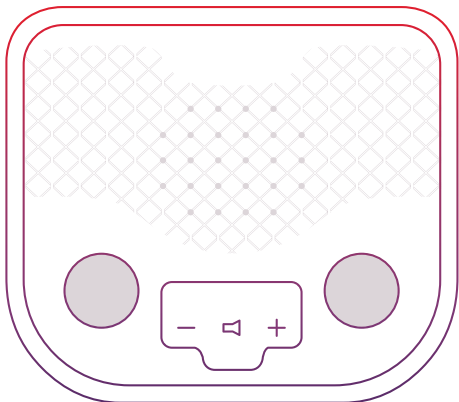




MGHome

LT

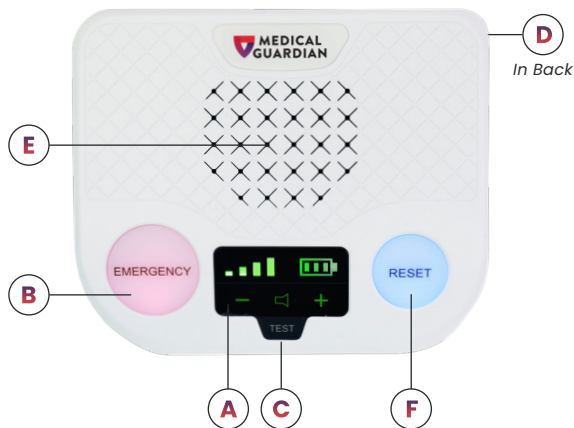
Feel **safe** and **secure** in your home with our
in-home medical alert system



Designed for your **comfort, choice & freedom**

Powered by **AT&T 4G LTE**

What's in the box



Product details

- A LED screen**
The signal strength and battery charge are displayed here, and you can also adjust your volume to a desired setting.
- B Emergency button**
Firmly press for one second, to test your system/connect with an emergency operator.
- C Test button**
This button is used for internal purposes only.
- D On/off switch**
Flip this switch located on the back of the device to turn the device on and off.
- E Speaker + microphone**
You can hear and speak with an emergency operator through the base station.
- F Reset button**
This button is used for internal purposes only.
- G Neck pendant or wristband**
These water-resistant, wearable buttons can trigger an emergency call up to 1,400 feet away from the base station.

Connecting your device

1 Select a location

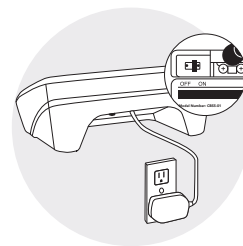
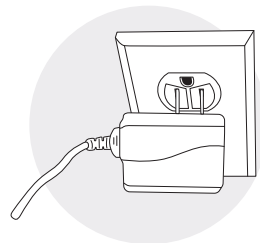
We recommend you place the device near an electrical outlet (*preferably near a window*).

2 Plug in the power cord

Plug the power cord that is attached to the back of the base station into an electrical outlet.

3 Turn on your device

Use the on/off switch located on the back. The emergency and reset buttons will light up. If the device is set up correctly, it will say **“system ready.”** Make sure your base station is connected to the cellular network by checking for the green signal strength bars on the display. You can use the volume control icons at the bottom of the display screen by tapping the “-” or the “+” sign to adjust if the voice is too loud or too soft. They will temporarily turn blue when pressed.



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: Do not place objects in front of the device.

PLEASE NOTE: Do not place the device near any appliances that make noise.

Testing your device



- Firmly press the emergency button on your device or wearable for one second. Device will state **“Call in progress.”**
- Once the call has connected with the Monitoring Center, the device will state **“Call connected, please stand by for an operator.”**
- Please state that you do not need help and are only testing.



PLEASE NOTE: Test your device monthly.

Device announcements

| | | |
|--|---|--|
| "System ready." | The cellular base station is powered on. | Base station ON/OFF switch has been turned on, be sure to connect to electric outlet or it will run on battery backup. |
| "Power not detected" or "Power detected" <i>(when electricity is reconnected).</i> | Both red emergency and blue reset buttons are flashing. | Check that the base station is correctly plugged into an electrical outlet. <i>*If these lights are flashing but battery is fully charged, there is a cellular outage.</i> |
| "Low battery." | The battery needs charging. | Check that the Base Station is correctly plugged into an electrical outlet or it will run on battery backup. |
| "Call in progress." | The emergency call is initiated. | Alarm is being sent to the Monitoring Center. |
| "Please stand by for operator." | Call connected. | Respond to the Monitoring Center over the device's speaker. |
| "Fall detected - Press and hold button to cancel." | Cellular base station receives a fall signal. | This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold the button on the Fall Button for 5 seconds to cancel the signal. |
| "Alarm canceled." | Fall alarm is canceled. | Alarm has been canceled. |

FAQs

What happens if I push the button, but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and notify Emergency Response on your behalf. We will also notify the emergency contacts listed on your profile.

What happens if I accidentally set off an emergency call?

If you accidentally set off the alarm, simply notify the Emergency Operator when they respond that this is a "false alarm." The operator will disconnect and no further action will be taken.

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 an AT&T network available. 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.

Safety information

- Keep cords away from heat sources and sharp edges.
- Keep electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Do not block the device's microphone. This will affect your ability to speak with the monitoring center.
- During a power outage, the device's battery backup will last up to 24 hours after it has been charged for 3 hours.
- The wrist button and/or neck pendant are designed to work approximately 1400 feet from the device, depending on the size and construction of your home.
- If the LED on your pendant flashes amber, the battery is low. Please contact us immediately to provide you with a replacement pendant.
- The help buttons (neck pendant, wrist button and fall detection button) are water-resistant and can be taken with you in the shower.
- Do not put the neck pendant or wrist button through the clothes washer or dryer. Do not attempt to dry your button out in the microwave or oven.

WARNING: Strangulation and choking hazard. The neck pendant button lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

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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