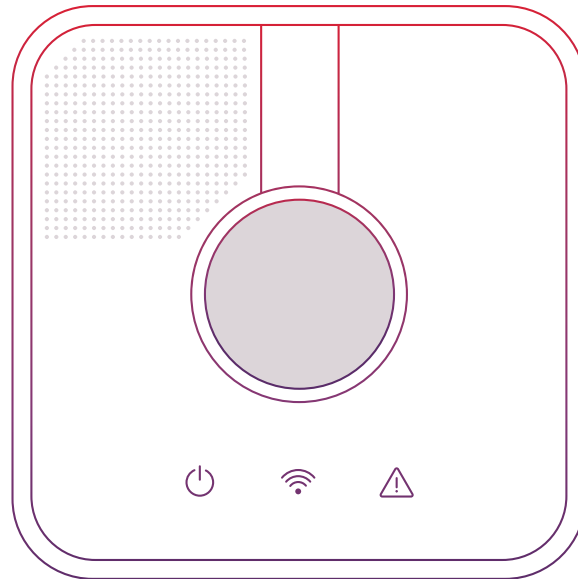


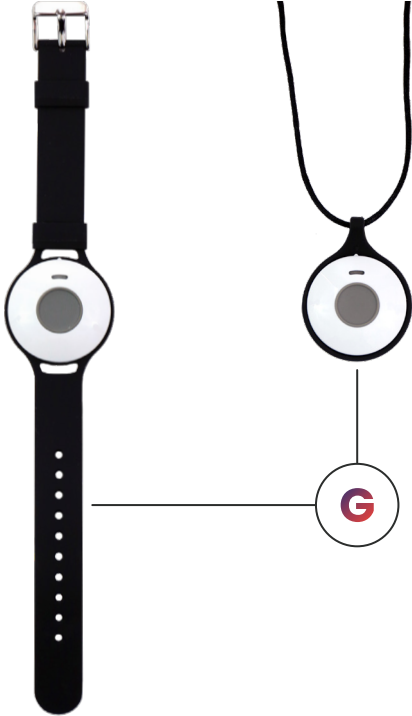
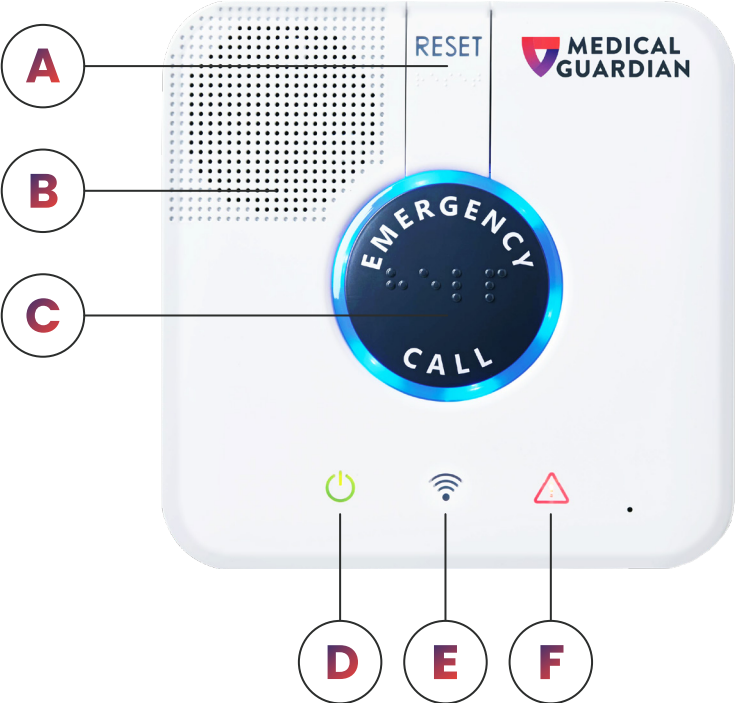


MG**Classic**

Feel **safe** and **secure** in and around your home



What's in the box



MG Classic details

- A Reset button**

The reset button can be pressed and held to turn off the blue light around the emergency call button.
- B 2-way speaker**

You can clearly hear and speak with an emergency operator using this speaker system.
- C Emergency call button**

Press this emergency call button or one of your wearables if you're not near the base station to connect with an operator.
- D Power indicator**

This indicator confirms that the base station is powered on.
- E Communication indicator**

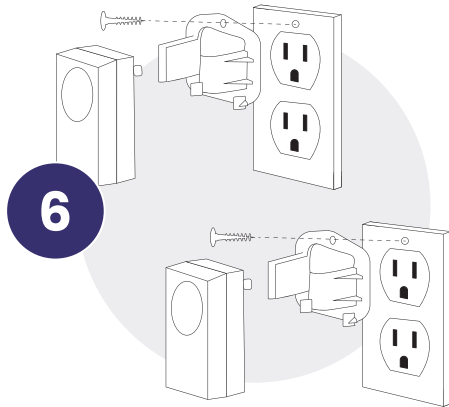
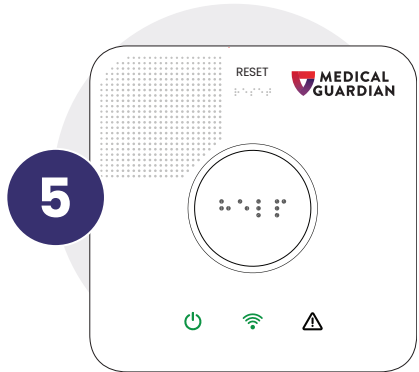
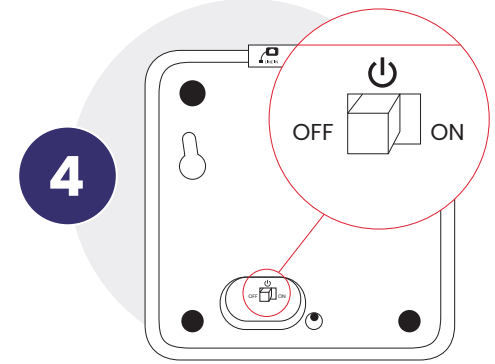
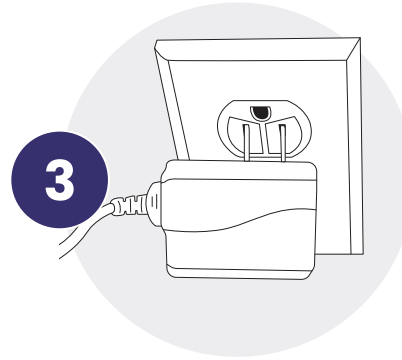
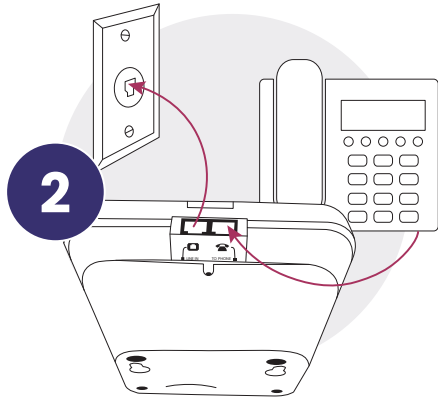
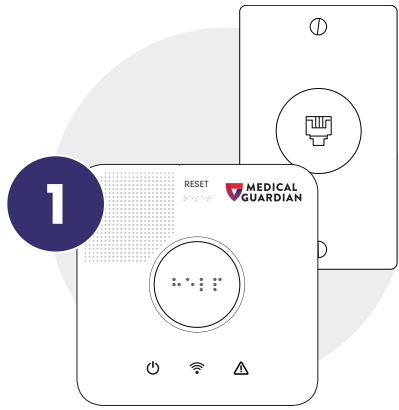
This indicator confirms that the base station is connected to your landline telephone.
- F Malfunction indicator**

This indicator lights up red if there is an issue with your system.
- G Neck pendant or wristband**

These water-resistant, wearable buttons can trigger an emergency call up to 1,300 feet away from the base station.

Set up and install

- 1 Choose a location for the base station. We recommend placing the base station close to the main landline telephone wall jack or modem in your home using the provided six (6) foot phone cord.
- 2 Set-up your base station. Unplug the phone cord from the landline telephone and plug it into the “LINE IN” socket located on the back of the base station.
 - Using the provided 6-foot phone cord, plug one end into the landline telephone and the other into the “TO PHONE” socket located on the back of the base station.
 - **Optional:** If you choose to install the provided UL Bracket to ensure that the base station cannot be disconnected from the power supply, please skip to (6).
- 3 Plug the base station power cord into a power outlet.
- 4 Turn on the base station using the power switch located on the bottom of the device.
- 5 Wait for the Power and Communication indicators on the base station to turn solid green and stop flashing.
- 6 **Optional:** Install the UL Bracket.
 - Remove the screw from the power outlet’s faceplate.
 - Slide the UL Bracket over the base station power brick.
 - Align the UL Bracket’s screw-hole with the faceplate’s screw-hole.
 - Plug the power cord into the outlet, ensuring that the faceplate lines up.
 - Screw the faceplate & UL Bracket onto the outlet.
 - Continue with steps (3) through (5).



PLEASE NOTE: Do not plug the base station power cord into an electrical outlet controlled by a light switch or into a power strip to avoid accidental power loss.

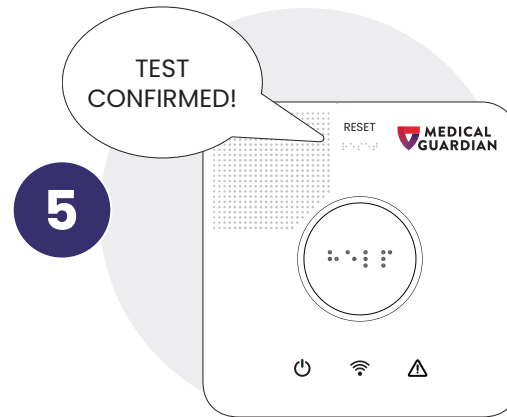
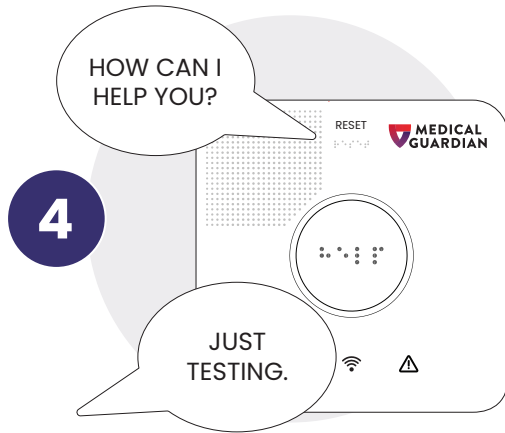
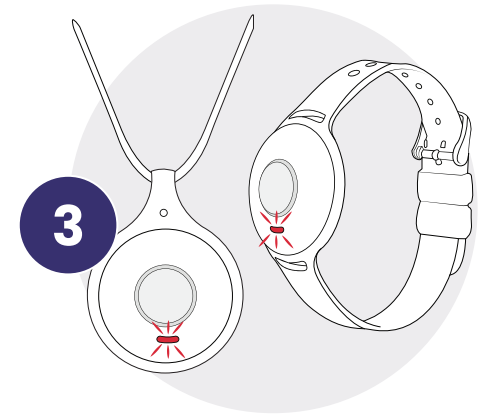
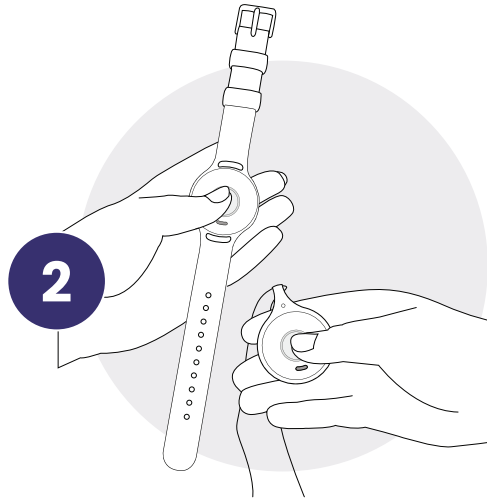
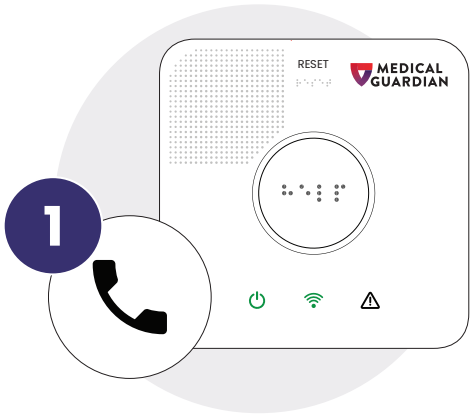
PLEASE NOTE: If the malfunction indicator lights up red, please visit [medicalguardian.com/support/](https://www.medicalguardian.com/support/).

Testing your buttons

- 1 Before testing your device, check your phone for a dial tone to ensure that the unit is not in any way affecting the normal functioning of your phone.
- 2 Firmly press your wrist or neck pendant once while standing at least five feet from to your base station.
- 3 The button's red light will flash once indicating signal was sent.
 - The base station will indicate a call is in progress with a voice prompt.
- 4 An operator will ask if you need help. **Please state that you are testing.**
- 5 Once the operator confirms the test they will disconnect the call.
 - Wait at least 60 seconds between testing each button. The communication light on your base station will return to a solid green when it's ready to be tested again.

NOTE: Test all of your buttons **monthly** to ensure they are working properly.

PLEASE NOTE: If the operator is unable to connect through the base, they will try calling you on your phone. Keep an eye on your phone in case it rings – *it's probably us!*



Device features



Your wearable button(s) are water-resistant. They are safe to wear in the shower but please avoid the following as they may cause damage: salt water, chlorine, and submerging it under water for more than 30 minutes.



If you leave town, you can take your device with you! Once you get to your new location, just visit our online customer portal or call our Customer Care team to update your address and phone number.



The range from your pendants to the base station is up to 1,300 feet.



The base station has a 32-hour, rechargeable battery in the event of a power outage.










Notes about fall detection:

For optimal protection and to lower the risk of false alarms, adjust the lanyard so that the neck pendant rests on your breastbone.

Fall detection does not detect 100% of falls. If you are able, you should always press the button when you need help.

**These notes only apply if the fall detection add-on has been added to your account.*

Base station indicators

Feature	Symbol	Color	Display	What it means
Power indicator		Green	On	The base station is connected to a power supply.
			Blinking	The base station is operating on its backup battery.
			Off	The base station has no power.
Communication indicator		Green	On	The base station is ready for call.
			Blinking	The base station is sending a message.
		Red	On	The base station has communication failure.
			Blinking	There is a blocked transmission to the base station.
		Orange	On	You are connected to our monitoring center.
Malfunction indicator		Red	On	This could mean the backup battery is drained of charge or missing, there is a tamper alarm with a VPD or a problem with the power cord.
			Blinking	A paired peripheral either has a low battery, or is out of range of the base.
Emergency call button		Red	On	Our monitoring center has received your emergency call.
			Blinking	There's an emergency call in progress.
			Off	No emergency call has been placed.
Reset button		Orange	On	The emergency call button or wearable button has been pressed.

FAQs

How long does the battery in the button (neck and wrist) last?

The buttons have a battery life of up to 5 years. A red flashing trouble light on the base device indicates a low battery in the button. If you experience a low battery light indicator, please call our Customer Care department. We will be glad to replace it for you at no cost.

Can I cancel an alarm?

No, once an alarm (including Fall Detection) is sent to the monitoring center it cannot be canceled. Let the operator know it was a false alarm.

Can I move this device to a new location?

Yes, this device can be moved to a new location anywhere in the United States where there is a working telephone landline. The new address will need to be provided (temporary or permanent) by logging into our online customer portal or by calling our Customer Care team. The device should be tested at the new address to ensure it is working properly.

Should extension cords and surge protectors be avoided?

Yes, extension cords and surge protectors can limit the amount of power the device receives resulting in the device not working properly. The device's power cord needs to be plugged directly into a wall outlet that does not operate on a light switch.

Technical information

FCC Part 68 Compliance

The required customer information is provided in the Installation and Operation Guide.

1. This equipment, the Classic, complies with Part 68 of the FCC Rules and the requirements adopted by the ACTA. On the rear side of this equipment is a label, that contains among other information, a product identifier in the format US:85IMM00BES6502HCP. If requested, this number must be provided to the telephone company.
2. This equipment is designed to be connected to the telephone network using a RJ11 connector which complies with Part 68 rules and requirements adopted by ACTA. See Installation Instructions for details.
3. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN of Classic is part of the product identifier that has the format US:85IMM00BES6502HCP.
4. If the Classic causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, you will be notified as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if it is necessary.
5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
6. If trouble is experienced with the Classic, please contact us. If the equipment causes harm to the telephone network, the telephone company may request to disconnect the equipment until the problem is resolved.
7. The installation is described in the Installation Manual. Connection to telephone company provided coin service is prohibited. Connection to party lines service is subject to state tariffs.

FCC Part 15 Compliance

This device complies with FCC Rules Part 15 standard(s). Operation is subject to the following two conditions:

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

NOTES:

This device complies with FCC Rules Part 15 standard(s). Operation is subject to the following two conditions:

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 to 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.
- Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Ltd.) could void the user's authority to operate the equipment

Customer service

Have questions about your device?

Scan the QR Code below with
your phone camera or visit:
medicalguardian.com/support/

If you need additional assistance, our Customer Care team
can be reached at 1 (800) 313-1191.

Monday–Friday, 9AM–8PM EST and Saturday 9AM–5PM EST.

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