip code directly through wearable Freedom Guardian, not out your window.



# SLEEK, SIMPLE, DISCREET

Unlike any other smartwatch on the market, Freedom Guardian has a simplistic design with easy navigation features to best fit an older adult's lifestyle and needs.



1

## LOW BATTERY NOTIFICATIONS

Viewable on every screen, ensure full protection knowing when your battery needs to be charged through 15%, 10% and 5% low battery alerts.

2

## ANALOG WATCH FACE

Clearly displays the current time of day, date and day of the week in hi-res full color.

3

## MULTI-FUNCTION SIDE BUTTON

Simply press the red button on the side to navigate the watch features. Or press and hold for 3 seconds to request emergency assistance.

4

## ADJUSTABLE WATCH BAND

Created from a custom high performance soft silicone, the watch band is durable, yet lightweight and flexible, making it comfortable to wear on-the-go throughout the day and night.



# Designed with **senior safety** in mind.

Freedom Guardian is a revolutionary, all-encompassing approach to medical alert systems, incorporating features that will provide day-to-day support for users and their loved ones.



## EASY TO USE

Simple touch navigation and clear, oversized icons makes Freedom Guardian perfect for aging adults.



## RELIABLE 24/7 HELP

With two-way communication, Freedom Guardian ensures that you'll get the help you need in any emergency—every time.



## AUDIBLE FEATURES

Freedom Guardian reads the date, time, messages and calendar alerts out loud to the user.



## COLOR OPTIONS

The smartwatch comes in a black or white watch color and band option - giving you the freedom to choose.



## ALL-IN-ONE DEVICE

With a pre-installed SIM chip, there is no Bluetooth required to use Freedom Guardian. The best part? There is no extra charge for cellular service!

FOR THE CARE CIRCLE

## Companion Mobile App and Customer Web Portal

Care Circle members can have the peace of mind knowing they can get ahold of their loved one at any time, while having access and keeping track of their daily schedule and routine—all through the mobile app.



MESSAGE CENTER



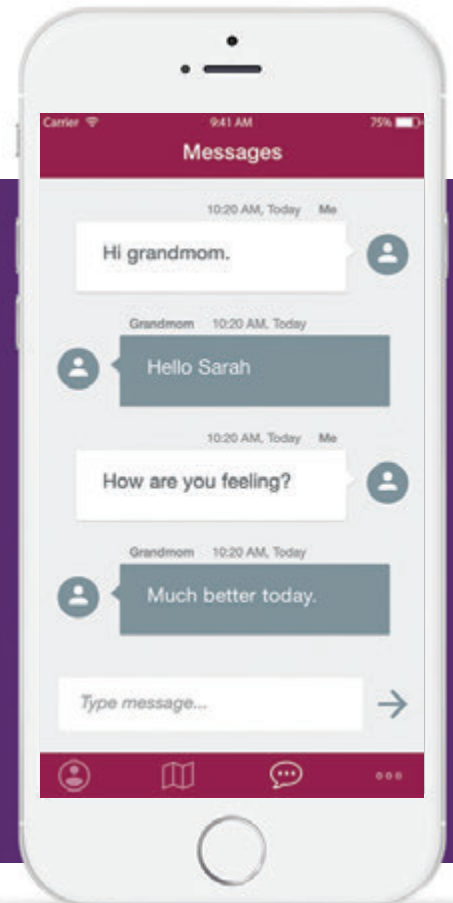
ALERT HISTORY & INFORMATION



LOCATION TRACKER



DAY PLANNER



## ADDITIONAL PROTECTION

# Add-ons and Accessories

Medical Guardian offers a variety of accessories that can be purchased in order to enhance both your medical alert system and your safety. While none of these items are required in order to call for help with your Medical Guardian device, they all aid in making your experience with Medical Guardian easier and more enjoyable.



### NECK AND WRIST PENDANTS

Additional pendants are a great way to expand your choices in terms of style and preference. An extra pendant can also enable you to have more than one person in a home or family on the same base unit, or serve as a backup in case you misplace the original button or pendant that comes with your system.



### AUTOMATIC FALL DETECTION

If you're looking for additional protection, automatic fall detection is an excellent way to ensure that you will always have access to help in an emergency. Using the most advanced and accurate technology in the industry, a fall detection-enhanced device can automatically detect when a fall has occurred and trigger a call to the Medical Guardian monitoring center, even if you are unable to push the button.



### LOCKBOX

With a lockbox, you won't have to worry about the physical or financial damage that can come along with breaking down the door to your home. A lockbox is simple to use and very cost effective. You can create your own 4-digit code that Medical Guardian will keep on file for you and only use in case of emergencies.



### WALL MOUNTED BUTTONS

If you're looking for extra layers of protection that you don't have to wear, then we'd recommend investing in wall-mounted buttons. Small enough to fit in the palm of your hand, these buttons can either be carried with you or mounted to a wall in your home with double-stick tape or wall-mount screws, both of which come standard with purchase. Now, calling for help becomes as simple as pushing the button, or, with our new voice-activated wall button, saying "Call Medical Guardian."

*NOTE: Style and availability determined by product.*

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## TESTIMONIALS

# Customer Stories



**Delphine**  
Nashville, TN

“

After checking several Alerts, I decided to go the Medical Guardian route. The sales rep. was helpful and answered the various questions I had. My relatives, friends and neighbors will be happy to hear that I at least got this far. ”



**Rosemarie**  
Naples, FL

“

My mother fell April 30th. She broke her right wrist and shattered her right hip. She was alone, pressed her button and everything went like clockwork. ”



**Karen**  
San Diego, CA

“

The Medical Guardian rep. was helpful and extremely polite. I will be giving it a 100% satisfaction rating! I am looking forward to receiving the medical alert system in the mail, for my 80 year old father to use. Thank you for your help!! ”



**Tracey**  
Scottsdale, FL

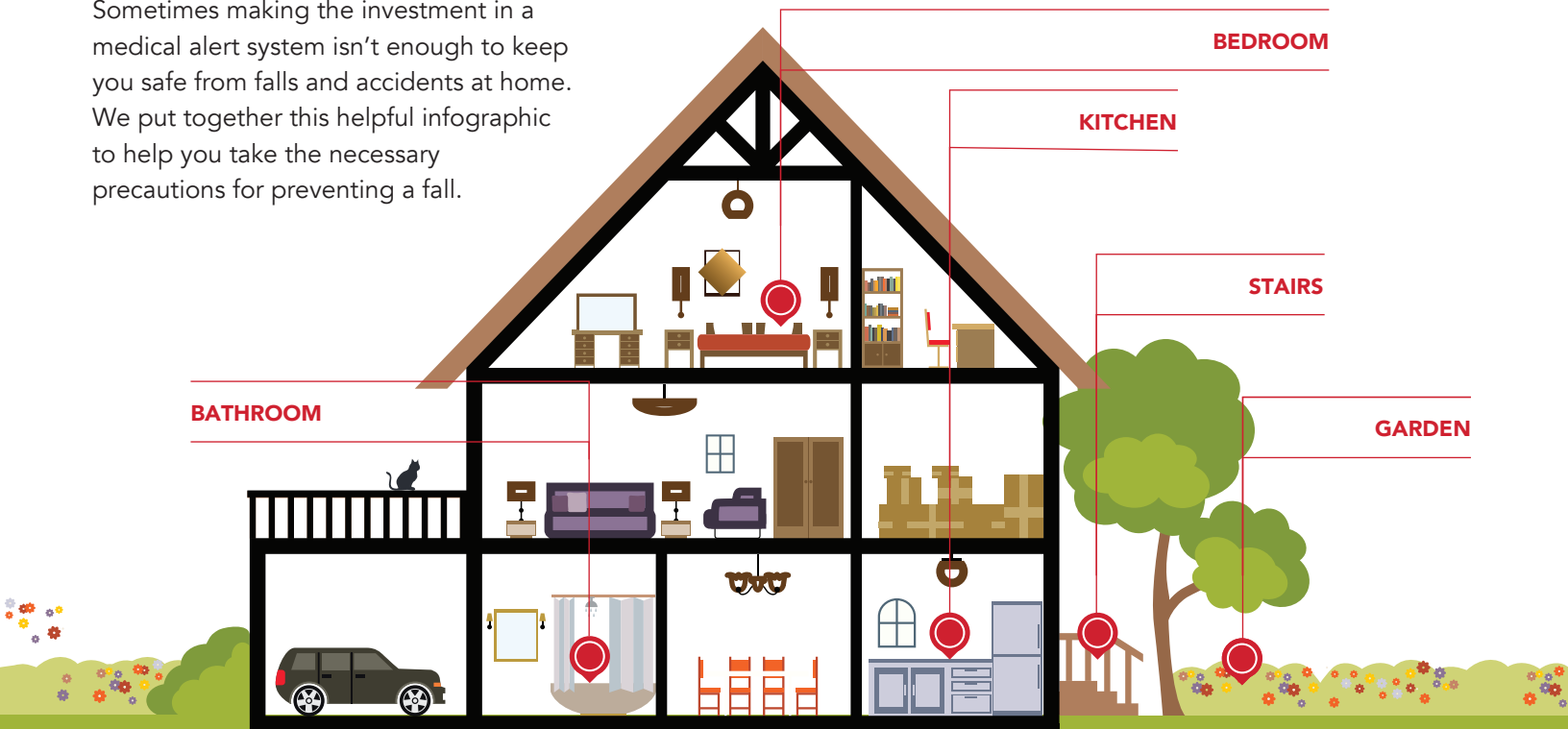
“

After researching the internet for reviews of medical alert companies, I contacted Medical Guardian and a rep. returned my call. He gave a wonderful and extensive explanation of what I could expect if I signed on for coverage. There are no mandatory long term contracts, which many of the other companies had. ”

## ON-THE-GO PROTECTION

# Classic Guardian

Sometimes making the investment in a medical alert system isn't enough to keep you safe from falls and accidents at home. We put together this helpful infographic to help you take the necessary precautions for preventing a fall.



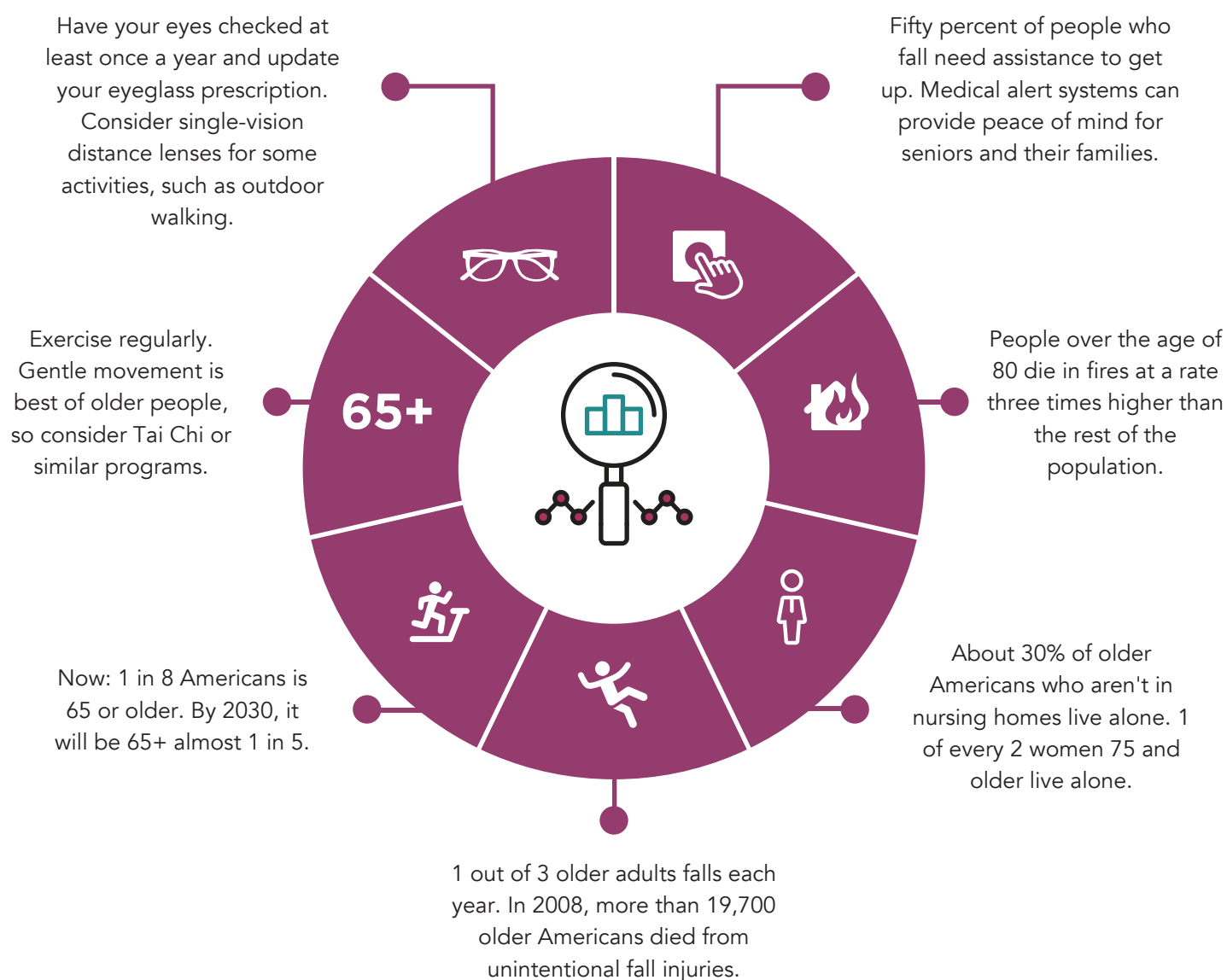
- Handrails on both sides of stairs.
- Make sure the home doesn't have extension cords or long cables in walking paths.
- Keep walkways as clear as possible, and be sure pets are not frequently underfoot.
- Keep ash trays, lighters and other fire sources (heaters, hot plates, tea pots) away from beds and bedding.
- Turn water heater temperature to 120 degrees to prevent scalding.
- Cooking related accidents are the leading cause of fire injuries for older Americans. Long sleeves are more likely to catch fire.
- Have at least one phone where it would be accessible in the event of an accident. Consider a cordless phone, but make sure it's charged and keep it with you.
- Improve the lighting in your home.
- Install and maintain at least one smoke detector on each floor of the home.
- Use slip-resistant carpets and rugs.
- Ask your doctor to review your medication to identify any side effects, such as dizziness or drowsiness.
- Place grab bars and non-slip mats in bathtub.
- Heating Equipment is blamed for many fires in the homes of elderly people. Exercise caution when using space heaters and wood stoves.



## THE REALITY OF FALLS

# Know the Facts

Staying safe around the house is important for everyone, but especially for seniors, who may be facing health problems and limited mobility. As the American population continues to age, in-home safety will continue to be of vital importance. About one-third of older Americans (those 65 and up) will suffer a fall this year; the sooner the person is found, the greater the chance of survival.



Life Without Limits



100% US-BASED  
MONITORING CENTERS



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