

Quick Start Guide



Contact our support team at  
877-788-2112

881-0021



\*Location accuracy may vary depending on subscriber's location.

\*Fall detection feature does not detect 100% of falls. If able, users should always press their help button when they need help.

\*Fall detection is an optional service. Your device may not have fall detection enabled. If fall detection is disabled, your device will not be able to automatically detect a fall. Always press the call button if you are in need of help. Please contact your service provider if you have any questions regarding the features of your device.

\*Mobile Safety Device is not intended to diagnose, treat, cure, mitigate, or prevent any disease or other health condition.

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About Mobile Safety Device



- 1. Cellular Indicator** shows cellular signal strength.
- 2. Battery Indicator** shows battery status.
- 3. Call Button** initiates a two-way call to the response team.

Battery & Cellular Indicators

Battery Indicator around Call Button shows the level of battery charge.

Battery Indicator	Status*	Action Required
Green	Good	Ready for use
Amber	Moderate	Charge right away
Red	Low	Charge now

\*Battery is designed to hold a charge for 36 hours but may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life.

Cellular Indicator on top of Mobile Safety Device shows cellular signal strength.

Cellular Indicator	Signal Strength*
Green	Strong
Amber	Moderate
Red	No Signal

\*A cellular signal may not be available in all areas.

Quick Reference

Turn Mobile Safety Device ON:

Press the Call Button and hold until the Battery Indicator flashes.

Turn Mobile Safety Device OFF:

Press the Call Button twice quickly; hold the second press for 7 seconds or until Mobile Safety Device plays a message confirming your request to turn off. Press the Call Button again to confirm.

Place an emergency call:

- Press and hold the Call Button.
- Listen for the alert tone, followed by the audio message: "Calling your response team now. Please hold the device and position the microphone near your mouth to complete your call".
- Your response team will answer and notify emergency services for you.

Enjoy new freedom

This Quick Start Guide will help you set up and activate Mobile Safety Device. **Please read this entire guide before using Mobile Safety Device to ensure it is set up correctly and ready for use.**

What's in the Box



Step 1: Activate Mobile Safety Device

- Insert the Power Cord into the Charger. Plug the large end of the Power Cord into a standard wall outlet.
- Place Mobile Safety Device in the Charger.
- Mobile Safety Device will automatically turn on and begin activation.
- Follow the voice prompts until directed to connect to your response team.



Step 2: Call to Set Up

- Press and hold the Call Button.
- Your response team will answer shortly to customize Mobile Safety Device and complete set up.
- After the call, charge Mobile Safety Device in the Charger for 4 hours. Then it is ready for use.

**IMPORTANT:** Mobile Safety Device is **not ready for use** until you have:

- Charged Mobile Safety Device in the Charger for 4 hours
- Completed a call with the response team



Step 3: Wearing Mobile Safety Device

Mobile Safety Device can be worn on a belt using the Belt Clip, or as a pendant around your neck using the Lanyard/Clip. To attach the Belt Clip or Lanyard/Clip:

- Align the notched side of Clip with the notched area on the back.
- Press inward until the Clip notches are nested within the Mobile Safety Device's notches.
- Firmly push the Clip toward the top of Mobile Safety Device. It is secure when you hear a click or you can no longer see the notches on the Clip.



Step 4: Review User Guide

The User Guide provides key information about Mobile Safety Device, including Important Safety Information. Please review it carefully and keep it nearby for reference.

If you have questions, call your response team.

By activating your Mobile Safety Device you agree to the Terms of Use and understand the Important Safety Information in the Mobile Safety Device User Guide.

