



MedEquip Alert™ User Guide

Getting to Know Your MedEquip Alert™:



- 1) Belt Clip
- 2) LED
- 3) Speaker
- 4) SOS Button
- 5) Microphone
- 6) Magnetic Charging Cable (Not Shown)
- 7) Lanyard (Not Shown)

Begin by plugging one end of the charging cable into a wall socket unit and then plug it into the wall. On the other end, attach the magnetic plug into the USB port found on the back of the device. The device will automatically power on and you will hear the charging announcement. Allow your device to fully charge (approx. 2 to 3 hours).

SOS Button Functionality

Placing an Emergency Call:

- Press and hold the SOS button for at least **2** seconds in order to place an emergency call.
- You will hear the “**placing emergency call**” announcement along with how to cancel the call.
- **After you hear the announcement, if the button is released and then pressed again (minimum 2 seconds) before the call is connected, the call will be cancelled.**
- Once connected, only the monitoring center can hang up the call. When they end the call, you will hear the “**call ended**” message.
- **If the call does not get connected within 7 seconds, the call will be cancelled and you will hear the network unavailable message.** You should try your call again.
- You may receive calls only from two numbers, typically the monitoring center and one other customer service number.

Power Control:

- To turn the device “on”, press the button for at least **3** seconds. Once on, it will perform automatic cellular network registration.
- The device will play a welcome message and a request to call the monitoring center to test your device. **This message will replay every 5 minutes until you place a call.**
- To turn the device “off”, press the SOS button for **1** second and then release, immediately press again and hold for **2** seconds. The device will play a power down message, turn off the LED, and put the device into an “off” mode.
- **Note: The device is designed to be on constantly. The only time the device should be turned off is when you are flying. The off function is provided only to comply with FAA rules.**

Check Cellular Registration Status:

- Press and release the SOS button quickly (less than **1** second). If the LED is **solid green**, your cellular connection is good and you should be able to make an emergency call.

Green & Red LED Functions:

- Low battery: when the battery level is below 20% and the device is powered on, you will hear a low battery announcement and the LED will blink red. The announcement will be played every 10 minutes for a total of 3 times or until the device is placed on the charger.
- Charging battery: When the charger is plugged in, you will hear a charging message and the LED will turn solid red until the device is fully charged.
- Cellular Network: When the device is first powered on, the LED will blink green while trying to register. Once registered, the LED will be solid green for 30 seconds and then it will turn off.
- When Placing Call: The LED will blink green while calling. It will turn solid green during the call. The LED will turn off when the call is ended.

MedEquip Alert Recorded Announcements:

- Cellular Network Registered: “**Your device is now ready**”
- Power Off: “**Powering off your device**”
- Charging: “**Your device is now charging**”
- Placing a Call with SOS Button: “**Placing an emergency call now. To cancel the call, press and hold the emergency button for two seconds.**”

- Fall Detection Call (if enabled): **“A fall has been detected. Placing an emergency call now. To cancel the Fall Detect event, press and hold the emergency button for two seconds.”**
- Welcome Announcement: **“Hello, it is time to test your system to make sure it is working properly. Please press and hold the emergency button for two seconds now.”**
- Charging Cable Connected: **“Your device is now charging.”**

Fall Detect (if enabled):

- Fall Detect can be enabled and/or disabled remotely by your provider.
- In order for Fall Detect to work properly when enabled, the device must be worn on a lanyard around your neck and rest high on your torso near your chest plate.
- Fall Detect may not detect 100% of falls; an Emergency Call may need to be made by pushing the SOS Button.
- Fall Detect may decrease available time between battery charges.
- To cancel a call made due to a Fall Detect event, after you hear the announcement, press the button for two seconds.

Important Tips and Reminders:

- Your device requires adequate battery charge and cellular signal to make an emergency call.
- Your device is water resistant. It is designed to be worn in the shower or bath. **It is not designed to be worn when swimming.**
- Please test your system at least once a month.
- 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.
- 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.**
- Your device uses the cellular network to communicate. The device’s location, network provider service availability, and other issues may disrupt communications.

Regulatory Compliance: FCC

The user’s manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

This device complies with Part 15 of the United States FCC regulations. 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.

For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

NOTE: 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.
This equipment has been tested and found to comply with the limits pursuant to Part 15 Subpart B, Part 22, and Part 24 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not used in accordance with instructions, can cause harmful radiation to radio communication. However, there is no guarantee that interference will not occur in a particular installation.

Regulatory Compliance: RF Exposure

Your device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emissions limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by the U.S. and international standards bodies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless RF devices, such as the device, employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. SAR values at or below that limit are considered safe for the general public.

Before a wireless RF device is made available for sale to the Public, it must be tested and certified to the FCC that it does not exceed the SAR limits established by the FCC. Tests for SAR are conducted using the positions and locations (e.g., at the ear or worn on the body) as required by the FCC for each device model.

The device has been tested and meets the FCC RF exposure guidelines when used against the body under normal usage conditions.

To comply with FCC RF exposure requirements, a minimum separation distance of 10mm must be maintained.