

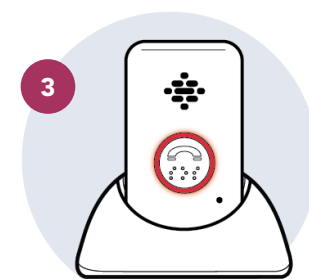
START HERE

1 Setting up and Charging your Active Guardian

- 1 Choose a location for the charging cradle, and plug it in. When you place your Active Guardian into the cradle, it will vibrate and say "Charging."
- 2 Charge your Active Guardian for at least 3 hours. While charging, the red battery light on your Active Guardian will flash every five (5) seconds.
- 3 Once your Active Guardian is fully charged, this battery light will be solid.

PLEASE NOTE: Do not plug the charging cradle power cord into an electrical outlet that is controlled by a light switch or into a power strip to avoid accidental power loss.

PLEASE NOTE: Wipe out your charging cradle and the pins on the back of your device periodically to ensure that your device maintains appropriate contact with charging pins to properly charge.



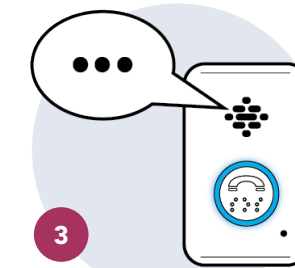
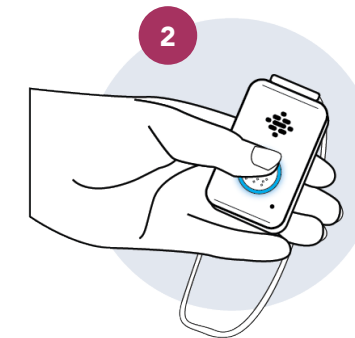
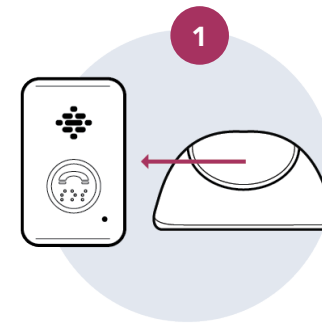
2 Testing your Active Guardian

- 1 Remove your Active Guardian from its charging cradle.
- 2 Press and hold the Emergency SOS call button on your Active Guardian until the light around the button turns blue and the device vibrates.
- 3 After a short delay, you will hear tones or ringing and a voice message.
- 4 An operator will answer the call and ask if you need help. **Please state that you are just testing.**

PLEASE NOTE: If the button is pressed and the blue call light flashes every 1 second, the device will state, "Activation needed. Place device on charging cradle until blue light flashes once every 5 seconds, then test the device." Charge the device until the battery light is solid red and then press and hold the call button to test again. If your device does not test properly, please contact Customer Care.

PLEASE NOTE: If the operator is unable to connect through your Active Guardian wearable device, they will try calling you on your phone. Keep an eye on your phone in case it rings — it's probably us!

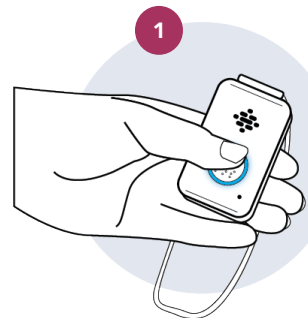
PLEASE NOTE: We recommend that you test your Active Guardian monthly to ensure it is working properly.



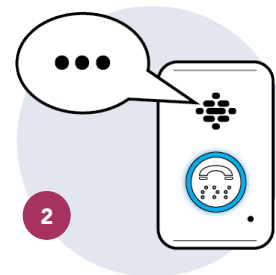
If your Active Guardian fails to place a call when you test your emergency button, please reach out to our Customer Care team at **1-800-313-1191** for assistance.

About your Active Guardian's Fall Detection Capabilities

PLEASE NOTE: The Active Guardian does not automatically include fall detection. If you would like to activate fall detection, please call our Customer Care team at **1-800-313-1191**.



Fall detection does not detect 100% of falls. If you are able, you should always press the Emergency SOS call button when you need help.

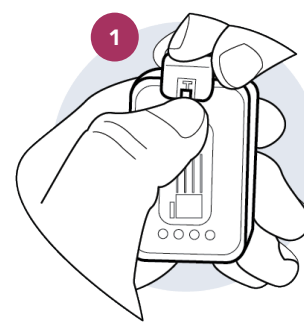


If you are unable to press the Emergency SOS call button and a fall is detected, an alert is sent to the monitoring center just as it would for a button press.

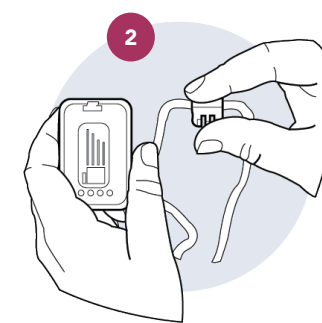
What to do in case of a false alarm — canceling a fall detection call

When a fall is detected, your Active Guardian will state, "Fall detected. Press the call button to cancel." A fall may be canceled within twelve (12) seconds by pressing the call button. Once pressed and the call has canceled successfully, the device will state, "Fall detection canceled." If not canceled, you will hear tones or ringing and then a voice message. The specialist will answer the call.

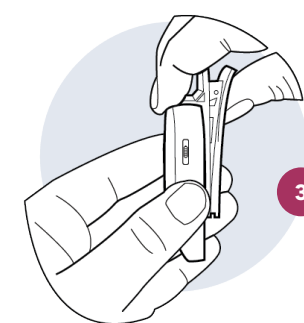
Replacing the Lanyard with the Belt Clip



Remove the lanyard by pressing the small tab upward to release the clip.



Pull the lanyard and clip away from your Active Guardian Device.



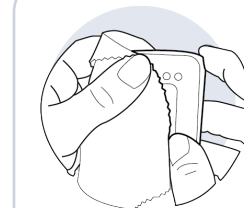
Press the clip on the back of the belt clip into the slot on the back of your Active Guardian until it clicks.

PLEASE NOTE: You can charge your Active Guardian in its cradle with the belt clip attached.



Range & Coverage

Your Active Guardian has unlimited range and can be taken anywhere within the U.S. with sufficient Verizon cellular coverage. The Active Guardian includes GPS and WiFi location services. WiFi is not required to use your device.



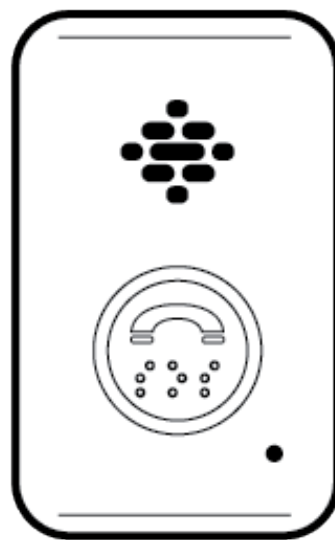
Cleaning your Active Guardian

We recommend that you clean your Active Guardian weekly to ensure proper charging. To clean, take a soft cloth, such as an eyeglass cleaning cloth, and gently rub the gold contacts on the device and charging cradle to remove dirt, oil and debris. You can also spray household cleaner onto the cleaning cloth (though do not spray directly onto the device or cradle) to remove debris.

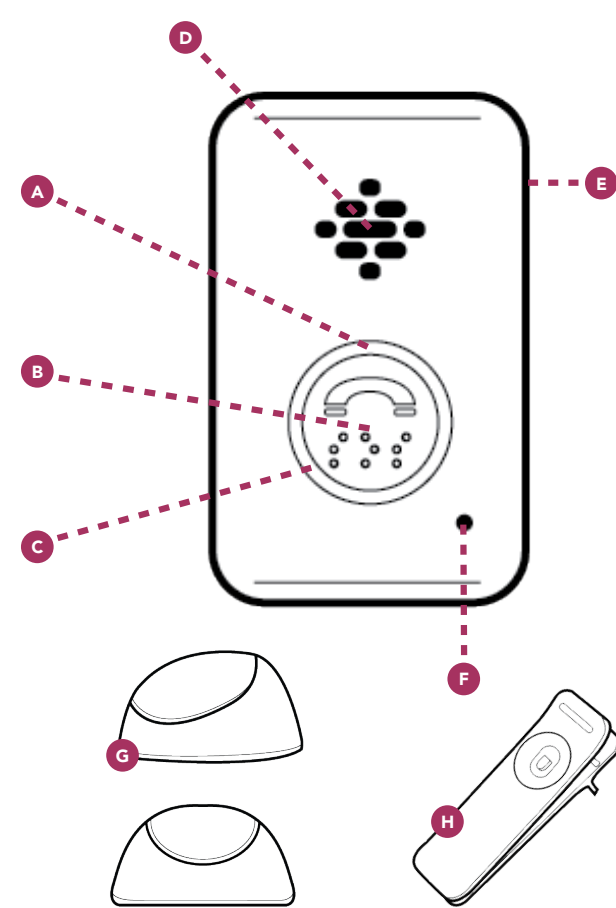
Feature	Specification
Size/Dimensions	1.71 x 2.80 x 0.83" (43.5 x 71 x 21 mm)
Weight	2.6 oz (74 g)
Connectivity	LTE CAT1 FDD B4, B13 (4G LTE provided by Verizon) Transmitter Power Class3 (0.2 W, 23 dBm) LTE CAT 1 Data (Uplink up to 5 Mbps/Downlink up to 10 Mbps)
Certifications	FCC: 2AP4W-4GPLS, Verizon, IC
GPS	A-GPS Acquisition Sensitivity -150dB Location Accuracy: 9m Wifi Support for location accuracy
WiFi Support	Yes
Fall Detection	Yes with Cancel feature
Keyboard/Buttons	One button front - SOS One button side for power ON/OFF
Display	LED RING around main button
Voice	Prompts for Battery level
Battery	1000 mAh Operating Voltage: 3.7V internal battery pack Power Consumption: Typical 8mA@3.7V (Open TCP/IP connection) Single charge 5+ days Charging time: 2-3 hours
Certifications	UL
Charging Unit	UL-Listed
Water Rating	Rated IPX7 (enclosure)
Environmental	Temperature: -20° to +55° C (operating); -30° to +80° C (storage) Humidity: 95%RH @ 40° C non-condensing Durable: 1000 drops @ 1.5 meters ESD +/-5kV Contact +/-10kV Air

USER GUIDE
Active Guardian

The most advanced protection at home and on-the-go.



MGDOC-10413



- A Red light at top of Emergency SOS call button**
The red battery light will flash every 10 seconds when your Active Guardian needs to be charged. While charging, the red battery light will flash every 5 seconds until the device is fully charged. Once fully charged, the red battery light will be solid.
- B Emergency SOS call button**
- C Blue light around Emergency SOS call button**
During an emergency call, the blue call light will be solid. The blue call light will flash every 5 seconds when your Active Guardian is on and ready for use. If your Active Guardian is fully charged and the blue light flashes once every second, please contact Customer Care.
- D Speaker**
- E Power button**
- F Microphone**
- G Charging cradle**
- H Belt clip**

Active Guardian Indicator Lights

While on the Charger

Red battery light		Blue call light	
Flash every 5 seconds	Charging (In Service)	Flash every 5 seconds	Normal
Solid red	Charged	Flash every 1 second	Please call our Customer Care team at 800.313.1191

Off the Charger

Red battery light		Blue call light	
Off	Normal	Flash every 5 seconds	Normal
Flash every 10 seconds	Low battery	Flash every 1 second	Please call our Customer Care team at 800.313.1191

During a Call

Red battery light		Blue call light	
Off	Normal	Solid blue	Normal
Flash every 10 seconds	Low battery	Solid blue for 10 seconds then off	Call failed; please call our Customer Care team at 800.313.1191
		Flash every 1 second	Please call our Customer Care team at 800.313.1191

Immediately After a Call is Completed

Red battery light		Blue call light	
Off	Normal	Flash every 5 seconds	Normal
Flash every 10 seconds	Low battery	Flash every 1 second	Please call our Customer Care team at 800.313.1191

Important Information

Calling for Help

Should you ever need help, simply press and hold the Emergency SOS call button until the Call Light indicator lights up blue. After a short delay, you will hear tones or ringing, and the device will vibrate. Once you are connected to one of our highly-certified emergency operators, you can then speak with an operator directly through the device and request emergency services or a member of your Care Circle to come and help you.

Cellular Coverage

Your Active Guardian requires that there be adequate cellular coverage in order to work properly. It can be located using GPS and WiFi location technologies. It is important to test the device to know if it works in your area. Remember that your surroundings, environmental and topographical conditions may also affect your coverage. If you experience coverage issues, please call Customer Care immediately.

Charging your Active Guardian

Your Active Guardian's rechargeable battery may last up to 7 days per charge. The red battery light will flash when it is not on the charging cradle and needs to be recharged. Wear your Active Guardian at all times and only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

Water-Resistancy

Your Active Guardian is IPX7 water-resistant, which means that it should not be submerged in water. If exposed to water, your Active Guardian should be towel-dried.

Interaction with 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 recommended for this device

Device Placement

If you are subscribed to Active Guardian's fall detection feature, your Active Guardian must be worn around the neck with a lanyard to accurately detect a fall.