What’s in the Box

If you selected the optional Fall Button™ Automatic Fall Detect system, you will receive the Fall Button™ and your choice of wrist button or neck pendant. You will also receive an additional manual for the Fall Button™ Automatic Fall Detect pendant.
Set Up Guide Cellular DUO System

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

If you have any questions during the setup process, please call our support team at 1-877-827-6207 and select the Technical Support option. See last page for hours of operation.
Cellular Base Station Features
(Front)

- Speaker/Microphone
- ON/OFF Switch (Back)
- Date & Time
- Reset Button
- Temperature
- Signal Strength Indicator
- Emergency Button
- Battery Charge Indicator
- Test Button
- Volume

Figure 2
Mobile Device System Features

- Speaker & Microphone
- Emergency Help Button
- Low Battery Indicator (red)
- Cellular Indicator (green)
- GPS Indicator (yellow)
- Emergency Light (red ring)
- ON/OFF Button
- USB Charging Port

Figure 3
Please follow these simple steps to get your system set up and tested.

Connecting your Base Station

Step 1. Select a Location
- We recommend you place the Base Station near the center of your home, such as your living room, family room or kitchen area.
- Place it near an electrical outlet.
- Do not place any object in front of the Base Station.
- Do not place near any appliances that make noise.

Step 2. Plug in the Power Cord (Please refer to figure 4.)
Plug the power cord that is attached to the back of the Base Station into an electrical outlet that is not controlled by a light switch.

To avoid accidentally turning off the Base Station, DO NOT plug it into an electrical outlet that is controlled by a light switch.

Figure 4
Step 3. Turning on your Base Station

- Turn on your Base Station using the on/off switch located on the back.
- The display screen will turn on.
- If the Base is set up correctly, the Base Station will say “system ready.”
- The emergency and reset buttons will illuminate.
- Make sure your Base Station is connected to the cellular network by checking for the signal strength bars on the Display screen.
- You can use the volume control buttons on the front of the unit under the display screen if the voice is too loud or too soft.
- Within a few minutes of turning on the system, the Cellular Base Station will obtain the date and time from the cellular network and will appear in the display area. You are not able to set the date and time manually.
Setting Up Your Mobile Device

Step 1. Select a Location

- We recommend you place your Mobile Device in your bedroom or any other place around your home it can be easily accessible.
- Place your Mobile Device’s cradle charger near an electrical outlet.

Step 2. Connect the Cradle Charger (Please refer to figure 7.)

- Plug the power cord into the slot on the back of the Cradle Charger, making sure that the narrow side is on the bottom.
- Plug the other end of the power cord into an electrical outlet that is not controlled by a light switch.
WARNING
To prevent electrical shock please keep the system away from wet locations.

AVERTISSEMENT
Pour éviter le choc électrique, SVP tenir le système éloigné des endroits humides.
Step 3. Charge your Mobile Device

- Place the Mobile Device in the cradle charger.

- The yellow light on the front of the cradle charger will illuminate. If it does not, make sure you have placed the Mobile Device correctly in the charger.

- The Mobile Device will turn on within 10 seconds and then it will take about 60 seconds for the Mobile Device to register with the network.

- 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. It will take about 3 hours for the device to be fully charged.
Turning your Mobile Device ON or OFF

To turn on your Mobile Device:

- **Option 1:** Press the ON/OFF button on the side of the Mobile Device and hold for approximately five seconds
- **Option 2:** Simply place Mobile Device in the cradle charger, assuming the cradle charger is plugged in

All the lights will turn on and the green light will start blinking. This indicates the Mobile Device was successfully turned on.

To turn off your Mobile Device:

- Press the ON/OFF button and hold for approximately two seconds. All the lights will turn off. This indicates your Mobile Device was successfully turned off.

**Note:** Please notice when the device is turned off, you will not be able to call for help. If the Mobile Device is turned off, it will automatically turn back on when placed in the cradle charger.
Step 4. Testing Your System
You can use the test button on your Cellular Base Station to make sure your system is working without placing a call to the emergency response center.

To test your cellular base station:

- Press and hold the Test button on Base Station until it illuminates green.
- The Base Station will instruct you to press the Emergency button or pendant.
- Press Neck Pendant OR Wrist Button.
- The Base Station will announce, “Test call sent to emergency response center” and, assuming you have a Mobile Device with your system, the Mobile Device will beep several times.
- If your test was successful, your Base Station will announce “thank you for testing your device”. If you have a Mobile Device nearby, you should hear this message through both devices.
- If your test was not successful, the Base Station will announce “user auto-test failed, please contact Technical Support”.

Note: It is important to test your system once a month. Testing your system is quick and easy. If you have both a Mobile Device and a Cellular Base Station, after pressing the Base Station Test button, both devices will be in auto-test mode. Always have your Mobile Device nearby when testing your system. It is possible that the Mobile Device will go to a live operator. If the operator speaks to you, please advise them that you are testing your system. If you do not explain to the operator that you are okay and that you are testing, emergency help will be dispatched.
Important Safety Information

- Wear your waterproof help button at all times.
- Test your system once a month.
- During a power outage, the Base Station’s battery backup will last up to 30 hours, after it has been charged for 3 hours.
- Keep electrical cords away from heat sources and sharp edges.
- Locate electrical cords away from areas where someone could trip over them.
- Do not use any attachment or accessory that is not intended for use with this system.
- Do not block the Base Station’s microphone. This will affect your ability to communicate with the emergency response center.
- You must always carry the Mobile Device with you when going outside your home.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
The wrist button and/or neck pendant are designed to work at an approximate range of 350 feet from the Mobile Device or 600 feet from the Base Station, depending on the size and construction of your home.

The Mobile Device is not waterproof. Do not expose to water, rain, extreme humidity, sweat, or other moisture. However, your help buttons (neck pendant and wrist button) are waterproof and can be taken with you in the shower.

The Mobile Device’s battery is designed to last over 24 hours after it has been charged for 3 hours.

Do not put the neck pendant or wrist button through the clothes washer or dryer, or attempt to dry your button out in the microwave or oven.

The Mobile Device has a GPS receiver that works best when it has an unobstructed view to the sky.

Avoid temperatures below -10°C/14°F or above 45°C/113°F.

Do not expose your Mobile Device to dust, dirt, sand or food.

The Mobile Device contains sensitive hardware, take care when handling and avoid dropping it.
If you subscribed to the optional medication reminder service, please note:

- At the scheduled time for your Medication Reminder, your Cellular Base Station will announce “Medication Reminder, Please Press Reset to Accept” and the blue reset button will flash.

- The name of the medication will be displayed on the Cellular Base Station screen just like it was entered in the MobileHelp Connect web portal.

- The Base Station will make the announcement once a minute for 30 minutes or until reset button is pressed.

- If you press the “reset” button, the reminder will be recorded as accepted. If you do not press the “reset” button within 30 minutes, the reminder will be recorded as ignored.

- For complete instructions for Medication Reminders, please log in to MobileHelp Connect and under the “Help” tab, click on “MobileHelp Connect User Guide.”

- If you have any questions, please contact our customer support department at 1-877-827-6207.
## Base Station Announcements

<table>
<thead>
<tr>
<th>Warning Announcement</th>
<th>What it Means</th>
<th>How to Fix It</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power not detected (Both Red Emergency and Blue Reset buttons will be flashing)</td>
<td>Base Station is not connected to an electrical outlet or power to the outlet has been lost</td>
<td>Check that the Base Station is ON and correctly plugged into an electrical outlet</td>
</tr>
<tr>
<td>Low Battery</td>
<td>Base Station Battery Level is very low</td>
<td>Check that the Base Station is ON and correctly plugged into an electrical outlet</td>
</tr>
</tbody>
</table>

**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.

**AVERTISSEMENT**
Risque de suffocation ou d’étranglement. La lanière pour bouton pendentif est conçue pour se détacher lorsqu’elle est tirée, cependant, l’utilisateur peut subir une blessure ou la mort si la lanière se mèle ou s’accroche à d’autres objets.
## Mobile Device Light Indicator

<table>
<thead>
<tr>
<th>Light Indicator</th>
<th>What it Means</th>
</tr>
</thead>
</table>
| ![GREEN] | **Blinking slowly:** Device is connected to wireless network.  
**Blinking quickly:** Device is NOT connected to wireless network. |
| ![YELLOW] | **Blinking:** Indicates device is communicating to the GPS satellite. |
| ![RED] | **Blinking slowly (off charger):** Battery is low - you have about one hour of battery left.  
**On while charging:** Battery is charging.  
**Off while charging:** Battery is fully charged. |
| ![EMERGENCY LIGHT] | **On:** Indicates you successfully pushed your button and sent an alert to the monitoring center. |
| **All lights off** | Device is turned off. |
Frequently Asked Questions

How do I call for help?
Press your neck pendant, wrist button, red emergency button on your Base Station or your Mobile Device emergency button.

What happens if I push the button but I can’t speak?
If you are unable to speak or be heard, we will assume it is an emergency and contact the authorities on your behalf as well as notify your personal contacts listed on your profile.

If I accidentally set off the alarm, what do I do?
If you accidentally set off the alarm, let the alarm go through then simply inform the emergency operator that this is a “false alarm.” The operator will disconnect and no further action will be taken.

How far away from the Base Station will my help buttons work?
Your help buttons are designed to work at an approximate range of 600 feet from the Base Station depending on the size and construction of your home.

What happens if I push my help button but cannot get to the Base Station?
If you push your help button, stay where you are. An emergency operator will communicate with you through your Base Station or Mobile Device.
Why is the emergency operator having trouble understanding me?
The microphones in the Base Station and Mobile Device are very sensitive, and will pick up surrounding noises from your television, radio, wind from ceiling fans, and the like. To increase the quality of the call, look for a quieter area for your Base Station or go to a quieter area with your Mobile Device.

Why is my help button not activating my Base Station/Mobile Device?
Be sure to press the help button once firmly in the center to activate your Base Station and/or Mobile Device. A small red light below the pendant or wrist button will flash. If the Base Station and/or Mobile Device does not respond, check to ensure that the help button is in range of the Base Station and/or Mobile Device. If you still have issues with your system, call our customer support team at **1-877-827-6207** and select the technical support option.

Is the Mobile Device waterproof?
No, however, your help buttons (neck pendant and wrist button) are waterproof and can be taken with you in the shower.

How do I prepare my device for air travel?
Your Mobile Device will need to be turned OFF. Simply hold the on/off button for approximately two seconds until all the lights are turned OFF.
Do I need my Mobile Device when I leave my home?
Yes, always take your Mobile Device with you when leaving your home and wear your pendant or wrist button at all times at home and away so help is never out of reach.

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 purchase a MobileHelp “lock box” to safely store your house key. Your lock box 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 lock box (not purchased from MobileHelp), please call MobileHelp Customer Support at 1-877-827-6207 to ensure your code is noted on your account.

Is the neck pendant lanyard adjustable?
There are fixed length magnetic lanyards and adjustable length lanyards. **Adjustable lanyard:** There are two connectors on the lanyard. One that is cone shaped and one that is pear shaped. There are 2 parts of the lanyard coming out the left side of the cones. Use one hand to hold the cone shaped part, use the other to pull the top string to shorten the lanyard. Do the reverse to tighten the lanyard. **Magnetic lanyard:** These lanyards are not adjustable.
Can a magnetic lanyard cause interference with a pacemaker or other medical device?
If you have a pacemaker or any medical device, consult your manufacturer for information on any possible risk of magnetic interference with the device.

Can I replace the neck pendant cord?
Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces. However the risk of choking may increase if you do not use the lanyard provided by MobileHelp.

Can I replace the wrist button band?
Yes, you may replace the wrist button band with a standard watch band of your choice.

Can I speak into my help button?
No, you can communicate with the monitoring center through your Base Station and/or Mobile Device only. Your help buttons do not have a speaker or microphone.

What if I spend part of the year in another home?
We can transfer your service to your new location. Just give us a call one week before you go to determine whether the service will be available at your other home.

Does the Wrist Button strap contain any latex?
No, the strap MobileHelp uses is silicon based with no latex content.
If I accidentally set off the alarm, what do I do?
If you accidentally set off the alarm, let the alarm go through then simply inform the emergency operator that this is a “false alarm”. The operator will disconnect and no further action will be taken.

I am going to travel. How should I prepare?
Your Mobile 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 address, emergency contacts, and lock box 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 and/or Wrist Button, Mobile Device, Car Charger (if you purchased this additional accessory), Power Cord, and charger.

What if I move to a different home or my personal information has changed?
Please contact Customer Support at 1-877-827-6207 any time there are any changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move to determine whether the service will be available in your area.
FDA Statement
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.

FCC Statement

<table>
<thead>
<tr>
<th>Product</th>
<th>Base</th>
<th>Pendant</th>
<th>Watch</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC ID</td>
<td>PXTWBS-01</td>
<td>VDQIGP-01</td>
<td>VDQIGP-02</td>
</tr>
<tr>
<td>FCC ID</td>
<td>PXTIGM-02</td>
<td>VDQIGP-01</td>
<td>VDQIGP-02</td>
</tr>
</tbody>
</table>

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, and

(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.
## Technical Information

<table>
<thead>
<tr>
<th>Models</th>
<th>Input</th>
<th>Output</th>
<th>Current Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGM-02</td>
<td>Internal</td>
<td>3.7 VDC</td>
<td>930 mAh</td>
</tr>
<tr>
<td>IGPWS-01</td>
<td>115 V</td>
<td>5 VDC</td>
<td>3000 mA</td>
</tr>
<tr>
<td>IGPWS-01</td>
<td>Battery Backup</td>
<td>4.2 VDC</td>
<td>3000 mA</td>
</tr>
<tr>
<td>IGPFD-01</td>
<td>Internal</td>
<td>3.6 VDC</td>
<td>1200 mAh</td>
</tr>
<tr>
<td>IGP-01</td>
<td>Internal</td>
<td>3 VDC</td>
<td>230 mAh</td>
</tr>
<tr>
<td>IGPWS-01</td>
<td>Internal</td>
<td>3 VDC</td>
<td>230 mAh</td>
</tr>
<tr>
<td>IGPWS-02</td>
<td>Internal</td>
<td>3 VDC</td>
<td>230 mAh</td>
</tr>
<tr>
<td>IGPWC-01</td>
<td>115 V</td>
<td>5 VDC</td>
<td>1000 mA</td>
</tr>
<tr>
<td>IGMCA-01</td>
<td>12 V</td>
<td>5 VDC</td>
<td>1 A</td>
</tr>
<tr>
<td>MCC-02</td>
<td>115 VAC</td>
<td>5 VDC</td>
<td>1 A</td>
</tr>
</tbody>
</table>

### Radio Frequency (RF)

All devices frequency transmission = 433MHZ