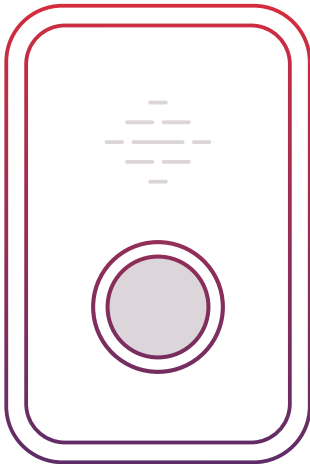




MG **On-the-Go**



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

What's in the box



MGOn-the-Go



Neck pendant



Belt clip

Product details

- A Speaker**

You will clearly hear the emergency operator through this powerful speaker.
- B Red light**

While charging, the red battery light will flash every 5 seconds until the device is fully charged. Once fully charged, the red battery light will be solid.
- C Blue light**

During an SOS call, the blue call light will be solid. The blue call light will flash every 5 seconds while charging and for a short time after a call ends.
- D Battery level indicator button**

You can check the battery level at any time by pressing the battery level indicator button on the side of the device. The device will either say **“Battery OK”** or **“Battery low, please charge.”**
- E Call button**

Press this button in an emergency to contact our Monitoring Center.
- F Microphone**

Speak with an emergency operator using this microphone.
- G Charging cradle**

This charges the device in just 3 hours.

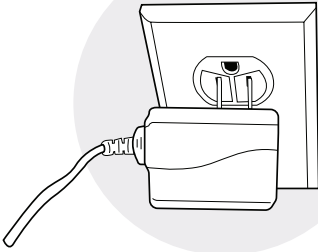
Setting up and charging

- 1 Choose a location for the charging cradle. Plug in and charge the portable device for at least 3 hours.
- 2 Ensure that the charging cradle is receiving power by checking that the red battery light flashes every 5 seconds while charging.
- 3 The red battery light will turn solid when your device is fully charged. The rechargeable battery lasts up to 30 days per charge. Only charge as needed.

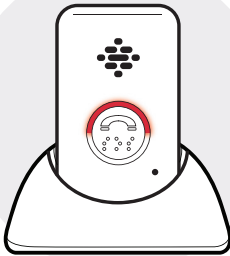
PLEASE NOTE: Do not plug the charging cradle power cord into an electrical outlet that is controlled by a light switch or into a power strip to avoid accidental power loss.

PLEASE NOTE: Wipe out your charging cradle and the pins on the back of your device periodically to ensure that your device maintains appropriate contact with charging pins to properly charge.

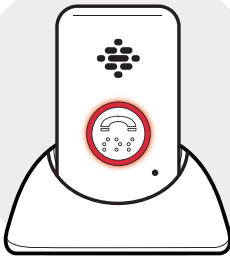
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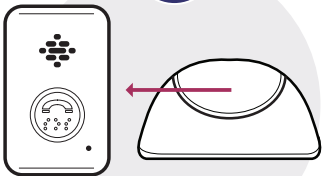
Testing your device

- 1 Remove your device from its charging cradle.
- 2 Press and hold the call button until the light around the call button turns blue.
- 3 After a short delay, you will hear a voice message and then tones or ringing.
- 4 An operator will ask if you need help. Please state that you are testing.

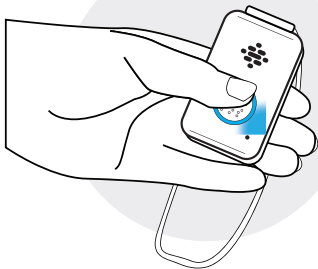
PLEASE NOTE: If the operator is unable to connect through the base, they will try calling you on your phone. Keep an eye on your phone in case it rings—*it's probably us!*

PLEASE NOTE: Test your device monthly to ensure it is working properly.

1



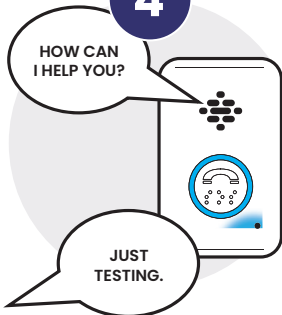
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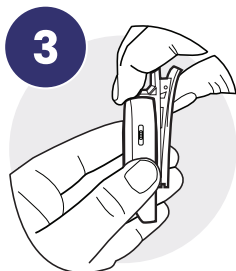
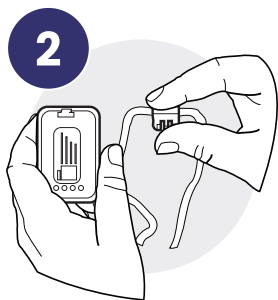
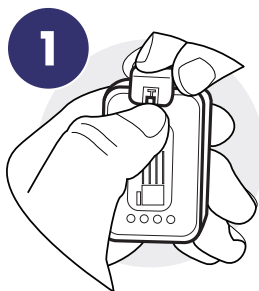


4



Replacing the lanyard with the belt clip

- 1 Remove the lanyard by pressing the small tab upward to release the clip.
- 2 Pull the lanyard and clip away from the device.
- 3 Press the clip on the back of the belt clip into the slot on the back of the device until it clicks.



PLEASE NOTE: You can charge the device in its cradle with the belt clip attached.

FAQs

How do I call for help?

Should you ever need help, simply press and hold the call button until the light around the call button turns blue. After a short delay, you will hear a voice message and then tones or ringing. Once you are connected to one of our highly-certified emergency operators, you can then speak with an operator directly through the device and request emergency services or a member of your Care Circle to come and help you.

Can I adjust the volume on my device?

No. The volume is not adjustable.

How long will the battery last?

Your device's rechargeable battery may last up to 30 days per charge. Typical charging time is 2-3 hours. The red battery light flashes every 5 seconds while charging and is solid when the device is fully charged.

Do I need WiFi for my device to work?

No. Your home does not need WiFi in order for the device to work. Our emergency operators will be able to pinpoint your location using the device's GPS and WiFi capabilities should you ever need help.

By using this device, you acknowledge and accept the following information:

Coverage: This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also affect your coverage. If you experience coverage issues, please contact your dealer immediately.

Charging: Your device's rechargeable battery may last up to 30 days per charge. Wear your device at all times and only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

Water-resistant: On-the-Go is IP67 water-resistant. On-the-Go should not be submerged. On-the-Go Guardian should be towel-dried after exposure to water.

Pacemakers: Individuals with pacemakers should consult their physician and review their pacemaker materials regarding interaction with cell phones, and take the same precautions the materials recommend for this device.

Location-based services: Some of the Equipment uses technology to permit third-parties, including the Monitoring Center, to determine where you are physically located at any given time (the "Location Based Services"). Location Based Services may work even if you are not in communication with the Monitoring Center. The accuracy of the Location Based Services is limited, and the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to identify your location or the location of the Equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company's interest in and to the Monitoring Services, or any other person or entity you specifically designate and only for the purpose of providing and improving the Monitoring Services.

Any and all location-based information is made available for informational and planning purposes only and is not intended to be relied upon in situations where precise location information is needed or where erroneous, inaccurate, time delayed, or incomplete location or map data may lead to death, personal injury, or property or environmental damage. You agree that location-based info. may vary from actual location(s), road, or terrain conditions due to factors that can affect the accuracy of the map data, such as but not limited to, weather, road, and traffic conditions, geopolitical events, and condition or status of your cellular phone or cellular services. We do not guarantee accuracy or completeness of any location-based information.

Technical information

On-the-Go is a 4G LTE mobile medical alert pendant that offers users the ability to explore fearlessly. On-the-Go is certified on the 4G LTE network to enable users to live independently with confidence by offering help at the press of a button, across in the US. On-the-Go connects users to emergency care specialists at a UL-Listed, TMA Five Diamond Certified central station 24/7, and users speak with specialists via powerful built-in two-way voice technology. Specialists can locate users via WiFi location technology and send loved ones or emergency services to users.

General

- Communication Modes: TCP/IP
- Operating Voltage: 4.2 volt internal battery pack
- Wifi Support

Cellular

- Data Support: SMS, TCP/IP, UDP
- Operating Band: LTE CAT1 FDD B4, B13
- Transmitter Power: Class 3 (0.2 W, 23 dBm)
- LTE Cat.1: Uplink up to 5 Mbps/Downlink up to 10 Mbps

Environmental

- Temperature: -20° to +55° C (operating); -40° to +85° C (storage)
- Humidity: 95%RH @ 50° C non-condensing
- RoHS Compliant
- Waterproof (Rated IP67) enclosure

Electrical

- Operating Voltage: 4.2 volt internal battery pack
- Power Consumption: Typical 5uA@4.2V (deep sleep), Typical 28mA@4.2V (SMS+UDP connection)

Physical

- Dimensions: 1.57 x 2.60 x 0.67" (40 x 66 x 17 mm)
- Weight: 1.7 oz (47 g)
- Certifications: FCC, Verizon
- Battery and Charger: Certifications - UL-Listed

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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