

Medical Alert Pendant User guide



Important reminders

1. When testing or using the device, press and hold the call button for three seconds.
2. Test your device monthly.

How to charge

1. Set up the charging cradle in a place that is easily accessible. Ensure the outlet isn't controlled by a light switch.



2. Plug in the charging cradle and place the device into the cradle as shown. The device will state "Charging."
3. Fully charge the device before first use. Typical charging time is two to three hours. Charge as needed.

Battery life will vary based on the settings you selected during activation. Call us at 1-888-505-8008 to make changes to your settings.



Product details



Speaker: Rely on crystal-clear communication with our operators, thanks to our high-definition, noise-cancelling speakers.

Call button: Press and hold this button to call an operator for help.

Microphones: Speak into the microphones to speak to an operator.

Red battery light: While charging, the light will flash red every five seconds until the device is fully charged. Once fully charged, the light will be solid red. If the battery is low and off the charging cradle, the light will slowly flash red. If you press the call button while the battery is low, the device will state, "Battery low, please charge".

Blue call light: During a call, the light will be solid blue. If the device is charging during a call, the light will flash blue every five seconds.

How to call for help

1. Press and hold the call button for three seconds. The light will turn blue, then the device will connect to either the Automated Virtual Assistant (AVA) or an operator at the support centre.
2. After a short pause, you will hear a voice message followed by tones or ringing.
3. Once the call is connected, you will then be initially greeted by AVA. Answer "Yes" to be connected to a live operator. You will hear the operator through the speaker. To speak to the operator, position the device's microphone near your mouth so they can hear you clearly. Provide your location if possible.
4. The operator will call your emergency contacts and/or dispatch emergency services as needed.
5. Accidental false alarm? No problem. Simply let AVA or the operator know you're safe and don't require assistance.

Test monthly

1. Press and hold the call button for three seconds. The light will turn blue, then the device will connect to either the Automated Virtual Assistant (AVA) or an operator at the support centre.
2. After a short pause, you will hear a voice message followed by tones or ringing.
3. Once the call is connected, you will then be initially greeted by AVA. Answer "Yes" to be connected to a live operator. You will hear the operator through the speaker. To speak to the operator, position the device's microphone near your mouth so they can hear you clearly. Tell the operator you are testing your device. Ask the operator to verify your name, address, and current location.
4. If your device does not test properly with the support centre, call us at 1-888-505-8008 for further assistance.



How to wear

Wear your device as often as possible so you have access to help if needed. There are two ways to wear it:

Around your neck with the provided lanyard.



On your hip with the provided belt clip.



Replace lanyard with belt clip

1. Remove the lanyard from your device by twisting and pulling the silver clip.



2. Pull the lanyard and clip away from the device to detach it.



3. Place the device inside the belt clip holder and press until it clicks securely in place.



Clean weekly

We recommend you clean your device weekly to ensure proper charging.

Use a soft cloth to gently wipe the gold-coloured contacts on the device and charging cradle and remove dirt, oil and debris.



You can also spray a cleaner onto the cleaning cloth to help remove debris (do not spray liquid directly onto the device or cradle).

Fall detection feature

The fall detection feature uses motion technology guidelines like algorithms and sensors to help detect the occurrence of a fall. It is usually more accurate when the device is worn with the provided lanyard on your chest over clothing.

If the device detects a fall, it will call an operator who can dispatch emergency services and/or contact your emergency contacts if needed. In some instances, the fall detection feature might not detect all falls. If you do fall, do not wait for the call; always press and hold the button for three seconds for help when possible.

Alarm cancelling feature

Accidental false alarm? No problem. Simply let AVA or the operator know you're safe and don't require assistance.

Operating modes

There are two operating modes available, each with key features:

1. Always-on mode:

- Lasts up to six days per charge
- Fall detection feature
- GPS, Wi-Fi and cellular location tracking
- Two-way, high-definition speaker and microphone
- Caregiver Mobile app access:
 - Location
 - Step counter
 - Call button press alerts
 - Low battery and power off alerts
 - First motion of the day alerts
 - Find device feature
- Remote find device feature
- Remote location finder

2. Ready mode:

- Lasts up to 16 days per charge
- Fall detection feature
- GPS, Wi-Fi and cellular location tracking
- Two-way, high-definition speaker and microphone

Operating modes can be changed at any time by calling us at 1-888-505-8008.

Caregiver Mobile app

Download the Caregiver Mobile app:

iOS app:



Android app:



First time logging into the Caregiver Mobile app:

1. Once the app is downloaded and installed, open the Caregiver Mobile app and tap 'Register' on the login screen.
2. Enter the email address you previously provided to the TELUS customer service agent that is authorized to have access to the Caregiver Mobile app.
3. After entering your email address, you'll receive a one-time authorization code by email to validate your access.
4. Enter the one-time authorization code in the Caregiver Mobile app within 24 hours, then set a password.

Home

Refresh: Pull the tiles down on the homepage to update all homepage tiles except location. Update location in Location tab.

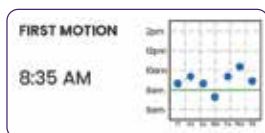
Location: View the last location of the device. Tap the tile to open the location tab to update location.



Steps: View steps for today. Tap the tile to view history.



First motion: View the time the first motion of the device was detected (after 5 a.m.). Tap the tile to view history.



Press button: View the most recent alarm, and view history on the graph.



Battery: View the most recent battery level.



Location

- When the tab is opened, the device location will refresh on the screen. It can take about 15 seconds to update the location.
- Tap Update to refresh the current location in the location tab.
- Tap the pin on the map to view more details about the location.

Device

- General information for the subscriber and device:
 - Change the device nickname.
 - View app user details.
 - View Device ID, device model and carrier.
 - Ring Device: Play Device Sound rings the device to help locate misplaced pendants.
- Activity:
 - Change the daily step goal
 - Adjust the first motion target time
- Alerts - Manage Caregiver Mobile app notifications for device-related events and activities:
 - Button press
 - Fall detection
 - Low battery
 - Power off
 - First motion

To manage alerts outside of the Caregiver Mobile app, such as email, call and text message alerts, call us at 1-888-505-8008.

Reminder: Tap Save after changing settings.

Settings

- Get support: View contact information for TELUS Health (1-888-505-8008).
- Caregiver information: Basic information associated with the Caregiver Mobile app user.

To manage Caregiver Mobile app authorized users or contact information, call us at 1-888-505-8008.



By using this device, you acknowledge and accept the following information.

Intended use of device and service

The device and its service plan are not medical devices and are not intended to replace any medical, professional or physical assistance or medical device. Any person with specific health conditions or needs should seek professional advice and assistance. The device and service plan are not meant to prevent any incident or fall from happening and are solely intended to provide access to help at the push of a button or if the algorithms detect a fall.

Fall detection feature

The fall detection feature algorithms tend to be more accurate when the device is worn with the provided lanyard on your chest over clothing. In some instances, the fall detection feature might not detect all falls. If you do fall, do not wait for the call, always press and hold the button for three seconds for help when possible.

Coverage

This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also

affect your coverage. If you experience coverage issues, please contact us at 1-888-505-8008.

Location

TELUS does not guarantee that the user can or will be located using the device. Devices that cannot connect to the TELUS wireless network (for example, because they are outside of network coverage areas or are blocked by buildings or other cellular “dead zones”) will not be able to connect to the monitoring station. Multi-level buildings, parking garages, and/or dense urban areas can make it difficult for satellites and cell phone towers to locate the end user’s exact location. When help is required, and if possible, the user must always provide the operator with their exact location.

Charging

Battery life will vary depending on usage, network connectivity and operating mode. Wear your device at all times and only charge when necessary. Failure to follow charging procedures will result in the device being unable to function properly. Only use the charger included with the product to charge the device. When on commercial aircraft, please do not pack the device in checked-in luggage, bring it in your carry-on or wear it and turn the device off during flight. To turn your device off, press and hold the reset button, located on the side of the device,

for one to two seconds with the pointed end of a paperclip or similar object. To turn it back on, press the call button or place the device in the charging cradle.

Water-resistant

Device is IP67 water-resistant. It should not be submerged and should be towel-dried after exposure to water.

Pacemakers

Individuals with pacemakers should consult their physician and review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this device.

Lanyards

Please only use the lanyard that came with your device. These lanyards are designed to break apart under certain conditions; however, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.

Location-based services

Some of the equipment uses technology to permit third-parties, including the monitoring center, to determine where you are physically located at any given time (the “Location-based services”). Location-based services may work even if you are not in communication with the monitoring center. The accuracy of the location-based services is limited, and

TELUS, the operators, the monitoring center, the responders, or others may not be able to identify your location or the location of the equipment precisely or at all. You authorize TELUS to collect location-based information. We will only share your location-based information with the operators, the monitoring center, the responders, any person or entity that acquires the interest in and to the monitoring services, any public authority or government institution, or any other person or entity you specifically designate and only for the purpose of providing and improving the monitoring services, if there is imminent danger to life or property or in response to a court order or otherwise required or authorized by law. Any and all location-based information is made available for informational and planning purposes only and is not intended to be relied upon in situations where precise location information is needed or where erroneous, inaccurate, time-delayed or incomplete location or map data may lead to death, personal injury, or property or environmental damage. You agree that location-based information may vary from actual location(s), road, or terrain conditions due to factors that can affect the accuracy of the map data, such as, but not limited to, weather, road, and traffic conditions, geopolitical events, and condition or status of your cellular phone or cellular services. We do not guarantee the accuracy or completeness

of any location-based information. You also acknowledge that communications between your device and TELUS could be intercepted by others and agree not to hold TELUS liable for interception of information.

FCC

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

IC

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

We're here to help you

For questions about your bill or to make changes to your account, call us:

1-888-505-8008

For answers to Frequently Asked Questions (FAQs) and other helpful resources, visit:

telushealth.com/MedicalAlert

Share your story

If you're happy with your Medical Alert Pendant, please tell us about your experiences:

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