

Medical **Alert**

**ON THE GO MINI**

USER GUIDE





## **WELCOME!**

Enclosed you will find your Monitoring Service Agreement filled out with the information provided at the time of your order.

Please review the agreement carefully to ensure its accuracy and note any updates if necessary.

Sign and date the Monitoring Service Agreement where indicated and return it in the postage paid envelope. Keep the second copy for your records.

Please fill out the enclosed EMT Information Card and place it on your refrigerator for a quick reference in case of an emergency.

Thank you!

**Medical Alert**

# ABOUT YOUR DEVICE



# SETTING UP YOUR DEVICE

- 1 Attach the charging cable and Insert into an electrical outlet that is not controlled by a light switch.
- 2 Place your On the Go Mini device in the charging cradle. If the battery is out of charge, it may take a few minutes for the device to announce, *"Your device is now charging,"* and the green flashing LED will appear. The red LED light will illuminate. When the red LED light goes out, your device is fully charged.
- 3 Your device is now ON and you will be ready to make a test call when there is adequate battery charge, and the device is connected to the cellular network. You will hear an announcement and the device will prompt you through the setup. The setup message will repeat until the button is pressed and setup is complete.



# USING YOUR DEVICE

## PLACING AN EMERGENCY CALL

- 1 Firmly press and hold the HELP button until the device beeps and announces, *“Placing an emergency call now. To cancel the call please press and hold the HELP button for two seconds now.”*
- 2 Allow the call to go through and speak to the response center.

**FOR HELP**  
PRESS AND  
HOLD BUTTON  
UNTIL BEEP



## CANCELING AN EMERGENCY CALL

- 1 During the *“Placing an emergency call now...”* announcement, press and hold the HELP button for **two seconds** when prompted.
- 2 The device will announce, *“Your call has been canceled.”*

**TO CANCEL**  
PRESS AND  
HOLD BUTTON  
**2**  
SECONDS

### THE DEVICE REQUIRES AN ADEQUATE BATTERY CHARGE AND A CELLULAR SIGNAL TO MAKE AN EMERGENCY CALL.

In the unlikely event the device announces *“Call failed”*, attempt to place the call again and/or move to an area with better cellular service.



# USING YOUR DEVICE

## TURNING OFF YOUR DEVICE

Quickly press and release the Help button **three times**. Your device will announce, *“Device is powering off. Please confirm by pressing and holding the HELP button now.”*

Confirm by pressing and holding the Help button and the device will announce, *“Powering off now, goodbye.”*

**TURN OFF**  
TAP-TAP-TAP  
**3x**

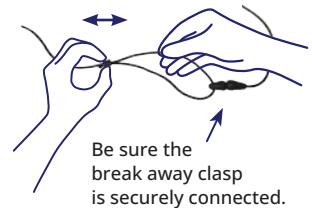
## TURNING ON YOUR DEVICE

Firmly press and hold the HELP button for **one second or place it on the charging cradle**.

**TURN ON**  
PRESS  
BUTTON FOR  
**1**  
SECOND

## ADJUSTING THE LANYARD

To adjust the lanyard, hold one side of the loop and slide the barrel until the lanyard is at the proper length.



# LED OVERVIEW



| LED                                | Announcement   | What this means   | What you should do   |
|------------------------------------|--|---|--|
| <b>Solid Red Power Light</b>       | <i>"Your device is now charging."</i>  | Device is connected to the charger.                                     | Leave on charger until battery is charged and the red light goes out.            |
| <b>Blinking Red Power Light</b>    | <i>"Your device battery is low. For your protection, please place your device on the charger now."</i> | Your battery is critically low.   | Place device on charger as soon as possible.                                     |
| <b>Solid Green Signal Light</b>    | <i>"Your device is now ready."</i>   | Your device has cellular connection.                                    | Press the HELP button if you need assistance.                                    |
| <b>Blinking Green Signal Light</b> |  | Your device has adequate charge and is looking for cellular connection. | Wait. If this continues, move to another location with better cellular coverage. |

# FALL DETECTION

## IF ENABLED

### FALL DETECTION – HOW IT WORKS

Fall detection technology only takes a few seconds to interpret the movement and determine if an actual fall has occurred. **If a fall is determined, the device will send a signal which will initiate a call to the emergency response center.**



In certain situations, some movements may not register as a fall and not be detected. **Always press your HELP button when able.**

- **We recommend that you wear your device around your neck** so that it rests at chest level to avoid unnecessary swinging.
- **Make sure the HELP button is facing forward**, making it easier for you to press in the event of an emergency.
- **Wear outside your clothing** as wearing it inside can reduce the percentage of falls being detected.
- **To cancel a call** made due to a fall detection event, after you hear the announcement, press the HELP button for two seconds when prompted. The device will announce, *"Your call has been canceled."*



**CORRECT**

High on the chest on top of the sternum.



**INCORRECT**

Below the mid-section or over the stomach.

**FALL DETECTION TECHNOLOGY DOES NOT DETECT 100% OF FALLS.**

ALWAYS press your HELP button if you are able, as some falls may not be detectable.





## TIPS AND REMINDERS

- In certain situations, the fall detection feature may not detect a fall. Some movements including, but not limited to:
  - A gradual slide from a seated position
  - Lowering oneself slowly to the ground (to brace the impact of a fall)
  - A fall from a height of less than 20 inches
- Certain conditions may affect the ability of the fall detection feature to detect a fall, including, but not limited to:
  - Use of the System at an altitude above 6600 feet
  - Use of the System by a subscriber less than 4 feet 6 inches tall
  - Use of the System by a subscriber weighing less than 88 pounds
  - However, the ability to send a help call by pressing the help button is not affected by such conditions.
- Your device is waterproof and can be worn in the shower, it should not be submerged in water for extended periods.
- Lanyards are designed to breakaway under certain conditions. However, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.
- To conserve the battery, when wearing your device, the LED will remain OFF as long as there is adequate charge.
- Always turn your device off when traveling on a plane.
- Save your shipping box for future use.
- To clean the device, wipe with a damp cloth. Never insert sharp objects into any cavity. It will damage the device and could void the warranty.

# TIPS AND REMINDERS

- Your device uses the cellular network to communicate. The device's location, network provider service availability, and other issues may disrupt communications.
- Your device uses GPS technology to identify your location. In good conditions, the product should provide a location that is accurate within 30 feet or less. However, the performance of GPS can be affected by a wide range of factors, including obstructions, metal objects in the vicinity, structures that block the signal from satellites, weather, and other factors.
- Our products are tested, as are other cellular and wireless communications products licensed in the United States. Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this device.

**CHARGE YOUR DEVICE DAILY!  
TEST MONTHLY!**



**PLEASE NOTIFY US**

if there are any changes to your address,  
phone number or emergency contacts.





## **QUESTIONS?**

Call us toll free

**1-800-906-0872**