START HERE

## 1 Set up and install your device.

a Choose a location for the base station. Plug in the base station.

b Turn on the base station using the power switch located on the bottom of the device.

c Wait for the Power and Communication indicators on the base station to turn solid green and stop flashing.

d **Optional: Install the UL Bracket.**
- Remove the screw from the power outlet's faceplate.
- Slide the UL Bracket over the base station power brick.
- Align the UL Bracket's screw-hole with the faceplate's screw-hole.
- Plug the power cord into the outlet, ensuring that the faceplate lines up.
- Screw the faceplate and UL Bracket onto the outlet.
- Continue with steps **(a)** through **(c)**.

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

**PLEASE NOTE:** If the Malfunction Indicator lights up red, please call our Customer Care team at **1-800-313-1191**.

OFF   ON

RESET MEDICAL GUARDIAN
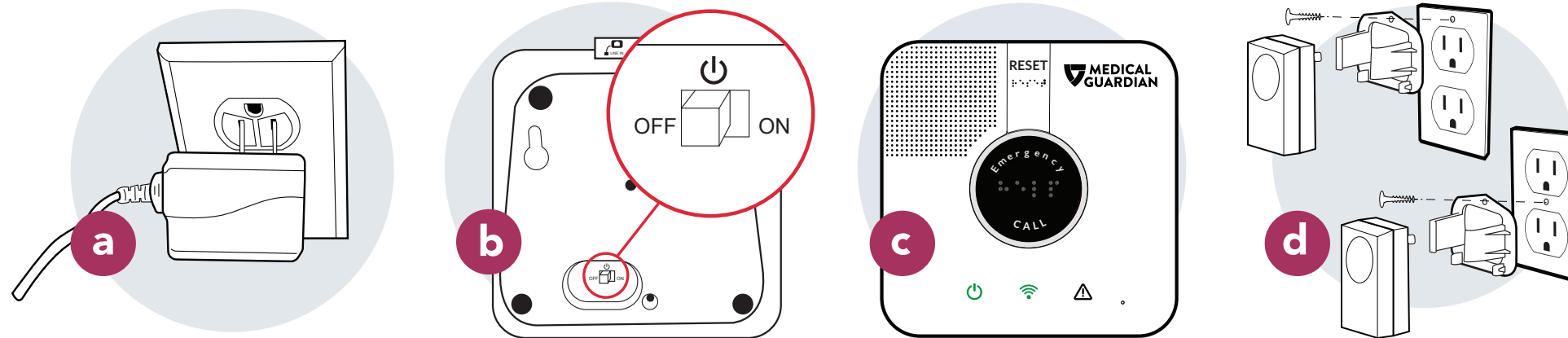
Emergency CALL

2 Testing your In-Home Cellular Medical Alert System Emergency Buttons

a Firmly press your wrist or neck pendant once while standing at least five feet from to your base station.

b The button's red light will flash once indicating signal was sent.
- The base station will indicate a call is in progress with a voice prompt.

c An operator will ask if you need help. **PLEASE STATE THAT YOU ARE JUST TESTING.**

d Once the operator confirms the test they will disconnect the call.
- Wait at least 60 seconds between testing each button. The communication light on your base station will return to a solid green.
- Test all of your buttons monthly to ensure they are working properly.

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

HOW CAN I HELP YOU?

JUST TESTING.

TEST CONFIRMED!
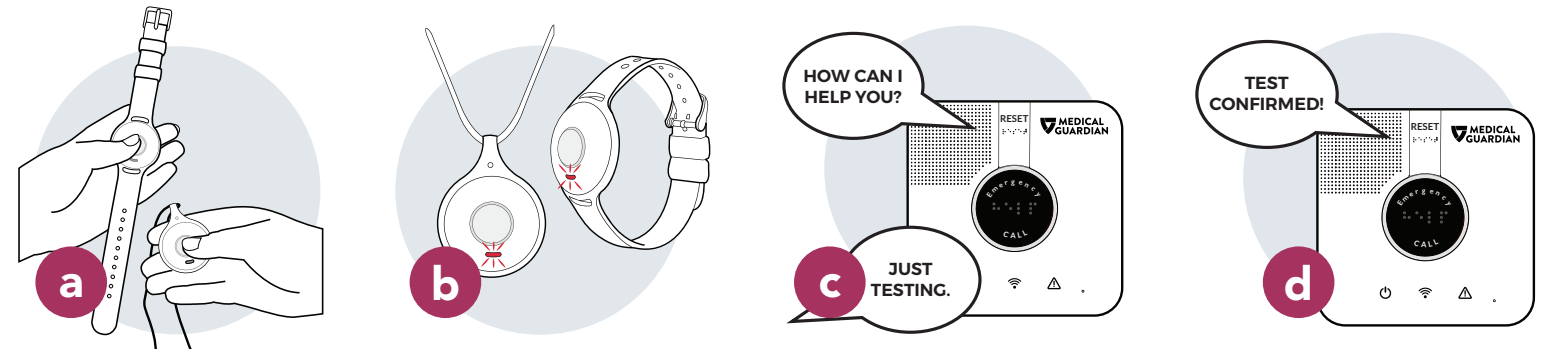
In-Home Cellular Medical Alert System Features
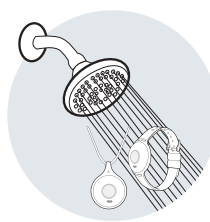
Your wearable button(s) are waterproof. They are safe to wear in the shower but please avoid the following as they may cause damage: **salt water**, **chlorine**, and submerging it under water for more than **30 minutes**.
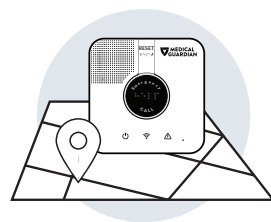
If you leave town, **you can take your device with you**! Once you get to your new location, just call Customer Care to update your address and phone number.
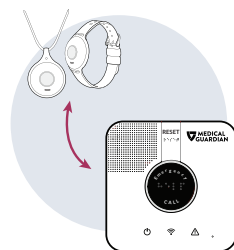
The range from your pendants to the base station is up to **1,300 feet.**
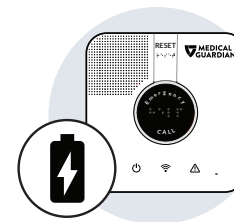
The base station has a **32-hour, rechargeable battery** in the event of a power outage.

Notes about Fall Detection*
For optimal protection and to lower the risk of false alarms, adjust the lanyard so that the neck pendant rests on your breastbone.

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

*These notes only apply if the fall detection add-on has been added to your account.

QUESTIONS? Call our Customer Care Specialists at **1-800-313-1191** **MONDAY-FRIDAY:** 9AM–8PM EST, **SATURDAY:** 9AM–5PM EST, **SUNDAY:** 10AM–4PM EST.

Item	Data
Part Number	ES7502HC
Weight	1.23 lb. (0.56 kg), including adapter and battery
Dimensions (H x W x D)	152 x 152 x 71 mm - 6 x 6 x 2.8 in.
Main Power	100-240 VAC, 50/60 Hz, 500 mA
Backup Battery	One Li-Po, 3.7 V, 1400 mAh (North America) or one 2800 mAh (Europe) Rechargeable with three-year battery life Provides up to 24 hours of continuous operation
Reporting Modes	Cellular model: • SIA IP • DC – 09 • SCAIP • Voice Signaling • Debug Printing Ethernet model: • SIA IP • DC – 09 • SCAIP • Voice Signaling • Debug Printing PSTN model: • SIA • Contact ID • CPC • Voice Signaling • Debug Printing • 4x2 • BS 8521:2009

Item	Data
Frequency	FSK modulation: • 869.225 MHz (Europe) • 868.3 MHz (China) • 916.5 MHz (North America and Australia) • 916.3 MHz (Israel)
Communication Channels	PSTN, cellular or Ethernet, dependent on model and software
Color	White and gray
Peripheral Devices	Up to 64 peripheral devices
Operating temperature	0°C - 49°C (32°F - 120°F)
Compliance	CE, FCC, IC, UL, cUL EN 60950-1 EN 301 489-1 & EN 301 489-3 EN 300 220-1 & EN 300 220-2; Receiver sensitivity: -108 dBm EN 50130-4 EN 50130-5 Environmental Class I EN 50134-2, EN 50134-3, and 50134-5 EN 50136-2:2013 Category C (D3,M3,T1,A1,S0,I0) Operation Mode-Pass-Through PSTN model: ANSI/TIA-968-B - Terminal equipment standard Cellular model: AT&T and PTCRB compliance EN910-EUR – Compliant with Global Connection (GCF) requirements, as well as the Global System for mobile communications standard EN 301 511.

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.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Security International Ltd.) could void the user's authority to operate the equipment.

WARNING! To comply with FCC RF exposure compliance requirements, the device should be located at a distance of at least 20 cm from all persons during normal operation. The antennas used for this product must not be colocated or operated in conjunction with any other antenna or transmitter.

NOTE: This device complies with FCC Rules Part 15. Operation is subject to the following 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.

USER MANUAL

In-Home Cellular Medical Alert System

MGDOC-10380

MEDICAL GUARDIAN

A Reset Button
The Reset Button is used to complete a soft reset of the base station.

B 2-Way Speaker
You can clearly hear and speak with an emergency operator using this speaker system.

C Emergency Call Button
Press this button in an emergency to contact our monitoring center.

D Power Indicator
This indicator confirms that the base station is powered on.

E Communication Indicator
This indicator confirms that the base station is connected and shows communicaiton status.

F Malfunction Indicator
This indicator lights up red if there is an issue with your system.

G Neck Pendant or Wristband
These waterproof, wearable buttons can trigger an emergency call up to 1,300 feet away from the base station.

In-Home Cellular Medical Alert System Base Station Indicators

Feature	Symbol	Color	Display	What It Means
Power Indicator		Green	On Blinking Off	The base station is connected to a power supply. The base station is operating on its backup battery. The base station has no power.
Communication Indicator		Green	On Blinking	The base station is ready for call. The base station is sending a message.
		Red	On Blinking	The base station has communication failure. There is a blocked transmission to the base station.
		Orange	On	You are connected to our monitoring center.
Malfunction Indicator		Red	On Blinking	Control Panel or peripherals malfunction. Supervisory lost.
Emergency Call Button		Red	On Blinking Off	Our monitoring center has received your emergency call. There's an emergency call in progress. No emergency call has been placed.
Reset Button		Orange	On	The Emergency Call button or the wearable button has been pressed.

FAQs

How do I call for help? There are two ways you can call for help: you can either press the Emergency Call button on the base station or press your wearable button. A confirmation siren will sound, and the Emergency Call button will light up red. Once you're connected to our monitoring center, one of our emergency operators will ask if you need help. You can then request emergency services or a member of your Care Circle to come and help you.

Can I speak to an emergency operator through my wearable button? No. You can only speak to an operator through the base station. If you are unable to speak with our operators, don't worry – they will immediately send local emergency personnel to your home.

How far away from the base station will my wearable button work? Your button will work within 1,300 feet of your base station. You can be sure of the distance that is covered around your home by completing a range test.

Can I cancel an emergency call in progress? No. If you accidentally press the Emergency Call button or your wearable button, simply let the alarm go through to our monitoring center. Once you're connected to an operator, tell them that it was a false alarm, and no dispatch will be made.

How long does the base station's backup battery last? The In-Home Medical Alert System has a 32-hour backup battery so you will always be able to receive help in an emergency, even during a power outage.

Can I wear my button while sleeping? Yes. You can wear your neck pendant or wristband to bed so you can receive help in the middle of the night should you ever need it. Fall detection pendants should not be worn while sleeping and this may increase the likelihood of false alarms.
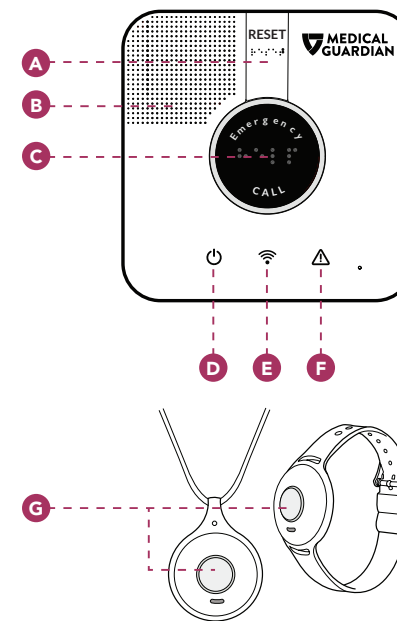
Can I wear my button in the shower? Yes. The wearable buttons are highly water-resistant so you can wear your neck pendant or wristband in the shower, but it should not be submerged in more than 3 feet of water for more than 30 minutes and should not be used in salt or chlorine water.