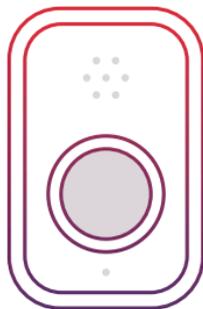




MG**Mobile**



Portable protection you can wear your way

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

What's in the box

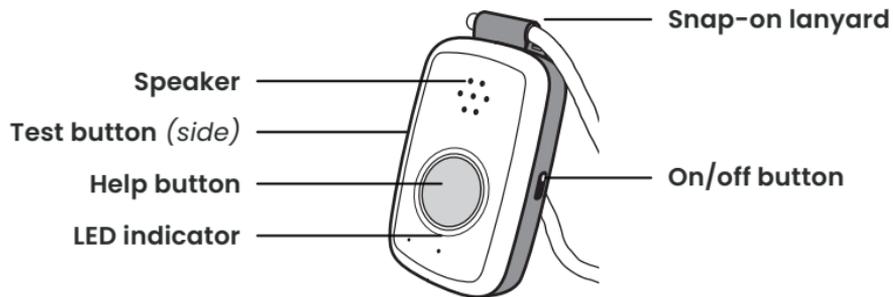
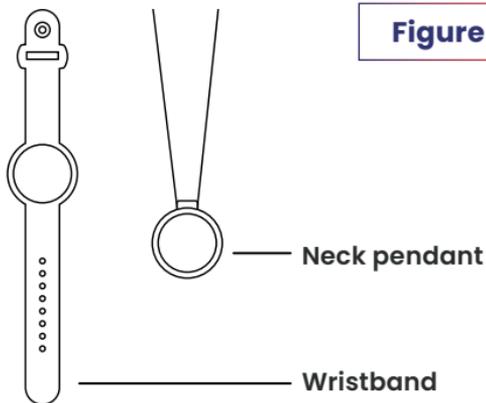


Figure 1



Snap-on lanyard



Device light indicators

Device status	LED indicator on help button
Low battery alert	Blinking red LED light - you have about one hour of battery left.
Charging	Solid red LED light.
Fully charged	Red LED turns off and the green LED turns on, until the device is removed from the charge cradle.
No cellular network	Blinking green LED.
Power on	All lights (green, yellow, red) will turn on for 5 seconds.
Press help button	Red LED light will illuminate and will stay on until call has ended or after 2 minutes – whichever comes first. If in low battery status, red LED will continue blinking.

Setting up your device

1 Select a location

We recommend you place your device in your bedroom or any other place around your home where it can be easily accessible (preferably near a window). Place your device's cradle charger near an electrical outlet.

2 Connect the cradle charger

Plug the cradle into an electrical outlet that is not controlled by a light switch.

3 Charge your device

Charge your device every night to ensure a full charge during waking hours. Placing the charging cradle near the bed will make it easier to speak to an operator if you need to press the help button or pendant during the night.

Place the device in the charging cradle (*ensure the charging nodes on the device match the charging pins in the cradle*). The LED light on your device may display multiple colors when first placing it on the charging cradle.

When the device powers on, the LED indicator around the help button will illuminate. Once the device is set up correctly and connects to the cellular network it will announce, **"System ready."**

If the LED indicator around the help button illuminates red, the device still needs charging. When the device is fully charged, the LED indicator will change from red to green and will remain green until the device is removed from the charging cradle. It will take up to 3 hours for the device to be fully charged.

Turning on your device

Option 1:

Press the on/off Button on the side of the device and hold for approximately 3 seconds. The device will emit a beep and the power button LED no longer blinks and all LEDs remain off.

Option 2:

Simply place the device in the plugged-in charging cradle. All the lights will turn on and the green LED light on the power button will start flashing. This indicates the device was successfully powered on and it will announce, **"System ready."**

Testing your device

- 1 Press the help button on your device or wearable for 5 seconds.
- 2 The device will announce **"Call in progress", "Call connected, please standby while we connect you to a care specialist."**
- 3 An operator will ask if you need help. Please state that you are testing.

If the help button on your device is not working properly or if the light is blinking rapidly, please call Customer Care.

Voice announcements

*DISCLAIMER: Some voice announcements are for fall detection (*which is an optional feature*).

Event	Voice announcement	Notes
Device is powered on.	"System ready."	
Emergency call is initiated.	"Call in progress."	
Battery is low.	"Your battery is low. Please connect to a power source."	Check that the mobile base is correctly plugged into an electrical outlet or it will run on battery backup.
Device receives a fall signal.	"System ready."	Occurs for about 20 seconds. During this time, you may press and hold the button on the fall detection button for 5 seconds to cancel the alarm.
Fall alarm is canceled.	"Alarm canceled."	Alarm has been canceled.
Call is being transmitted to emergency operators.	"Fall detected. Contacting emergency response center."	

Important safety information

- You should always carry your device with you when going outside of your home.
- Do not block the device's microphone. This will affect your ability to communicate with the Monitoring Center.
- The wrist button and/or neck pendant are designed to work at an approximate range of up to 350 feet from the device, depending on the size and construction of your home.
- The device, neck pendant and wristband are water-resistant and can be taken with you in the shower. Do not submerge in water.
- Coverage wherever AT&T LTE is available.
- The device's battery is designed to last up to 36 hours after it has been charged for 3 hours.

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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