You’ve made a great decision to protect yourself with Medical Alert! Be sure to wear your button every day to stay protected all the time!

Enclosed please find your Medical Alert Monitoring Service Agreement filled out with the information provided to us at the time of your order. Please review all the information carefully to ensure its accuracy. If updates are needed, please call us at 1-800-906-0872.

Sign and date the bottom of the Monitoring Service Agreement where indicated and return it to us in the postage paid envelope provided for you. Keep the second copy for your records.

Fill out the enclosed Medical Information Card and place it on your refrigerator for quick reference in case of an emergency.
Introducing Your New MobileElite System

1. **Power Button** - Turns the MobileElite on or off
2. **Power Light** - Indicates the battery strength of the device
3. **Signal Indicator** - Light shows cellular signal strength
4. **Speaker/Microphone** - Allows you to communicate with the Response Team
5. **Emergency Call Button** - Initiates a call to your Response Team
6. **Message Button** - Allows you to receive and play voice messages
7. **USB Port** - To be used with an optional travel charger
8. **Cradle Power Light** - Illuminated green when plugged into an outlet not controlled by a light switch
PLUG IN YOUR MOBILEELITE

1) Insert the small end of the Power Cord into the back of the Charger Cradle. Plug the large end into a wall outlet not controlled by a switch. The Cradle Power Light will illuminate **GREEN**.

2) Place your MobileElite in the Charger Cradle. The Power Light and Signal Indicator Light will flash and your device will announce, “Your device is now charging.”

3) WAIT! Your device will now announce, “Welcome to Medical Alert. It’s time to test your system. Please ask the operator to confirm your home address and that your system is working properly. Please press and hold your emergency button for 3 seconds now.”

4) When the Signal Indicator Light illuminates steady **GREEN**, your device is registered on the cellular network.

**Inserting button into necklace or wristband:**
Place the wristband or necklace face down on a solid surface so that you are looking at the back. With the grey side facing down, insert the button into the holder from the back. Use sufficient force to push and lock your button into the accessory. To remove, press on front edge.
1) Press and Hold Emergency Call Button

2) Wait and listen for the beep before releasing the button.

3) Your handheld unit will speak to you and say, “Dialing the emergency response center now. To cancel this call, press and hold the Emergency Call Button for three seconds now.”

DO NOT CANCEL THE CALL, LET YOUR TEST CALL PROCEED TO THE RESPONSE TEAM.

4) Your handheld unit will ring and announce, “One moment while we determine your location. An operator will be with you shortly.”

5) When the operator answers, let them know you are testing your device. The operator will verify your system is working properly.

6) Your handheld unit will announce, “Your call has ended. Thank you.”

7) Leave your handheld device in the charger until fully charged. This may take up to an hour. When the Red Power Light turns off, your device is fully charged.

Testing and Service numbers for your device are located on your charging cradle. Please test your device at least once a month. Automated Test Line: 1-800-332-8570
Enclosed is your Medical Alert Monitoring Agreement. Please look over this information carefully to ensure its accuracy. We use your agreement to confirm the Emergency Response Plan established just for you. To help us provide the most timely and accurate emergency response plan, we need to have your signed agreement back.

Please use the postage-paid envelope provided to return your signed Monitoring Agreement.

Please notify customercare@medicalalert.com or call 1-800-906-0872 between 8am and 8pm EST if there are changes to your address or phone number.
USING YOUR UNIT

PLACING AN EMERGENCY CALL

1) Press and hold Emergency Call Button.
2) Listen for the beep, letting you know to release the button.
3) Once connected to the Response Team, speak into the handset and make them aware of your emergency situation.

CANCELING AN EMERGENCY CALL

1) If the red light on your button is blinking, press and hold the center of your button for three seconds and the call will be cancelled.
2) If the light is a solid red, it has already connected to the emergency response center and the call cannot be cancelled. Standby, and tell the operator that you are okay.

RANGE TEST

It is recommended that you have someone assist you with this test to avoid a false dispatch of emergency assistance. Ask your assistant to stay near the MobileElite device so they can speak with the operator when your system calls the emergency response center.

1) Wear your MobileElite neck pendant or wrist button and walk to the furthest area of your home.
2) Press and hold the center of your button for two seconds to call the emergency response center. If you are within range, you should see the green light on your button blinking. It will turn solid green when your call is connected. If the light blinks red, you are too far from your MobileElite device. Please move closer, and try again.

You must have your handheld MobileElite device with you when using the service outside the home.
## STATUS LIGHT SIGNALS

<table>
<thead>
<tr>
<th>Power Light</th>
<th>What it Means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid <strong>Red</strong></td>
<td>Please Charge Immediately</td>
</tr>
<tr>
<td>Blinking <strong>Red</strong></td>
<td>Charging Correctly</td>
</tr>
<tr>
<td>Off</td>
<td>Charged</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Network Light</th>
<th>What it Means</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Green</strong></td>
<td>Network Available</td>
</tr>
<tr>
<td>Blinking <strong>Green</strong></td>
<td>Searching for Network</td>
</tr>
<tr>
<td>Off</td>
<td>Unit is off</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Call Button Light</th>
<th>What it Means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid <strong>Red</strong></td>
<td>Call Connected</td>
</tr>
<tr>
<td>Blinking <strong>Red</strong></td>
<td>Placing call</td>
</tr>
<tr>
<td>Off</td>
<td>No Call in Progress</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message Button Light</th>
<th>What it Means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid <strong>Blue</strong></td>
<td>“Low Battery” Message</td>
</tr>
<tr>
<td>Blinking <strong>Blue</strong></td>
<td>Message Available to Play</td>
</tr>
<tr>
<td>Off</td>
<td>No Messages</td>
</tr>
</tbody>
</table>
Your device has a unique Voice Message system. When you have a new message, the **BLUE** Message Light will illuminate. You will also hear a sequence of tones.

Anytime you see the **BLUE** message light illuminated, you have an important message. To listen to your message, press the message button. The voice message will play one time and then be discarded.

If you have any questions, please contact us:

*customercare@medicalalert.com*

*1-800-906-0872*
IMPORTANT INFORMATION

1. For proper operation, MobileElite requires adequate cellular coverage. Poor cellular coverage may result in the inability to place a call and automatically detect a fall.

2. In an emergency, User should provide the response team with as much information as possible about his or her location.

3. MobileElite is not a replacement for the User’s regular contact with caregivers for access to an alternative means of placing an emergency call.

4. While the fall detection system performs well, no such system is 100% reliable. If User experiences a fall that causes actual or potential injury, do not wait for the automatic call. User should always press the Call Button manually if able.

5. MobileElite requires adequate battery charge for proper operation. Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate User automatically during an emergency.

HELPFUL TIPS

• Important: MobileElite requires adequate battery charge and cellular signal to make an emergency call.

• The Blue LED Message system provides you with important information. Please Press the Blue button whenever it is lit to listen to these messages.

• The MobileElite wearable buttons are water resistant and designed to be worn in the shower or bath. You should always wear your button.

• Your MobileElite Handheld Device is not water or splash resistant.

• Your account number is located on the back of your device.

MobileElite uses Assisted Global Positioning System (aGPS) and other technology in order to find user’s current location. By activating the MobileElite product, User agrees to allow Response Team and their affiliates to use this information to provide services to him or her in the case of an emergency response.
6. **MobileElite** utilizes both assisted Global Positioning System (aGPS) and other network Location Based Services (LBS) in order to find User’s current location. By activating the **MobileElite** product, User agrees to allow **MobileElite** and their affiliates to use this information to provide services to him or her in the case of an emergency response.

7. **MobileElite** provides User’s location to a Response center in order to respond to an event requiring assistance. By activating the **MobileElite** product, user agrees to allow **MobileElite** to provide the response center with their location.

8. **MobileElite** lanyards are designed to break apart under certain conditions. However, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.

9. **MobileElite** does not provide medical advice. User should always consult his or her physician or other healthcare professionals with questions regarding any medical or mental health condition or for specific guidance regarding nutrition or physical activity.

10. As with all location based services, it may not always be possible to determine your location. Multi-level buildings, obstructions, dense urban areas, weather and other conditions can make it difficult for GPS satellites and cellular services to locate your exact location.

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**Need Help?**

Website: www.MedicalAlertSupport.com  
Toll Free: 1-800-906-0872 Press #3 for Tech Support  
Email Us: customercare@medicalalert.com