

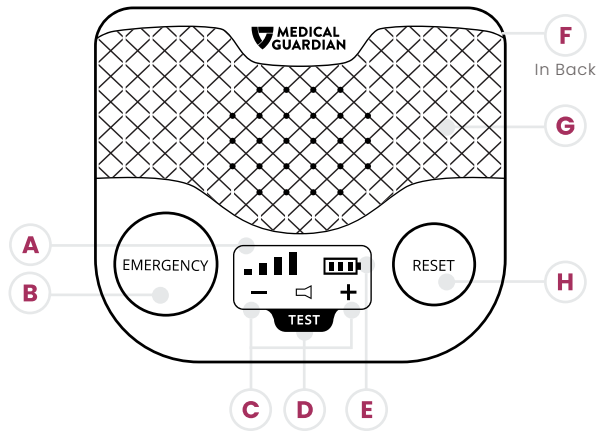
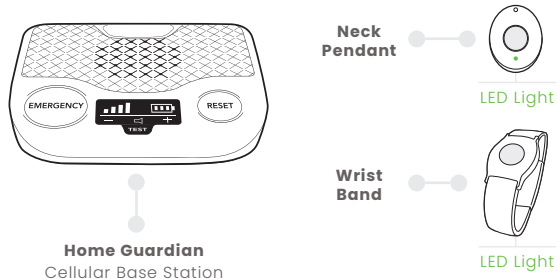
OWNER'S MANUAL

Home Guardian

Easy-to-install base station and wearable emergency button gives you access to immediate help.

About Your Home Guardian

What's in the Box



Product Details

Home Guardian

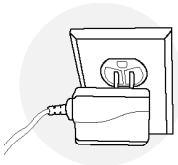
- A Signal Strength Indicator**
Green Bars equate to signal strength. Blue bars equate to volume level.
- B Emergency Button**
Press this button to connect with an emergency operator.
- C Volume Control (+/-)**
Tapping the volume controls will temporarily turn the green signal bars blue. Tapping the + will increase volume of the base station speakers, tapping the - will reduce the volume.
- D Test Icon**
Press the test icon once a month to test your device's signal strength and ensure that is in working order.
- E Battery Charge Indicator**
Shows the state of charge of the base station's backup battery.
- F On/Off Switch**
Flip this switch located on the back of the device to turn the device on and off.
- G Speaker + Microphone**
Speaker and microphone are one unit you can interact with on the base station.
- H Reset Button**
If you are having technical difficulties, this button is available for device reset.

Connecting Your Base Station

1 SELECT A LOCATION

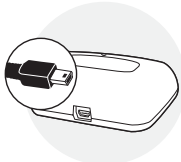
We recommend you place the Base Station near an electrical outlet near the center of your home, such as your living room, family room or kitchen.

2 PLUG IN THE POWER CORD



Plug the power cord that is attached to the back of the Base Station into an electrical outlet.

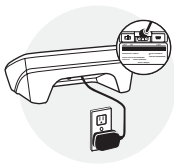
PLEASE NOTE: To avoid accidentally turning off the Base Station, **DO NOT** plug it into an electrical outlet that is controlled by a light switch.



Do not place objects in front of the Base Station.

Do not place near any appliances that make noise.

2 TURN ON YOUR BASE STATION



Use the **ON/OFF** switch located on the back. The Emergency and Reset Buttons will illuminate within 10 seconds. If the Base is setup correctly, the Base Station will say “system ready” within 60 seconds. Make sure

your Base Station is connected to the cellular network by checking for the green signal strength bars on the display. You can use the volume control icons at the bottom of the display screen by tapping the “-” or the “+” sign to adjust if the voice is too loud or too soft. They will temporarily turn to blue when pressed.

3 TESTING YOUR SYSTEM

In order to test your system on battery backup, please unplug the power from the AC outlet. You can use the **TEST** Icon on your Cellular Base Station to conduct a test without speaking.

- Touch and hold the **TEST** Icon until you hear “user auto-test.” This will take approximately 6 seconds.
- You will hear an announcement over the Base Station that will instruct you to press the Emergency Button or Pendant.
- Press the Neck Pendant or Wrist Button. The Base Station will announce “test call sent to Emergency Response Center.”
- If your test was successful, you will hear “thank you for testing your device” from the Base Station speaker.
- If your test was not successful, the Base Station will announce “user auto-test failed.” Please contact Technical Support.
- If you unplugged your Base Station for the test, once you have finished testing, please remember to plug the power back into the AC outlet.

Cellular Base Station Voice Guidance

Your Base Station has voice announcements. Select announcements are listed below:

The Cellular Base Station is powered on	"System Ready"	Base Station ON/OFF switch has been turned on, be sure to connect to electric outlet or it will run on battery backup.
Both red Emergency and blue Reset Buttons are flashing	"Power not detected" or "Power detected" (when electricity is reconnected)	Check that the Base Station is correctly plugged into an electrical outlet.
The battery needs charging	"Low Battery"	Check that the Base Station is correctly plugged into an electrical outlet or it will run on battery backup.
The Emergency Call is initiated	"Call in Progress"	Alarm is being sent to the Emergency Response Center.
Call connected	"Please stand by for operator"	Respond to the Emergency Operator's call over the device speaker.
Cellular Base Station receives a Fall Signal	"Fall Detected - Press and hold Button to Cancel"	This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold the button on the Fall Button for 5 seconds to cancel the signal.
Fall Alarm is canceled	"Alarm Canceled"	Alarm has been canceled.

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

Important Safety Information

- Keep cords away from heat sources and sharp edges.
- Keep electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords.
Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Do not block the Base Station's microphone. This will affect your ability to communicate with the Emergency Response Center.
- During a power outage, the Base Station's battery backup will last up to 24 hours after it has been charged for 3 hours.
- The Wrist Button and/or Neck Pendant are designed to work at an approximate range of 1400 feet from the Base Station, depending on the size and construction of your home.
- If the LED on your pendant flashes amber, the battery is low. Please contact us immediately to provide you with a replacement pendant.
- The Help Buttons (Neck Pendant, Wrist Button and Fall Detection Button) are waterproof and can be taken with you in the shower.
- Do not put the Neck Pendant or Wrist Button through the clothes washer or dryer. Do not attempt to dry your button out in the microwave or oven.

WARNING: Strangulation and choking hazard. The Neck Pendant button lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

Home Guardian FAQs

How do I call for help?

Press your Neck Pendant, Wrist Button, or red Emergency Button on your Base Station.

What happens if I push the button but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and notify Emergency Response on your behalf. We will also notify the personal contacts listed on your profile.

If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, simply notify the Emergency Operator when they respond that this is a "false alarm." The operator will disconnect and no further action will be taken.

How will Emergency Response get into my home?

Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be held responsible for any damages caused as a result of gaining entry. We recommend you purchase a "lock box" to safely store your house key. Your lock box code will be stored on your account and given to emergency personnel in order to gain entry to your home without causing damage. If you have your own lock box, please call Customer Service to ensure your code is noted on your account.

How far from the Base Station do Help Buttons work?

Your Help Buttons are designed to work at an approximate range of 1400 feet from the Base Station, depending on the size and construction of your home. What happens if I push my Help Button but cannot get to the Base Station? If you push your Help Button, stay where you are. An Emergency Operator will attempt to communicate with you through your Base Station. If you are not heard, we will assume it is an emergency and notify Emergency Response on your behalf.

Why is the Emergency Operator having trouble understanding me?

The microphone on the Base Station is very sensitive and will pick up surrounding noises from your television, radio, wind from ceiling fans, and the like. To increase the quality of the call, look for a quieter area to set it up.

Why is my Help Button not activating my Base Station?

Be sure to press the Emergency Button once firmly in the center to activate your Base Station. A small red light below the pendant or Wrist Button will flash. If the Base Station does not respond, check to ensure that the Help Button is in range of the Base Station. If you still have issues with your system, please call Technical Support.

What if I move to a different home, or my personal information has changed?

Please contact Customer Service any time there are any changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move to determine whether the service will be available in your area.

What if I spend part of the year in another home?

We can transfer your service to your new location. Just give us a call one week before you go to determine whether the service will be available at your other home.

Is the lanyard adjustable?

• Adjustable Lanyard:

There are 2 connectors on the lanyard. One that is cone shaped and one that is pear shaped. There are 2 parts of the lanyard coming out the left side of the cones. Use one hand to hold the cone. Use the other to pull the top string to shorten the lanyard. Do the reverse to tighten.

• Magnetic Lanyard:

These non-adjustable lanyards are not adjustable and are only available upon request.

Home Guardian FAQs

Can a magnetic lanyard cause interference with a pacemaker or other medical device?

If you have a pacemaker or any medical device, consult your manufacturer for information on any possible risk of magnetic interference with the device. Our Help Buttons do not interfere with pacemakers.

Can I replace the Neck Pendant cord?

Yes, the Neck Pendant will work with just about any chain or cord, so you are able to use any one of your personal chains or necklaces. However, the risk of choking may increase if you do not use the lanyard provided.

Can I replace the Wrist Button band?

Yes, you may replace the Wrist Button band with a standard watch band of your choice. Can I speak into my Help Button?

Can I speak into my Help Button?

No, you can only communicate with the monitoring center through your Base Station. Your Help Buttons do not have a speaker or microphone.

Does the Wrist Button strap contain any latex?

No, the strap is silicon based with no latex content. In-Home Wireless System User Guide

Customer Service

If you have questions, we are here to help. Our team is standing by to provide you with the help and support you need by phone or online.

 **1 (800) 313-1191**

Monday – Friday

9:00am – 8:00pm (Eastern Standard)

Saturday

9:00am – 5:00pm (Eastern Standard)

Support is also available via
medicalguardian.com/support

 Email
customercare@medicalguardian.com

If you are happy with your *Home Guardian*, please tell us about your story and share your experiences on:

 /MedicalGuardian

 @MedicalGuardian

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