



# MGHome

CBS4

Feel **safe** and **secure** in and around your home with no landline requirements



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

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

# What's in the box



# Product details

## **A** Emergency button

Press this emergency call button or one of your wearables if you're not near the base station to connect with an operator.

## **B** LED screen

The date, time, temperature, signal strength, and battery charge is displayed here, and you can also adjust your volume to a desired setting.

## **C** Test button

Do not use the test button on the base station – it is only used for internal testing purposes.

## **D** Reset button

The reset and emergency buttons both flash when the device has either lost network connection, or is powered on but not connected to a power source.

## **E** 2-way speaker

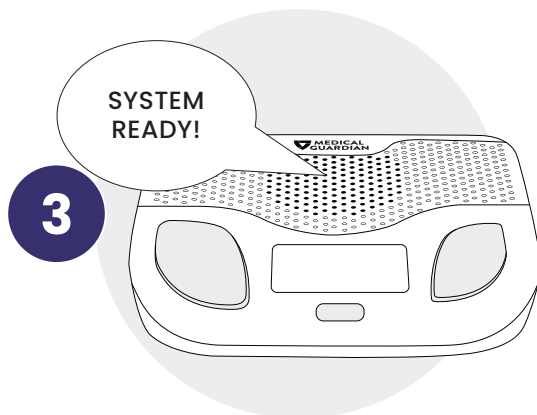
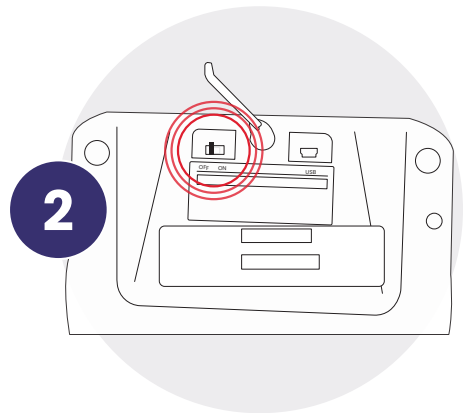
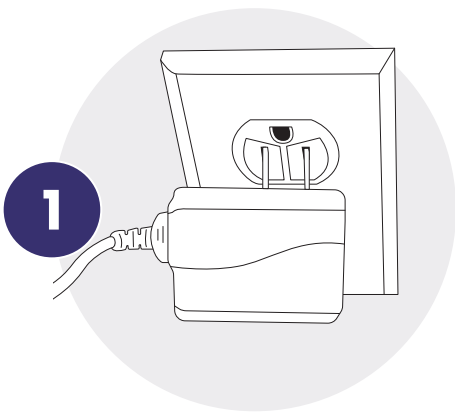
You can clearly hear and speak with an emergency operator using this speaker system.

## **F** Neck pendant or wristband

These water-resistant, wearable buttons can trigger an emergency call up to 600 feet away from the base station.

# Setting up and charging

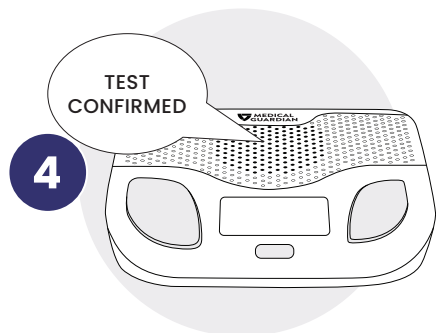
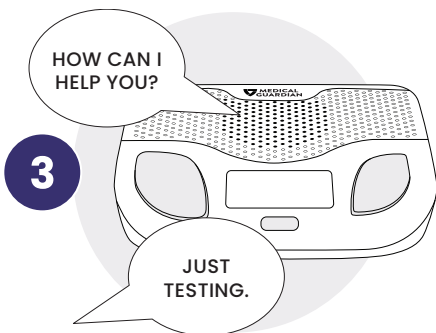
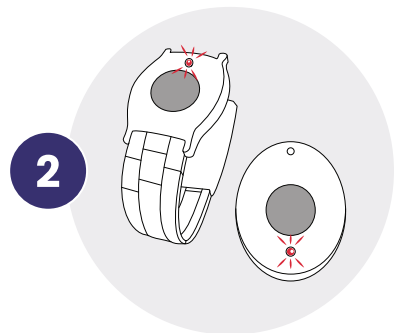
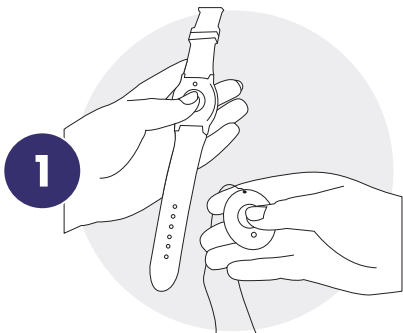
- 1 Choose a location for the base station.  
Plug in the base station.
- 2 Turn on the ON/OFF switch underneath the base station – the display screen will show 12:00AM on January 1st.
- 3 After a few moments, the base station will say “**System ready**” and the time and date will update. Your device is ready for testing.



**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.

# Testing your buttons

- 1 Firmly press your wrist or neck pendant while standing close to your base station.
- 2 The button's red light will flash once indicating signal was sent.
  - The base station will indicate a call is in progress.
- 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.
  - Wait at least 60 seconds between testing each button.



**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:** Do not use the "TEST" button on the base station — it is only used for internal testing.

# Testing your fall detection pendant

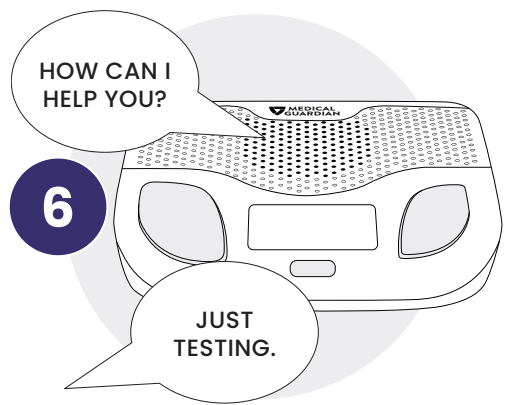
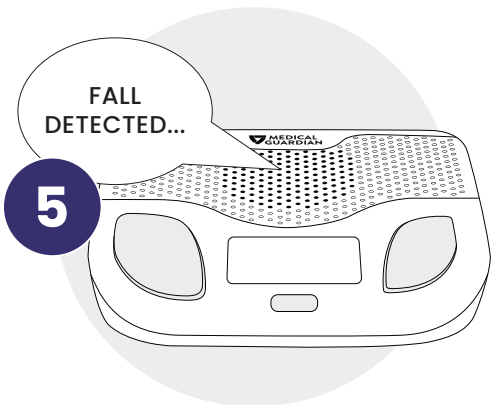
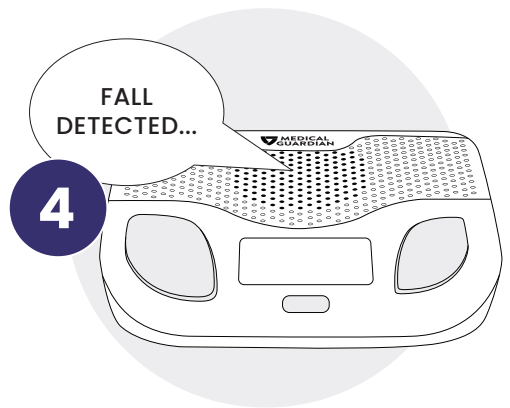
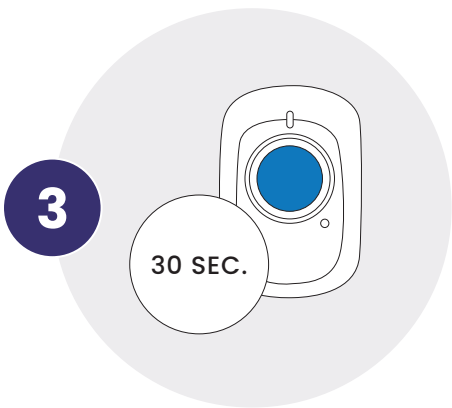
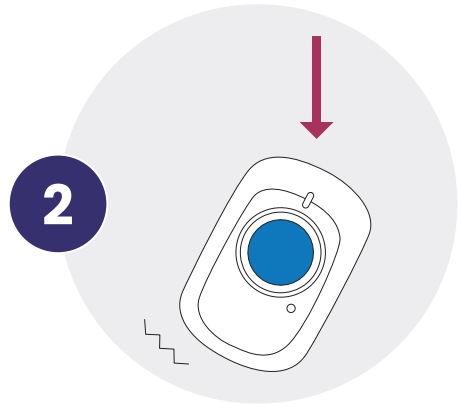
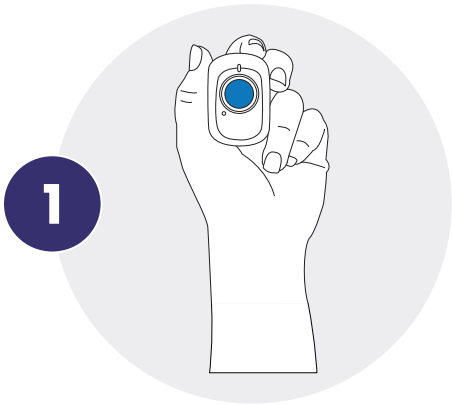
- 1 Hold the Fall Detection pendant up in the air, above your head works best.
- 2 Drop the pendant onto the floor.
- 3 Leave the pendant on the floor for a full 30 seconds.
- 4 The pendant will start to beep and the base station will announce **“Fall detected. Press and hold button to cancel.”** Do NOT cancel the alarm.
- 5 A different announcement will begin **“Fall detected. Contacting emergency response center.”**
- 6 An operator will ask if you need help. **Please state that you are testing.**

**NOTE:** Test all your buttons monthly to ensure they are working properly.

**PLEASE NOTE:** This step only applies if you have a white fall detection neck pendant with a blue button in the center. If you do not have this pendant, skip this step.

**PLEASE NOTE:** If you drop your Fall Detection pendant and the base does not announce anything after 30 seconds, pick up the pendant and try again. Hardwood or tile work best. If on carpet, try tossing it down to the floor from shoulder height to give it force.

**PLEASE NOTE:** Fall detection does not detect 100% of falls. If you are able, you should always press the button when you need help.



# Base station announcements

Announcement	What it means	What to do
"System ready."	The base station is connected to a power supply, and its LED screen is displaying the date, time, temperature, and signal strength.	If this is your first time using your device, please test your device by following the instructions provided.
"Call in progress."	The base station is connecting you to our 24/7 monitoring center.	Don't worry – the base station will connect you to our monitoring center shortly.
"Please stand by for an operator."	Your unique information has been sent to our monitoring center.	Speak with an emergency operator and request help.
"Power not detected." (Both the red Emergency and blue Reset buttons will be flashing.)	The base station is not connected to an electrical outlet or power to the outlet has been lost.	Check that the base station is ON and correctly plugged into an electrical outlet.
"Power restored."	The base station is now connected to power supply.	Don't worry – your base station is working properly.
"Low battery."	The base station's battery level is very low.	Check that the base station is ON and correctly plugged into an electrical outlet.

## Device features



For optimal protection and to lower the risk of false alarms, adjust the lanyard so that the neck pendant rests on your breastbone.



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 600 feet.



The base station has a 30-hour, rechargeable battery in the event of a power outage.

# FAQs

## **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.

## **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.

## **Can the volume be adjusted?**

Yes, the volume can be adjusted by pressing the + or - on the front of the device.

## **Can I cancel an alarm?**

No, once an alarm is sent to the monitoring center it can not be canceled. Just let the operator know it was a false alarm.

However, a fall detection pendant alarm *can* be canceled by pressing and holding the blue button on the pendant. The device will announce **"Call canceled"**.

# Technical information

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

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

## **15.105(b)**

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.

## **15.21**

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

## **RF Exposure Information**

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

In any circumstance the device is not placed in the specific supplied holster, ensure to maintain 2cm separation to your body in usage for RF exposure compliance.

## **Radio Frequency (RF)**

All devices frequency transmission = 433MHZ

## **FDA**

MobileHelp is a FDA registered medical device manufacturer. MobileHelp quality system complies with regulation 21CFR 820 of the FDA Current Good Manufacturing Practice. The FDA is the official regulatory agency of all food, dietary supplements, medical devices, cosmetics and veterinary products in the United States.

**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](https://medicalguardian.com/support)**

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

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