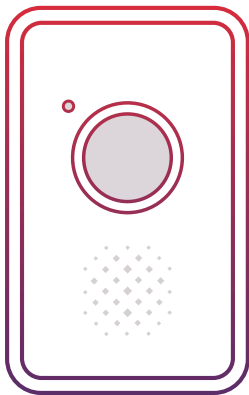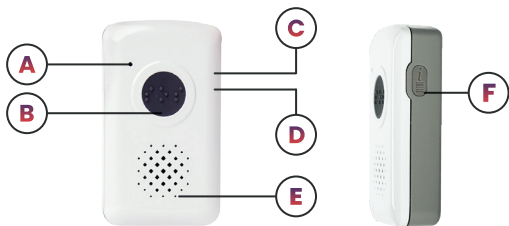# MG**Mobile**

Portable protection you can wear your way
Powered by **AT&T 4G LTE**

What's in the box

Charging brick

Charging wall plug

Belt clip

Charging cradle

Lanyard

Product details

A **Microphone**
This area picks up your voice when speaking with the emergency operator.

B **Help button**
Press this button to make an emergency call.

C **Top LED**
This light shows the battery status.

D **Bottom LED**
This light shows the cellular connectivity status.

E **Speaker**
This is where audio from the emergency operator comes through once an emergency alarm has been initiated.

F **Info button**
The info button tells you your device's battery level. You can test your device through our interactive voice response system, allowing you to test your device totally on your own.

Top LED
(Faint green)
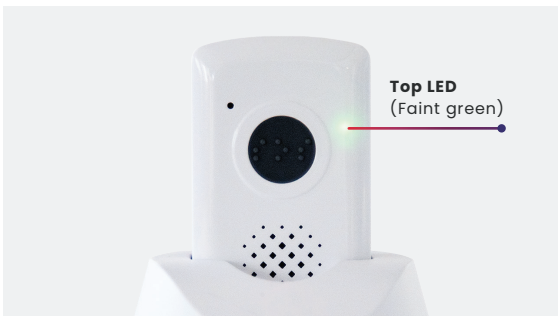
NOTE: Avoid leaving on cradle for extended periods of time. It could damage your battery.

Installation

1 Find the USB and plug it in

Insert the large end of the charging wall plug into the charging brick. Then, plug the charging brick into an electrical socket not controlled by a light switch. Finally, insert the small end of the charging wall plug into the charging cradle. A small green light will appear on the charging cradle once it is plugged into a power source. This light will stay on until the cradle is unplugged.

2 Cradle your device

Once placed in the cradle, the device will verbally state that it is **"Charging."**

3 Charge device to full power

Leave the device in the charger for at least 4 hours to receive a full charge. When the device is removed from the cradle, the top LED light will blink green if the device is charged to capacity. If the light is blinking red, return the device to its charger until it is 100% charged. This device gets up 3 to 5 days of battery life.

Know your lights

Light indicator	What it means
Green	**Solid** Your device is charging. **Blinking** Your device has sufficient 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 our Customer Care team.
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.

Use in an emergency

1. Press the device's help button or your paired button for 3 seconds to start alarm.

2. After pressing the help button or paired button for 3 seconds, the device will announce **"Initiating help."**

3. The device will activate. The device will state press and hold the help button to cancel. During the initial 10 seconds you can press the help button or peripheral button a second time and hold for 5 seconds to cancel the alarm.

4. While reaching our Monitoring Center, the device will repeat, **"Call in progress"** and then **"Call connected. Please stand by for an operator"** until the call is fully connected.

5. Speak with an emergency operator through your device.

6. After the operator ends the emergency call, the device will say **"Call completed."**

NOTE: There is a call cancelation feature for false alarms. To cancel an alarm, please press and hold your help button for 5 seconds.

Info and testing

Pressing your info button

Press the info button for 1 second to initiate reporting. After 1 beep, the device will say **"Release for device information or continue to hold for the next option."** If the info button is released, the device will provide updates, such as strength of cellular signal and battery level, (if the battery level is low.)

Testing your device

1. If you continue to hold the info button, testing will be triggered. The device will beep and say **"Release for device testing or continue to hold for the next option."**

2. Press the help button for 3 seconds to test. You will be prompted to state your name to test the two-way microphone.

3. When the test call has been completed, the device will say **"Call Completed."**

NOTE: If the device says "Connectivity bad," re-test it or give us a call.

Additional functionality

Best practice	What to do	What you'll hear
Get device information updates	Press and hold the info button until you hear "**Release for device information.**" Release button.	"**Cellular signal good**" / "**Battery level good**" / "**Battery level poor**" / "**Please charge your device.**"
Test mode announcement	Hold the info button until you hear "**Release for testing device**." Release button.	"**Entering test mode. Press the help button to connect to the test center.**"
Pairing mode announcement	Hold the info button until you hear "**Release for device pairing**." Release button.	"**Entering pairing mode, press the button on the peripheral to connect to the device.**"
Power off device	Hold the info button until you hear "**Release to power off device**." Release button.	"**Powering Off.**"
Power on device *(2 methods)*	Place the unit in the charger or press the info button for 5 sec.	"**Device Ready.**"

Pairing your device with accessories

Press and hold the info button. When you hear the menu prompt for pendant pairing, release the info button. You will hear a series of prompts. The device will say, **"Pairing completed."**

Wearing the belt clip

Insert the belt clip into the back of the device. Push the latch on the clip to remove.

Wearing the lanyard

Insert the attachment of the lanyard into the back of the device. The lanyard comes in standard black and is not adjustable.

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.

FAQS

Does this device have GPS capabilities?
Yes, this device has both GPS and WiFi location tracking.

How do I know the battery is running low?
You can press the info button to hear your battery level. If your device is running very low, the red light on the device will blink every 3 seconds.

If I initiate an emergency call does that mean that an EMT will show up at my door?
No, don't worry! You will be connected to our 24/7 Monitoring Center operators who will ask if everything is okay. Once they understand the situation, they will dispatch help on your behalf if needed.

Do I need the device with me when I leave the house if I'm wearing my neck or wrist pendant?
Yes. Although the pendant will activate a signal, you'll need the device in order to connect with the Monitoring Center and speak with the operator.

Can I wear this device in the shower?
Yes. This device can be worn in the shower, but should not be submerged or used in salt water or chlorine.

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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