

ACTIVATION GUIDE

Your MobileHelp System is **NOT** active.

Please call us at
1-800-915-9245
to select your plan, activate and test
your system.

Note: This phone number is ONLY for activating your system.

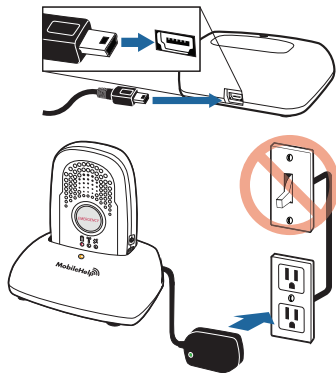
Reference the code below when calling:

**Please set up your system before
calling to activate.**

How to Set Up Your System

Setting Up Your MobileHelp SOLO System

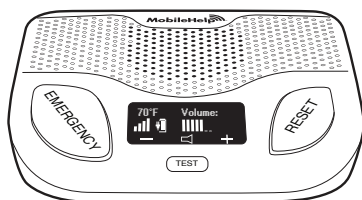
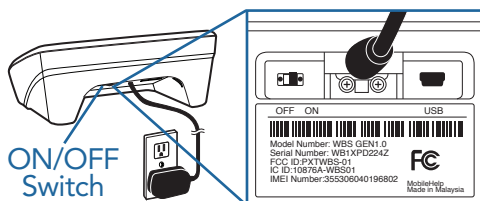
SOLO System



- 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.
- Place your Mobile Device on the Cradle Charger.
- The yellow light on the front of the Cradle Charger will illuminate.
- It will take 3 hours for the Mobile Device to be fully charged.

Setting Up Your MobileHelp CLASSIC System

CLASSIC System



- Plug the power cord into an electrical outlet that is not controlled by a light switch.
- Turn on your Base Station using the on/off switch located on the back.
- If the Base is set up correctly, the Base Station will say "system ready." **This does not indicate that your system is active, to activate your account call the phone number on page 1.**
- The Display screen will turn on.
- You can use the volume control buttons (+ or -) on the front of the unit under the Display screen if the voice is too loud or too soft.
- Make sure your Base Station is connected to the cellular network by checking for the signal strength bars on the Display screen.
- Within a few minutes of turning on the system, the Cellular Base Station will obtain the date and time from the cellular network which will appear in the display area. You are not able to set the date and time manually.

After activating your system, be sure to test it.
See next page for testing instructions

Testing Your MobileHelp CLASSIC System

After service has been activated

1. Press and hold the **Test Button** on Base Station until it illuminates green.
2. The Base Station will instruct you to press the **Emergency Button** or **Pendant**.
3. Press **Neck Pendant** OR **Wrist Button**.
4. The Base Station will announce, "Test call sent to emergency response center".
5. If your test was successful, your Base Station will announce "thank you for testing your device".
6. If your test was not successful, the Base Station will announce "user auto-test failed, please contact Technical Support".

Testing Your MobileHelp SOLO System

After service has been activated

1. Press the Mobile Device's **Emergency Button** firmly once and hold for two seconds until the red light around the emergency button lights up.
2. The Mobile Device will ring several times, indicating your alarm is being sent to the central station.
3. An emergency operator will communicate with you through the Mobile Device and ask you if you are okay.
4. Please state clearly to the operator that "THIS IS A TEST."
5. If you do not explain to the operator that you are testing your unit, emergency help will be contacted.

Please Note:

- It is important to test your system once a month. Testing your system is quick and easy.
- 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 contacted.

If you need help during the testing process, please call MobileHelp Technical Support at:

1-877-827-6207

8:00AM – 8:00PM (Eastern Time) Monday - Friday

***If you have not activated
your system...***

See page 1