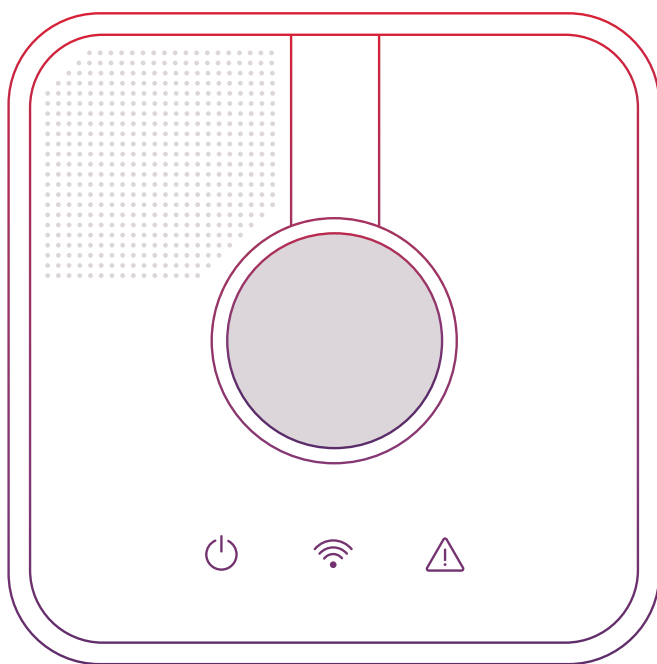




MGHome

LTE

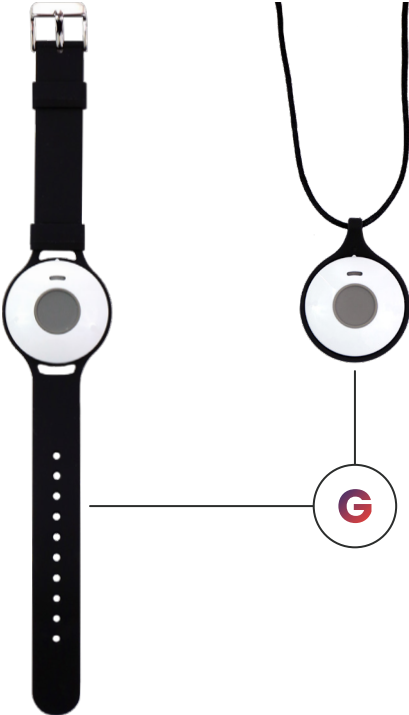
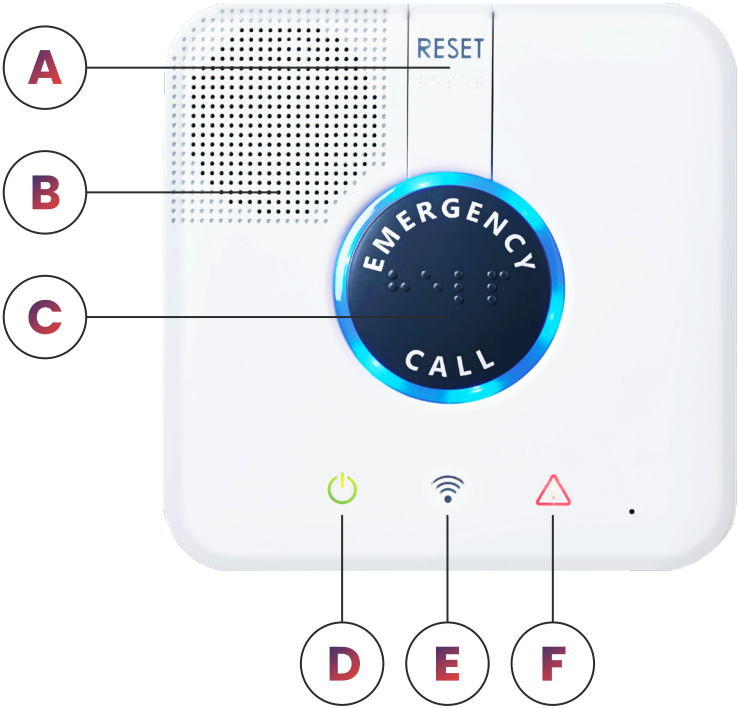
Feel **safe** and **secure** in your home with our
in-home cellular medical alert system



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

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

What's in the box



Product 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 and shows communication status.
- F Malfunction indicator**

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

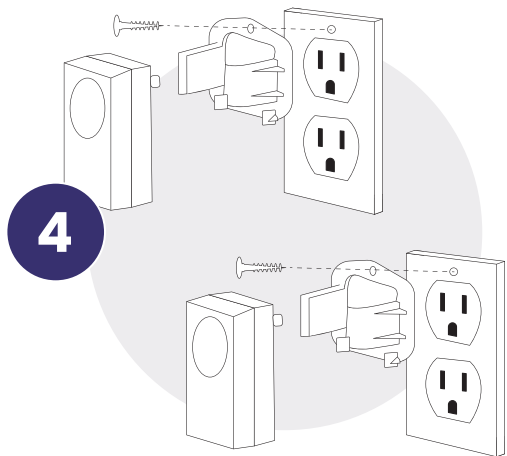
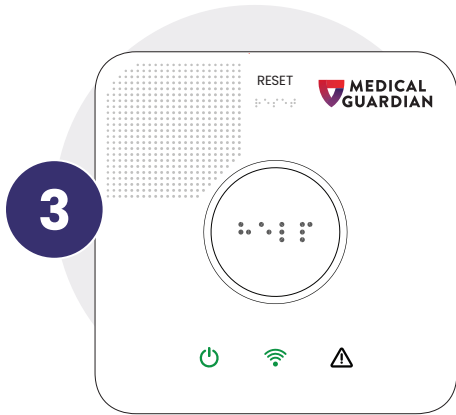
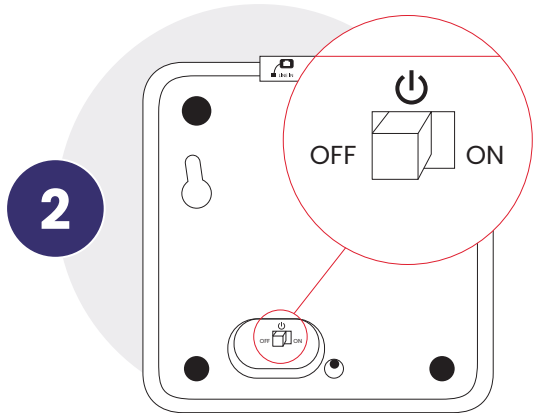
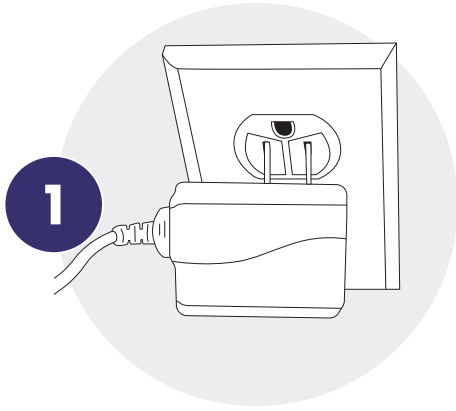
These water-resistant, wearable buttons can trigger an emergency call up to 1,300 feet away from the base station.

Set up and install

- 1** Choose a location for the base station. Plug in the base station.
- 2** Turn on the base station using the power switch located on the bottom of the device.
- 3** Wait for the power and communication indicators on the base station to turn solid green and stop flashing.
- 4** **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 and UL Bracket onto the outlet.
 - Continue with steps (1) through (3).

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/).

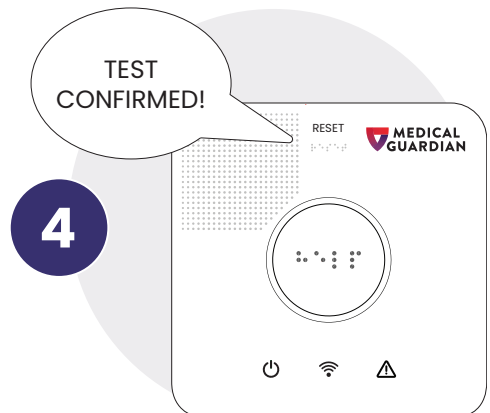
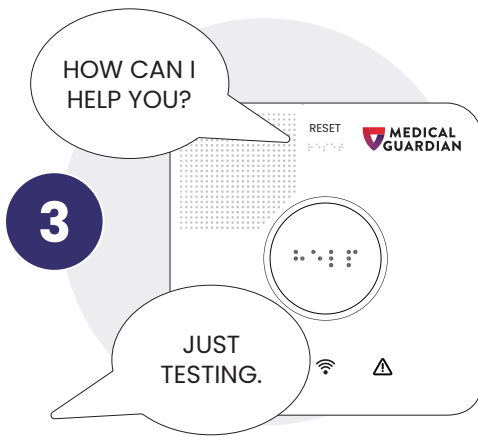
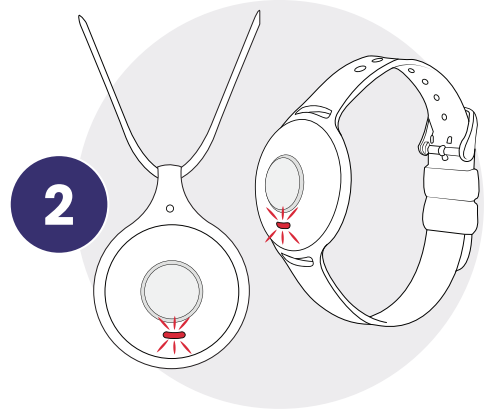
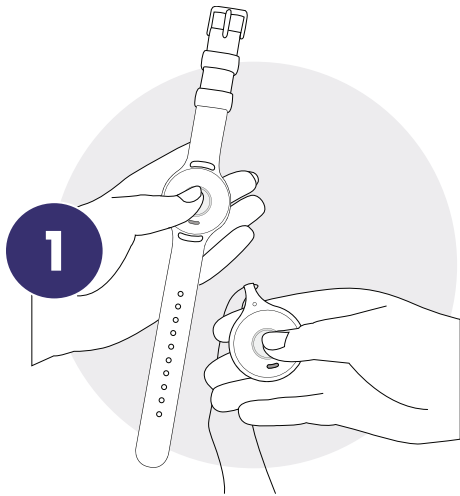


Testing your buttons

- 1** Firmly press your wrist or neck pendant once while standing at least five feet from to your base station.
- 2** The button's red light will flash once indicating signal was sent.
 - The device will connect to Stella/AI. The base station will indicate a call is in progress with a voice prompt. If you need help, you will immediately be connected with a live operator.
- 3** An operator will ask if you need help. **Please state that you are testing.**
- 4** Once the operator confirms the test they will disconnect the call.
 - The communication light will turn green when the device is ready to be tested again.

NOTE: Test all 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.
		Orange	Blinking	There is a blocked transmission to the base station.
			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 4G cell 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.

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

NOTE: 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 into 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 Security International Ltd.) could void the user's authority to operate the equipment.

WARNING! To comply with FCC RF exposure compliance requirements, the device should be located at a distance of at least 20 cm from all persons during normal operation. The antennas used for this product must not be collocated or operated in conjunction with any other antenna or transmitter.

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

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

Have questions about your device? Necesitas ver el manual en español?

Scan the QR Code below with your phone camera / Escanéame para descargar la versión en español en línea.



medicalguardian.com/support

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

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