



Home

2.0



Protection for the well-prepared.

Powered by AT&T 4G LTE

What's in the **Box**

Responsive, self-service **Smarti** Voice Assist and data-driven, real-time location monitoring set the *Home 2.0* apart.



Power Adapter



Product **Details**

- 1 Backlight**
This backlight helps you quickly identify the Help Button's location in the dark.
- 2 Help Button**
Press this button to make an emergency call to our *Monitoring Center*.
- 3 Smarti Voice Assist**
Smarti Voice Assist tells you your device's battery level and cellular network strength. This device is serviced through *AT&T*. You can also do your device testing through our interactive voice response system (You can test your device totally on your own!)
- 4 Microphone**
This area picks up your voice when speaking with our emergency operator.
- 5 Speaker**
This is where audio from the emergency operator comes through once an emergency alarm has been initiated.
- 6 Power Button**
The power button turns on and off the device.

Product Details

7 Power Adaptor Inlet

This is the location where the power source is inserted from the outlet to the *Home 2.0*. The *Home 2.0* Backup Battery device lasts up to 32 hours.

8 SIM Tray

This is the slot on the base station SIM chip provides cellular connection with *Home 2.0*. Do not remove.

9 Programming Inlet

This is for the manufacturer only.

10 Volume Adjustment Button

This button allows you to increase or decrease volume through the speaker.

11 Pairing Button

This button helps to easily pair your accessory bundle as well as any additional accessories to the *Home 2.0* device with ease.

Know Your Lights

Smarti Voice Assist has 4 important LED Lights:

Light Indicator	What it Means
Green	Solid Device is charging or connected to power Blinking Device has sufficiently charged once disconnected from power
Amber	Blinking Your device is working to find cellular connectivity (upon turning off/on, give it a couple of seconds to activate) If blinking persists, call 1.800.313.1191
Red	Blinking If you see a blinking red light, the battery is under 20% charged
All Colors	Solid A brief software update is in progress

Installation

1 Prepare the Charge

Upon receiving your device, plug the *Power Adapter* into the wall outlet. To avoid accidentally turning off your device, do not plug it into an electrical outlet that is controlled by a light switch.

2 Power Device On

Smarti Voice Assist will blink amber when attempting to connect. Once connected to the network, **Smarti** will light up solid green and state “**device ready.**”

3 Adjust Volume

The berry-colored button on the back of the unit will emit a beep to indicate the volume of the device. There are 4 levels of volume which will each be indicated by a beep. Press the volume button until you've reached your desired volume.



Info and Testing

Your *Home 2.0* has accessible voice reporting and built-in testing capabilities

Pressing Your Smarti Button

- 1 Press **Smarti** Voice Assist for 1 second to initiate reporting. After 1 beep, the device will verbalize **“Release for device information or continue to hold for the next option.”**

Testing Your Device

Press and hold the **Smarti** Voice Assist button until you hear the audio that states **“Release for Testing Device.”** During this time if the button is released, the device will state **“Entering test mode. Press the help button to connect to the test center.”**

Press the help button on the device or pendant for three seconds to test with the automated *Interactive Voice Response* (IVR). The IVR will prompt you to state your name so that the two way microphone communication can be tested.

When the test call has been completed, the device will verbalize **“Call Completed.”**

Additional Functionality

Best Practice	What to Do	What You'll Hear
Get Device Information Update	Press and hold the Smarti button until you hear “Release for device information.” Release button.	“Cellular signal good” / “Battery level poor” / “Please charge your device.” / Error “Message E130”
Test Mode Announcement	Hold the Smarti button until you hear “Release for testing device.” Release button.	“Entering test mode. Press the help button to connect to the test center.”

If there is an issue with the device, **Smarti** will announce a code that will help our *Customer Care* team identify the issue. Please give us a call.

Using Your Home 2.0 in an Emergency

Steps to expect when using your device

- 1 A 3 second button press on the help button on the device or on the paired button will initiate an alarm on the device.
- 2 After the help button or pendant is pressed, the device will state either **“Initiating Help”** or **“Fall Detected”** depending on how the alarm was initiated.
- 3 If the alarm is cancelled, the unit will state **“Call Cancelled.”**

- 4 There will be a 1 second pause and then a beep. There will then be a series of 10 beeps before the unit connects to the call center. During this time the alarm can be cancelled by a 5 second press on the help button, on the pendant or the unit.
- 5 If the alarm is not cancelled then the unit will have a beep every 10 seconds.
- 6 If there is a connection issue preventing your connection to the call center, there will be a voice prompt that states **"Poor cellular connecton, please call 911."** This will repeat two times.
- 7 If there is no signal issue, the device will state: **"Connecting."**
- 8 During the handoff of the alarm to the *Monitoring Center*, the device will state, **"Call in Progress"** every 10 seconds.
- 9 After there is a successful handoff to the call center, the unit will state **"Call Connected."**
- 10 After the call is connected to the *Monitoring Center* and the call is waiting to be handed off to an operator, the device will state **"Please stand by for an operator"** every 10 seconds until the call is answered by an operator.
- 11 After the operator ends the call with the customer, the unit will state **"Call Completed."**

Pairing Your Device with Accessories

- 1 Press the pairing button on the *Home 2.0* to initiate the verbal cue **"Entering pairing mode. Press the button on the peripheral to connect to the device."** **Smarti** Voice Assist will flash blue during pairing. Press the pendant for 3 seconds, which will initiate a pairing signal to the unit. When the pairing has been completed, the device will state **"Pairing Completed."**

Troubleshooting

If you're unable to use or make a test on your device, please call customer care at **1 (800) 313-1191**.

WARNING

There is a mild strangulation and choking hazard, due to the very nature of wearing a neck pendant. Injury is unlikely, and the Neck Pendant has been designed to break away when tugged.

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

This device may not cause harmful interference, and this device must accept any interference received, including interference that may cause undesired operation.

CAUTION

To assure continued compliance, any changes or modification not expressly approved by the party responsible for compliance may void the user's authority to operate this equipment. Use only shielded interface cables when connecting to computer or peripheral devices.

Customer Service

Our team is standing by to provide you with the help and support you need.

1.800.313.1191

Monday - Friday

9:00am - 8:00pm (Eastern Standard)

Saturday

9:00am - 5:00pm (Eastern Standard)

Support is also available online:

medicalguardian.com/support

customercare@medicalguardian.com

If you are happy with your *Home 2.0*, please tell us about your story and share your experiences on:

 **[/MedicalGuardian](https://www.facebook.com/MedicalGuardian)**

 **[@MedicalGuardian](https://www.instagram.com/MedicalGuardian)**

 **[@MedicalGuardian](https://twitter.com/MedicalGuardian)**

Legal documentation can be found at:

medicalguardian.com/legal