



# Mobile 2.0

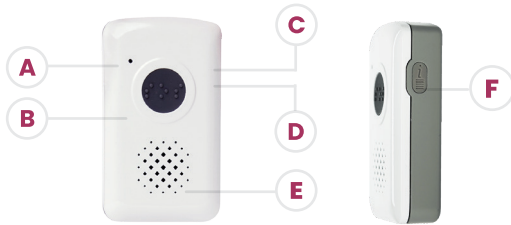


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**Powerful. Sleek. Fastest  
Connection Speed Ever.**

*Powered by* **AT&T 4G LTE**

## What's in the **Box**



**Charging Brick**



**Charging Wall Plug**



**Belt Clip**



**Charging Cradle**



**Lanyard**



## Product **Details**

### **A Microphone**

The microphone picks up your voice to communicate with the emergency operator.

### **B Help Button**

This button is used in the case of an emergency or cancelling a false alarm.

### **C Top LED**

The top LED light shows the cellular connectivity status for your device.

### **D Bottom LED**

The bottom LED light shows the battery status of your device.

### **E Speaker**

The speaker is how you hear inbound audio from our emergency operators.

### **F Smarti Voice Assist**

**Smarti** Voice Assist can tell you your device's battery level and cellular network strength, as well as assist with accessory pairing. You can also do your device testing through our interactive voice response system. (You can test your device totally on your own!)



**NOTE:** Avoid leaving on cradle for extended periods of time. It could damage your battery.

## Installation

### 1 Find the USB and Plug It In

Upon receiving your device, insert the large end of the *Charging Wall Plug* into the *Charging Brick*. Then, plug the *Charging Brick* into an electrical socket. Finally, insert the small end of the *Charging Wall Plug* into the *Charging Cradle*. Be certain not to plug this into a socket controlled by a light switch.

### 2 Assemble the Cradle

Plug the small end of the USB into the *Charging Cradle*. A small green light will appear on the *Charging Cradle* once it is plugged into a power source. This light will stay on until the cradle is unplugged. The device will verbally state that it is “**charging**” after being placed in the cradle.

### 3 Charge Device to Full Power

Leave the device in the charger for 4 hours to receive a full charge. When the device is removed from the cradle, the cradle’s top LED light will blink green if the device is charged to capacity. If the light is blinking red, return the device to its charger until it is 100% charged. This device gets 3 to 5 days of battery life.

# Know Your **Lights**

**Smarti** Voice Assist has 4 important LED Lights:

Light Indicator	What it Means
<b>Green</b>	<b>Solid</b> Your device is charging <b>Blinking</b> Your device has sufficient power
<b>Amber</b>	<b>Blinking</b> Your device is working to find cellular connectivity (upon turning off/on, give it a couple of seconds to activate)  If blinking persists, call <b>1.800.313.1191</b>
<b>Red</b>	<b>Blinking</b> If you see a blinking red light, the battery is under 20% charged
<b>All Colors</b>	<b>Solid</b> A brief software update is in progress

# Use in an **Emergency**

Here is what to expect when using your device in an emergency situation:

- 1** Press the device's **Help Button** or your paired button for 3 seconds for alarm.
- 2** After pressing the **Help Button** or paired button, the device will verbalize either "**Initiating Help**" or "**Fall Detected.**" A 1 second pause and beep will follow.
- 3** A series of 10 beeps will occur before the device connects to our *Monitoring Center*. During this time, false alarms may be cancelled by pressing the **Help Button** or paired button for 5 seconds. Hold until the device says "**Call Cancelled.**" The device will continue to beep if not properly cancelled.
- 4** While reaching our *Monitoring Center*, the device will state, "**Call in Progress**" every 10 seconds. It will then say, "**Call connected. Please stand by for an operator**" every 10 seconds until the call is fully connected.
- 5** You will talk in real-time with a US-based operator who will care for you until help arrives.
- 6** After the operator ends the emergency call, the unit will say "**Call completed.**"

**NOTE:** There is a call cancellation feature for false alarms.

# Info and Testing

## Pressing Your Info Button

- 1 Press **Smart*i*** Voice Assist for 1 second to initiate reporting. After 1 beep, the device will say “**Release for device information or continue to hold for the next option.**” If you release the button, the device will provide updates, such as strength of cellular signal and battery level (if the battery level is low.)

## Testing Your Device

- 1 If you continue to hold **Smart*i*** Voice Assist, testing will be triggered. The device will beep and say “**Release for device testing or continue to hold for the next option.**”
- 2 Press the **Help Button** for 3 seconds to test. You will be prompted to state your name to test the two-way microphone.
- 3 When the test call has been completed, the device will say “**Call Completed.**”

If there is an issue with the device, **Smart*i*** will announce a code that will help our *Customer Care* team identify the issue. Please call **1.800.313.1191** to troubleshoot device.

\* If device says “Connectivity bad,” re-test it or give us a call.

## Additional Functionality

Best Practice	What to Do	What You'll Hear
<b>Get Device Information Update</b>	Press and hold the <b>Smart<i>i</i></b> Voice Assist button until you hear “ <b>Release for device information.</b> ” Release button.	“Cellular signal good” / “Battery level poor” / “Please charge your device.”
<b>Test Mode Announcement</b>	Hold the <b>Smart<i>i</i></b> Voice Assist button until you hear “ <b>Release for testing device.</b> ” Release button.	“Entering test mode. Press the help button to connect to the test center.”
<b>Pairing Mode Announcement</b>	Hold the <b>Smart<i>i</i></b> Voice Assist button until you hear “ <b>Release for device pairing.</b> ” Release button.	“Entering pairing mode, press the button on the peripheral to connect to the device.”
<b>Power Off Device</b>	Hold the <b>Smart<i>i</i></b> Voice Assist button until you hear “ <b>Release to Power Off Device.</b> ” Release button.	“Powering Off.”
<b>Power On Device (2 Methods)</b>	Place the unit in the charger or press the info button for 5 seconds.	“Device Ready.”

## Pairing Your Device with Accessories

- 1 Press and hold **Smarti** Voice Assist. When you hear the menu prompt for pendant pairing, release the info button. You will hear a series of prompts. The device will say, **“Pairing completed.”** Add-ons also have the ability to pair to your device.

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### WARNING

There is a mild strangulation and choking hazard, due to the very nature of wearing a neck pendant. Injury is unlikely, and the Neck Pendant has been designed to break away when tugged.

### Wearing the Belt Clip

Hook the belt clip into the back of the device. Press the button on the clip to remove.

### Wearing the Lanyard

Hook the attachment of the lanyard into the back of the device. The lanyard comes in standard black and is not adjustable.

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## Available Add-Ons for Your Device

Some optional add-ons for your device are a *Fall Detection Pendant*, a *Wireless Wall Button*, and a *Voice Activated Wall Button*. These are available for lease and should be returned upon cancellation or swap. Available service add-ons include *OnGuard Alerts* (notifications that supply texts and emails to your emergency contacts,) and a *Protection Plan*.

## FAQS

### Does the *Mobile 2.0* have location tracking?

Yes, the *Mobile 2.0* device has both GPS and WiFi location tracking.

### How far can I be away from the *Mobile 2.0* for the device to work?

The device has a range of up to 500 ft from the *Mobile 2.0* device.

### How do I know when the battery is running low on my *Mobile 2.0*?

You can press **Smarti** Voice Assist to hear your battery level. If your device is running very low, the light on the device will blink red every 3 seconds.

### Can I wear the *Mobile 2.0* in the shower?

Yes, the *Mobile 2.0* can be worn in the shower.

### If I initiate an emergency call does that mean that an EMT will show up at my door?

No, don't worry! You will be connected to our *24/7 Monitoring Center* operators who will ask if everything is okay. Once he or she understands the situation, you will be connected with an ambulance, police, or *Care Circle* member.

### Do I need the *Mobile 2.0* with me when I leave the house if I'm wearing my neck or wrist pendant?

Yes. Although the pendant will activate a signal, you'll need the *Mobile 2.0* device in order to connect with the monitoring center and speak with the operator.

### What is the network information for the *Mobile 2.0*?

The network information for your device is AT&T 4G LTE.

# Customer Service

Our team is standing by to provide you with the help and support you need.

**1.800.313.1191**

**Monday - Friday**

9:00am - 8:00pm (Eastern Standard)

**Saturday**

9:00am - 5:00pm (Eastern Standard)

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Support is also available online:

**[medicalguardian.com/support](https://medicalguardian.com/support)  
[customercare@medicalguardian.com](mailto:customercare@medicalguardian.com)**

If you are happy with your *Mobile 2.0*, please tell us about your story and share your experiences on:



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Legal documentation can be found at:

**[medicalguardian.com/legal](https://medicalguardian.com/legal)**