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Welcome to the Medical Alert Family!

Enclosed you will find your Medical Alert Monitoring Service Agreement filled out with the information provided at the time of your order. Please review the agreement carefully to ensure its accuracy.

If updates are needed, please call us at 1-800-906-0872.

Please sign and date the Monitoring Service Agreement where indicated and return it in the postage paid envelope. You may keep the second copy for your records.

Please fill out the enclosed Medical Information Card and place it on your refrigerator for a quick reference in case of an emergency.

Thank you for choosing Medical Alert!



Mobile LTE: What's Included

ALL IN ONE DEVICE



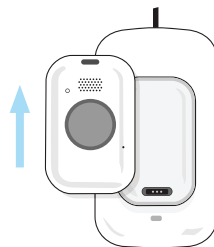
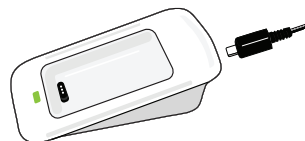
ACCESSORY
WRIST BUTTON

ACCESSORY
NECK PENDANT

Mobile LTE: Setting Up Your System

Plug in Your System

- 1 Securely insert the small end of the power cube into the back of the smart cradle. Plug the large end into an electrical outlet not controlled by a light switch. The power light on the charging cradle will illuminate green.
- 2 Place your **Mobile LTE** device in the indicated direction in the charging cradle.
- 3 The LED light will turn solid red and the device will announce, *"Your device is now charging."*
- 4 When your device has adequate battery charge and is connected to the cellular network, it will announce, *"Your device is now ready, If you need to place an emergency call please press and hold the HELP button now."*
- 5 The first time you turn on your system it may announce, *"Hello, it is time to test your system to make sure it is working properly. Please press and hold the HELP button for one second now."*
Please make this test call when requested.
- 6 Leave your device on the charging cradle until the LED light is green, indicating that your device has completed charging.



**A complete
charge will take
approximately
2-3 hours.**



**Charge your device daily!
Test your system monthly!**

Mobile LTE: Using Your Device

Placing an Emergency Call

- 1 Firmly press and hold the HELP button. The device will BEEP and announce, *“Placing an emergency call now. To cancel the call please press and hold the HELP button for two seconds now.”*
- 2 Allow the call to go through and speak to the emergency operator.



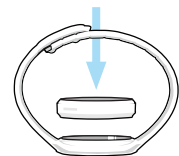
Canceling an Emergency Call

- 1 During the *“Placing an emergency call now...”* announcement, press and hold the HELP button for two seconds when prompted.
- 2 The device will announce, *“Your call has been canceled.”*



If the call cannot be placed due to poor cellular connection or other issues, the device will announce, “Call failed.” Attempt to place the call again or move to an area with better cellular service.

To insert the button into the holder, place the neck pendant or wristband face down on a solid surface so that you are looking at the back of the holder. With the grey side of the button facing down, insert the button into the back of the holder. Use sufficient force to push and lock your button into the accessory. To remove the button from the holder, press on front edge and use sufficient force to push the button out.



Wearable Buttons

Mobile LTE: Using Your Device

Powering Off Your Device

Press and quickly release the HELP button three times.

- 1 Your device will announce, *“Device is powering off. Please confirm by pressing and holding the HELP button now.”*
- 2 Confirm by pressing and holding the HELP button. The device will announce, *“Powering off now, goodbye.”*



Turning Your Device ON

Firmly press and hold the HELP button for one second.



Your device is designed to always be ON except when taking it on an airplane.

Mobile LTE: Optional Fall Detection

(if enabled)

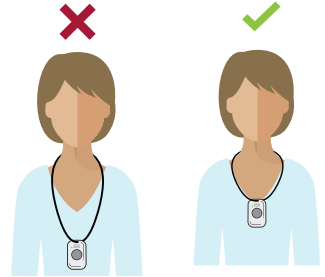
Fall Detection – How It Works

The Fall Detection only takes a few seconds to interpret the movement and determine if an actual fall has occurred. If a fall is determined, the device will send a signal which will initiate a call to the emergency response center.

Remember, always press your button if able, as some falls many not be detectable.

To cancel a call made due to a Fall Detect event, after you hear the announcement, press the HELP button on your main device for two seconds when prompted. The device will announce, *“Your call has been canceled.”*

We recommend that you wear your device around your neck so that it rests at chest level to avoid unnecessary swinging. Make sure the emergency button is facing forward, making it easier for you to press in the event of an emergency. Wear outside your clothing as wearing it inside can reduce the percentage of falls being detected.



INCORRECT
*Below the
mid-section or
over the stomach*

CORRECT
*High on the
chest on top
of the sternum*

***You must be wearing your
Mobile LTE device for fall
detection. Accessory
buttons are not enabled
with fall detection.***

**To Order,
Call 800-800-4177**

***The Fall Detection Pendant does not
detect 100% of falls.***

***Always press your button if you are able,
as some falls may not be detectable.***

Mobile LTE: Troubleshooting



LED	Announcement	What this means	What you should do
Red Solid	<i>"Your device is now charging."</i>	Device is connected to the charger	Leave on charger until battery is charged and the LED is green
Red Blinking	<i>"Your device battery is low. For your protection, please place your device on the charger now."</i>	Your battery is critically low	Place device on charger as soon as possible
Green Solid	<i>"Your device is now ready."</i>	Your device is ready to make a call	Press the button if you wish to make a call
Green Blinking		Your device has adequate charge and is looking for cellular connection	Wait. If this continues, move to another location with better cell coverage
CRADLE LIGHT	Announcement	What this means	What you should do
Solid Green		Connected to power source	
Off		Not receiving power.	Check outlet and/or charger connection

Mobile LTE: Tips and Reminders

- **Your device requires adequate battery charge and cellular signal to make an emergency call.**
- Your device is splash proof and can be worn in the bath or shower.
- Your device uses GPS technology to identify your location. In good conditions the product should provide a location that is as accurate as technology provides. However, performance of GPS can be affected by a wide range of factors including obstructions, metal objects in the vicinity, structures that block the signal from satellites, weather, and other factors.
- Your device uses the cellular network to communicate. The device's location, network provider service availability, and other issues may disrupt communications.
- Pendant lanyards are designed to breakaway under certain conditions; however, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.



**Charge your device daily!
Test your system monthly!**

**Please notify us if there are any changes to your address,
phone number or emergency contacts.**

Mobile LTE: Important Information

- The back of this device and the charging cable both contain magnets. Magnets with a strong magnetic field may cause permanent damage to health devices susceptible to magnetic fields, credit cards, computer hard drives, watches, TVs, data storage media and other electronic devices.

If you have a health device susceptible to magnetic fields, such as a pacemaker or defibrillator, this device and its charging cable must be kept 3" or more from your health device. Please check with your physician prior to using this device if concerned.

- Our products are tested, as are other cellular and wireless communications products licensed in the United States.

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





Need Help?

Toll Free:

1-800-906-0872

Email:

customercare@medicalalert.com



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