Mobile Alert Device
User’s Guide

INCLUDES:
- Mobile Alert Device
- Charger Cradle with Cord
- Neck Pendant or Wrist Button

Customer Support: 1.800.654.6100

www.MobileAlertSystems.com
We thank you for choosing Medical Alert’s Mobile Alert System and we welcome you to the Medical Alert family. Congratulations on making a smart choice!

IMPORTANT: Your Mobile Alert Device was shipped activated and ready to use. Once in the charger cradle all the lights will turn on and the **GREEN** light will start blinking. This indicates that the Mobile Alert Device was successfully turned on.

**IN ORDER TO PROPERLY RESPOND IN THE CASE OF AN EMERGENCY, WE MUST RECEIVE YOUR SIGNED PAPERWORK BACK WITHIN 7 WORKING DAYS.**

You will find your **Account Number** located on the side of your Mobile Alert Device. Please make sure your address and phone number are correct on the Monitoring Agreement.

**Customer Support:** **1.800.654.6100**
1 Charge Mobile Alert Device

• Plug the cord into the electrical outlet and into the back of the charger.
• Place the Mobile Alert Device into the Charging Cradle and make sure the amber light on the charging cradle is illuminated. For optimal cellular reception place near a window, if possible.
• The Mobile Alert Device will turn on within 10 seconds and the light will begin to flash.
• The RED Battery Light will come on indicating that the device still needs charging. When the device is fully charged, the RED light will turn off.

IMPORTANT: You must charge the Mobile Alert Device for at least 3 hours before testing.
• After the Mobile Device is fully charged, if the YELLOW light is flashing proceed to Step 3. You can skip Step 2.
• If the YELLOW light is not flashing, proceed to Step 2.

2 Obtaining GPS (Yellow Light)

• Place the fully charged Mobile Alert Device in a windowsill until the YELLOW light begins to flash. The unit is looking for the GPS Satellite. This can take anywhere from 2 to 15 minutes. If after 15 minutes, the YELLOW light does not begin to flash please take your Mobile Device outside to an open area and face the unit to the open sky to try and obtain the GPS Satellite. If the YELLOW light still does not flash, continue to Step 3 at this point. Please be very patient during this critical set up stage. This will be the ONLY time you need to do this.

Testing outside after YELLOW light starts flashing:
• To test the Mobile Alert Device, push the Emergency button ONCE and hold for 2 seconds until the RED light around the emergency button lights up. The Mobile Alert Device will sound several beeps, then there will be a brief silence before an operator comes over the unit to talk to you.
• Wait for emergency operator to ask if you are OK.

IMPORTANT: You must tell the operator you are testing and you are OK. If you would like to test again, you must wait 2 minutes between each test.
• Ask the operator if they have a current GPS location on you. If the operator does not have a current GPS location, please call Customer Service at 1.800.654.6100.
• Go back inside and place the Mobile Alert Device back in the cradle.

IMPORTANT: You must charge the Mobile Alert Device for at least 3 hours before testing.
• After the Mobile Device is fully charged, if the YELLOW light is flashing proceed to Step 3. You can skip Step 2.
• If the YELLOW light is not flashing, proceed to Step 2.
3 Test Your System Inside

• Test your Wrist Button or Neck Pendant by pressing and holding down for 2 seconds. Only press the button once (the RED light above the button will come on when pressed). The Mobile Alert Device will again sound several beeps before the operator asks if you are OK.

IMPORTANT: You must tell the operator you are testing and you are OK.

• Ask the operator if they have a current GPS location on you. If the operator does not have a current GPS location, please call Customer Service at 1.800.654.6100.

4 Final Step

• Your Account is now successfully activated and tested.

• The Mobile Alert Device has a GPS receiver that works best when it has an unobstructed view to the sky. Therefore, the best place to keep the Mobile Alert Device and Cradle is near a window.

• Please make sure to return your completed paperwork within 7 days.

• It is important that you test your system once a month.

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Mobile Device Light Indicator

<table>
<thead>
<tr>
<th>LIGHT INDICATOR</th>
<th>WHAT IT MEANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREEN</td>
<td>Blinking slowly: Device is connected to wireless network. Blinking quickly: Device is NOT connected to wireless network.</td>
</tr>
<tr>
<td>YELLOW</td>
<td>Blinking: Indicates device is communicating to the GPS satellite.</td>
</tr>
<tr>
<td>RED</td>
<td>Blinking slowly (off charger): Battery is low - you have about 1 hour of battery left. On while charging: Battery is charging. Off while charging: Battery is fully charged.</td>
</tr>
<tr>
<td>EMERGENCY LIGHT</td>
<td>On: Indicates you successfully pushed your button and sent an alert to the monitoring center.</td>
</tr>
<tr>
<td>ALL LIGHTS OFF</td>
<td>Device is turned off.</td>
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Range Testing Overview

- The Neck Pendant or Wrist Button work in conjunction with the Mobile Alert Device. In order for those to work it must be IN RANGE of the Mobile Alert Device. IN RANGE is up to 350 feet. This test is recommended to be done with another person in order to avoid false dispatch of emergency help.

Range Testing Procedure

1. Wear your Neck Pendant or Wrist Button.
2. Walk into one of the furthest areas of your home, such as guest room or bathroom. Have the other person stay with the Mobile Device so they can respond to the Operator upon testing.
3. Push the Neck Pendant or Wrist Button (until RED light illuminates), and wait for the Mobile Alert Device to beep.
4. After the Mobile Alert Device beeps/rings; Respond to Emergency Operator when they call your name, let them know that you are OK, and “THIS IS A TEST”.

When the Neck Pendant or Wrist Button is pressed, it transmits a signal to the Mobile Alert Device triggering the Mobile Alert Device to place a call to the Emergency Response Center. YOU MUST HAVE THE Mobile Alert DEVICE WITH YOU WHEN USING THE SERVICE OUTSIDE OF YOUR HOME!
**Is the Mobile Alert Device waterproof?**
No, however, your help buttons (Neck Pendant and Wrist Button) are waterproof and can be taken with you in the shower.

**How long will the battery last?**
The battery is designed to last up to 24 hours after it has been fully charged.

**Do I need my Wrist Button, Neck Pendant, and Mobile Device when I leave my home?**
Yes, always take your Mobile Alert Device with you when leaving your home. Wear your pendant or wrist button at all times at home and away, so help is never out of reach.

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**Frequently Asked Questions**

**What if I moved or my personal information has changed?**
Please contact Customer Support at 1.800.654.6100 any time there are any changes to your personal information, including changes to your address and phone number.

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**How will an Emergency Response team get into my home?**
Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be responsible for any damages as a result of gaining entry. We recommend that you provide us with a hidden key location or keyholder information. You can purchase a Medical Alert "LockBox" to safely store your house key. Your LockBox code will be stored on your account and given to emergency personnel to gain entry to your home without damage. If you have your own LockBox (not purchased from Medical Alert), please call Customer Support at 1.800.654.6100 to ensure your code is noted on your account.

**I am going to travel. How should I prepare?**
Your Mobile Alert Device will work nationwide, anywhere there is AT&T cellular coverage. We recommend you call Customer Service at least 2 to 3 days prior to leaving, so we can update our systems with your new location address, emergency contacts, and LockBox location. This ensures that if we have to alert emergency responders, they will have all relevant information to assist you without delays. Please remember to bring the following items: Neck Pendant, Wrist Button, Mobile Device, Mobile Device Car Charger (available at an additional cost), and Wall Charger.

**How do I prepare my device for air travel?**
Your Mobile Alert Device will need to be turned OFF. Simply hold the on/off button for 2 seconds until all the lights are turned OFF.
MobileAlertSystems
Help at the Push of a Button

CORPORATE HEADQUARTERS:
2193 West Chester Pike
Broomall, PA 19008

CUSTOMER SERVICE AND SUPPORT:
Phone: 1.800.654.6100
Fax: 610.353.1350

BILLING QUESTIONS:
Phone: 1.800.956.5400

EMERGENCY SUPPORT:
Available 24/7 via Mobile Alert System

WEBSITE:
www.MobileAlertSystems.com