Mobile System with GPS & Fall Detection User Guide

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Getting To Know Your Mobile System with GPS & Fall Detection:

Charging Your Device:

Whenever you put the plugged-in charging cable near the charging port on the back of the device, it should latch into place and the device will automatically power on.

The LED will turn solid red and the device will announce, "Your device is now charging." Note: If you have allowed the battery to completely drain, it may take a few minutes for the device to power on. When the device has adequate battery charge and is also connected to the cellular network, it will announce, "Your device is now ready." This indicates that your device is ready to make an emergency call. However, you should leave your device on the charging cable until the LED is green, indicating that your device has completed charging.

A complete charge will take approximately 2-3 hours. When fully charged your device should work for up to three days before needing to be recharged.

1) Lanyard Loop
2) LED
3) Speaker
4) HELP Button (Emergency Button)
5) Microphone
6) Charging Cable (Not Shown)
7) Lanyard (Not Shown)

LED	Announcement	What this means	What you should do
Solid Red	"Your device is now charging."	Device is connected to the charger	Leave on the charger until battery is charged and the LED is green
Blinking Red	"Your device battery is low. For your protection, please place your device on the charger now."	Your battery is critically low	Place device on the charger as soon as possible
Blinking Green		Your device has adequate charge and is looking for cellular connection	Wait. If this continues move to another location with better cell coverage
Solid Green	"Your device is now ready."	Your device is ready to make a call	Press the button if you wish to make a call

Placing An Emergency Call:

HELP Button Action	Announcement	What this means	What you should do
To place a call, press and hold for 1 second or more	Device will BEEP and announce "Placing an emergency call now. To cancel the call please press and hold the HELP button for two seconds now."	Device will make a call	Release the button
To cancel a call, press and hold for 2 seconds after the "Dialing the emergency response center…." announcement	"Your call has been cancelled."	The call has been cancelled	Release the button
If you do not cancel a call, the call will be placed		You will hear the phone ringing; the Call Center will answer and help you	Talk to the Call Center
If the call cannot be placed due to poor cell connection or other issues	"Call failed."	You must push the button again to attempt to place the call	You may need to move to an area where there is a better cellular connection

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Turning your device OFF:

Your device is designed to always be ON. The only time you should ever need to turn it OFF is if you are taking your device on an airplane. In that case please follow these instructions.

HELP Button Action	Announcement	What this means	What you should do
To turn your device off, press and quickly release your button three times	"Device is powering off. Please confirm by pressing and holding the HELP button now".	Device is about to power off	Either confirm or not
To confirm, press and release the button once	"Powering off now. Goodbye."	Device is powering off	
To leave device on, do not press the button		Device will remain on	

Turning your device ON again:

- To turn your device ON again after it has been powered OFF, either place it on the charger or press and hold the HELP button for one second.

Welcome Announcement:

The first time you turn on your system it may announce, "Hello, it is time to test your system to make sure it is working properly. Please press and hold the HELP button for one second now." Please make this test call when requested.

Fall Detection (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 HELP button.
- 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."
- To cancel a call made due to a Fall Detect event, after you hear the announcement, press the button for two seconds.
- Fall Detect may decrease available time between battery charges.

Important Tips and Reminders:

- Your device requires adequate battery charge and cellular signal to make an emergency call.
- Your device uses GPS technology to identify your location. In good conditions the product should provide a location that is accurate within 30 feet or less. However, performance of GPS can be affected by a wide range of factors including obstructions, metal objects in the vicinity, structures that block the signal from satellites, weather, and other factors.
- Your device is splash proof and can be worn in the shower.
- Please test your system at least once a month.
- Your device uses the cellular network to communicate. The device's location, network provider service availability, and other issues may disrupt communications.

Warnings:

- 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.
- The back of this device and the charging cable both contain strong magnets. Magnets with a strong magnetic field may cause permanent damage to health devices susceptible to magnetic fields, credit cards, computer hard drives, watches, TVs, data storage media and other electronic devices. **These strong magnets should be kept a minimum of three inches away from health devices susceptible to magnetic fields, i.e. pacemaker, defibrillator, etc. Please check with your physician prior to using this device if you have any concerns.**
- 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.**

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Galaxy Medical Alert System Ltd.

RemoteCare247 App

The RemoteCare 247 App helps caregivers easily manage a loved one's activities from a cell phone. It is designed to help caregivers support loved ones without being intrusive and without interfering with their lifestyle.

Features:

- Let's caregivers monitor location, health, and safety of loved ones
- Reports power status of devices
- Alerts low battery status
- Allows voice messages to unit
- Provides call notifications
- Contains a comprehensive list of allergies, medications, doctors and directives

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.

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.

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