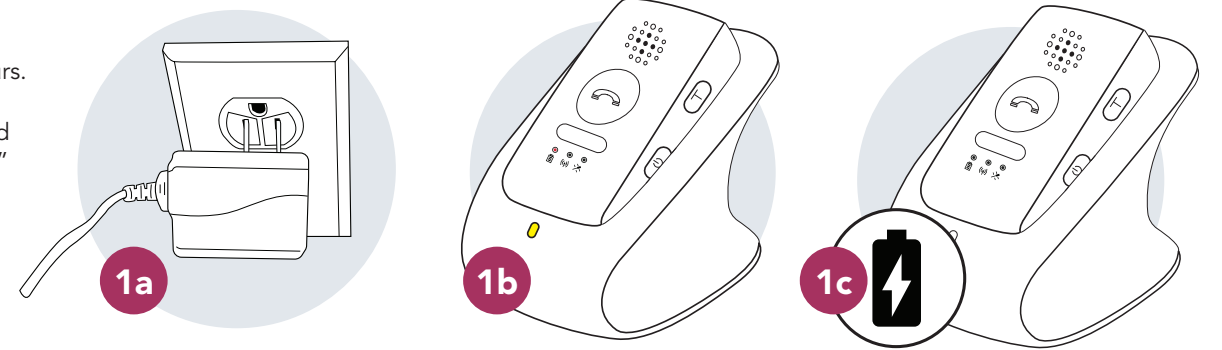


# START HERE

## 1 Setting up and Charging your Mobile Guardian

- Choose a location for the charging cradle. Plug in and charge the portable device for at least 3 hours.
- When placed correctly into the charging cradle, all the lights on the portable device will turn on and the green light will start blinking. The portable device is now turned on and will say "system ready."
- The battery indicator on the device will illuminate red, and the light on the charging cradle will illuminate yellow. The red battery light will turn off when the device is fully charged.

**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.

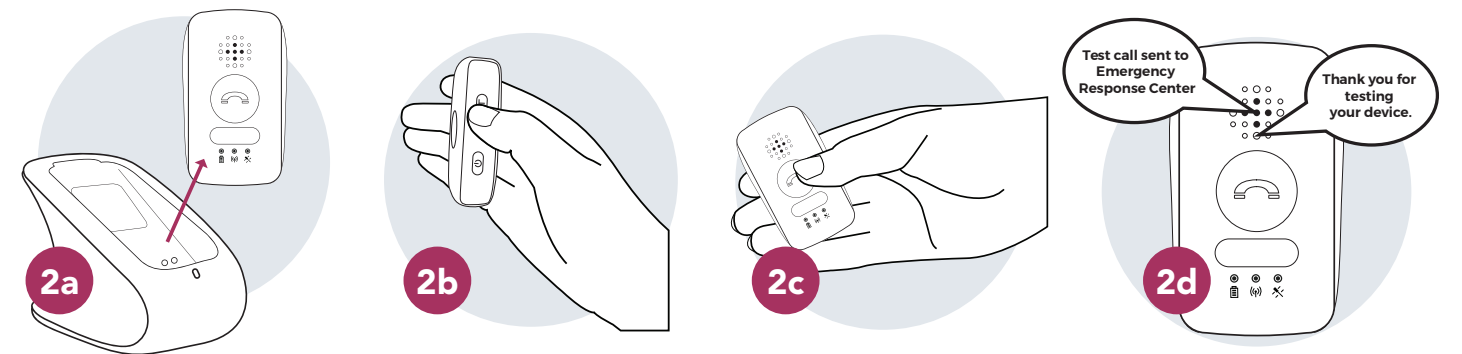


## 2 Testing your Mobile Guardian Portable Device

- Remove the portable device from its cradle.
- Press and hold the TEST button on the portable device (it is the button on the right hand side with the letter T.)
  - Your portable device will ask you to press the emergency button or pendant.
- Press the emergency button firmly and hold for two seconds.

- Your portable device will announce that a test call was sent to the Emergency Response Center. After a successful test, it will thank you for testing your device.

**PLEASE NOTE:** Test your portable device monthly to ensure it is working properly.

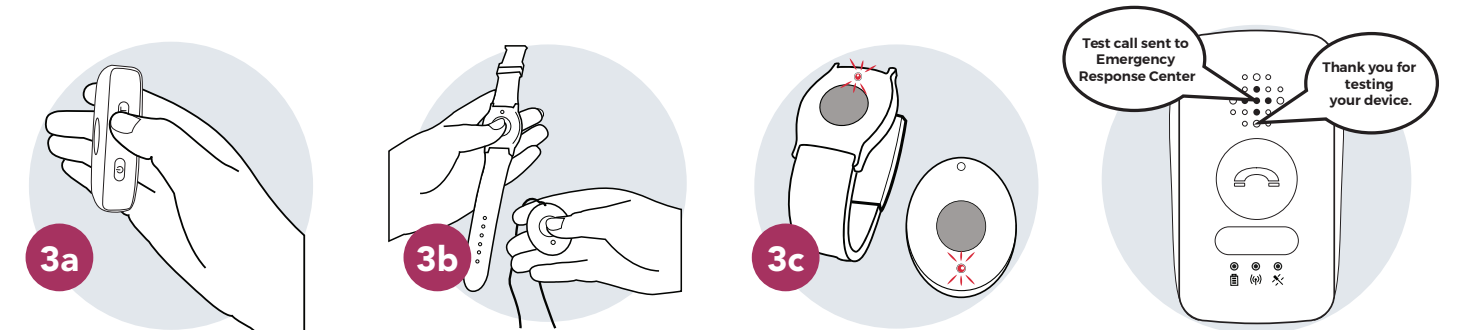


## 3 Testing your Mobile Guardian Emergency Buttons

- Press and hold the TEST button on the portable device (it is the button on the right hand side with the letter T.)
  - Your portable device will ask you to press the emergency button or pendant.
- Firmly press your wrist or neck pendant once while standing close to your portable device.
- The button's red light will flash once indicating signal was sent.
  - Your portable device will announce that a test call was sent to the Emergency Response Center. After a successful test, it will thank you for testing your device.

**PLEASE NOTE:** Test all of your emergency buttons monthly to ensure they are working properly.

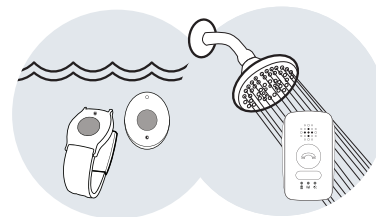
- Please be sure to test all buttons even if you only plan to wear one of them.
- Wait at least 60 seconds between testing each button.



## Mobile Guardian Features

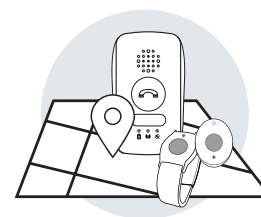


For **optimal protection** and to lower the risk of false alarms, adjust the lanyard so that the neck pendant or portable device rests on your breastbone.



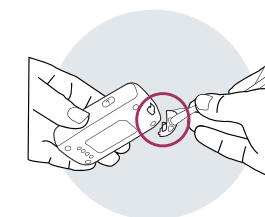
Your primary, portable device is **water resistant** and can be taken in the shower with you. It **should not be submerged under water.**

Your additional, 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.**



There is a **300 ft.** radius between the portable device and wearable button(s).

**\*IMPORTANT\*** You must always carry the portable device when leaving the home or if you are planning on traveling outside of the 300-ft. radius of your portable device.



Use the optional Snap-on Lanyard to wear your portable device around your neck.

FCC Statement

| Product | Mobile    | Pendant   | Watch     |
|---------|-----------|-----------|-----------|
| FCC ID  | PXTMD3-01 | VDQIGP-01 | VDQIGP-02 |

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.

15.105(b)

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.

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

RF Exposure Information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

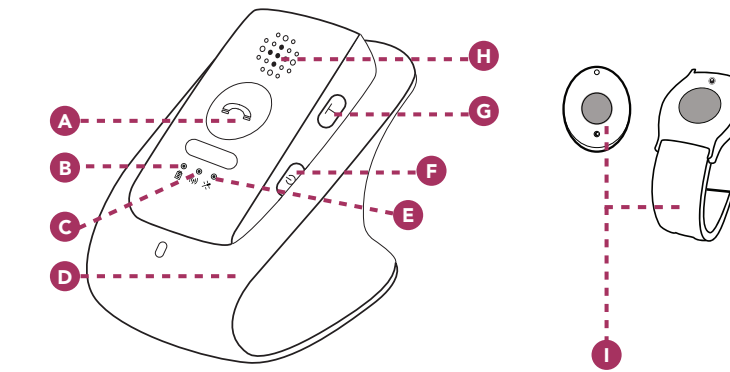
| Models    | Input          | Output  | Current Rating |
|-----------|----------------|---------|----------------|
| IGM-02    | Internal       | 3.7 VDC | 930 mAh        |
| IGBW-01   | 115 V          | 5 VDC   | 3000 mA        |
| IGBW-01   | Battery Backup | 4.2 VDC | 3000 mAh       |
| IGPFD-01  | Internal       | 3.6 VDC | 1200 mAh       |
| IGPWC-01  | 115 V          | 5 VDC   | 1000 mA        |
| IGMCA-01  | 12 V           | 5 VDC   | 1000 mA        |
| MCC-02    | 115 VAC        | 5 VDC   | 1000 mA        |
| IGP-02    | Internal       | 3 VDC   | 230 mAh        |
| IGPWS-02B | Internal       | 3 VDC   | 230 mAh        |
| IGPWS-02W | Internal       | 3 VDC   | 230 mAh        |
| WMP-01    | Internal       | 3 VDC   | 230 mAh        |
| CBS2-01   | 115 V          | 5 VDC   | 3000 mA        |
| CBS2-01   | Battery Backup | 4.2 VDC | 3000 mAh       |
| CBS4-01   | 115 V          | 5 VDC   | 3000 mA        |
| CBS4-01   | Battery Backup | 4.2 VDC | 3000 mAh       |
| MD3-01    | Internal       | 3.7 VDC | 930 mAh        |
| MD4-01    | Internal       | 3.7 VDC | 1000 mAh       |
| CBS4-02   | 115 V          | 5 VDC   | 3000 mA        |
| CBS4-02   | Battery Backup | 4.2 VDC | 3000 mAh       |

Radio Frequency (RF)

All devices frequency transmission = 433MHZ

FDA

MobileHelp is a FDA registered medical device manufacturer. Medical Guardian quality system complies with regulation 21CFR 820 of the FDA Current Good Manufacturing Practice. The FDA is the official regulatory agency of all food, dietary supplements, medical devices, cosmetics and veterinary products in the United States.



- A Emergency Button**  
Press this button in an emergency to contact our monitoring center.
- B Battery Indicator**  
This indicator notifies you when the portable device needs to be charged.
- C Cellular Indicator**  
A green light signifies that you are connected to the cellular network.
- D Charging Cradle**  
This charges the device in just 3 hours.
- E GPS Indicator**  
A yellow light signifies that the GPS satellites have identified your current location.
- F On/Off Button**  
Press and hold the ON/OFF button to manually turn your device on or off.
- G TEST Button**  
This button is used to test your device.
- H 2-Way Speaker**  
You can clearly hear and speak with an emergency operator using this speaker system.
- I Neck Pendant or Wristband**  
These waterproof, wearable buttons can trigger an emergency call up to 300 feet away from the portable device.

FAQs

How do I call for help?

There are two ways you can call for help: you can either press the Emergency button on the device or press your wearable button. After 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.

How long will the Mobile Guardian's battery last?

The portable device has a 24-hour battery life, and you will be notified by a flashing red light when it needs to be charged. The Battery Indicator will illuminate red when the device is charging, and after about 3 hours, that indicator will turn off to show that the device is fully charged. When the light starts flashing, you have approximately one hour of power remaining. A voice prompt will also tell you that your battery is low.

Do I need to bring my Mobile Guardian with me when I leave my home?

Yes. Always take your Mobile Guardian with you when leaving your home, and wear your neck pendant or wristband at all times so help is never out of reach.

Can I speak to an emergency operator through my wearable button?

No. You can only speak to an operator through the portable device. If you are unable to speak with our operators, don't worry – they will immediately send local emergency personnel to your location.

How far away from the portable device will my wearable button work?

Your button will work within 300 feet of your device. You can be sure of the distance that is covered by completing a range test.

Can I cancel an emergency call in progress?

No. You cannot cancel an emergency call in progress. If you accidentally press the Emergency button or your wearable button, simply tell our emergency operators that it is a false alarm, and no dispatch will be made.

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. While your portable device can be worn while sleeping, we recommend that it is charged nightly and one of the wearable buttons used overnight to ensure your portable device always has sufficient charge.

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. The portable device is water resistant and can be taken in the shower with you. It should not be submerged under water.

Can I replace the neck pendant cord?

Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces.

Can I replace the wrist button band?

Yes, you can replace the wrist button band with a standard watch band of your choice.

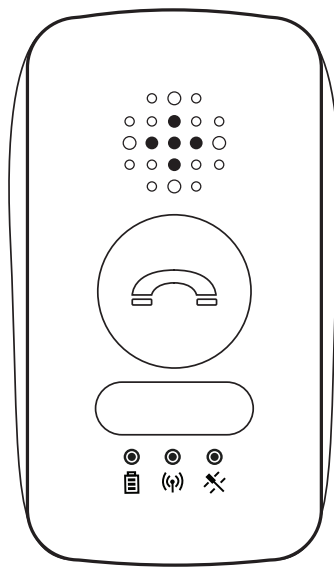
Are the button wristbands made of latex?

No. The wristbands are made with silicon and do not contain latex.

USER MANUAL

# Mobile Guardian

A small, lightweight and standalone device that can be worn at home or on-the-go.



MGDOC-10359

## Mobile Guardian Light Indicators

| Light Indicator            | Symbol | Display  | What It Means  |
|----------------------------|--------|--|--|
| Cellular Indicator (green) |        | Blinking slowly (every 3 seconds)                | The portable device is connected to a wireless network.  |
|                            |        | Blinking quickly                                 | The portable device is NOT connected to a wireless network.  |
| GPS Indicator (yellow)     |        | Blinking   | The portable device is communicating to the GPS satellite.   |
| Battery Indicator (red)    |        | Blinking slowly (outside of the charging cradle) | The portable device's battery is low. Place the device into the charging cradle as soon as possible—you have about one hour of battery left. |
|                            |        | On (while in the charging cradle)                | The portable device is charging.   |
|                            |        | Off (while in the charging cradle)               | The portable device is fully charged.  |
| All lights off             |        |  | Device is turned off   |

