

# FastHelp™

One-touch help. Anytime. Anywhere.  
With no monthly bills ever.

**Important Instructions**

**Read Before Using**

## Welcome to FastHelp™

FastHelp™ is the sleek new cellular embedded medical alert device that cuts out the middleman so you never pay any monthly bills. It is not like old style monitored help buttons that only work when you're at home. FastHelp™ works anywhere cellular service is available. That means you are never alone. It works at home or on the go, whether you're out watering your garden, driving in a car, at church or even hundreds of miles away.

FastHelp™ is easy because there's nothing to hook-up or install. You do not need a landline or cellphone. Just push the One-Touch E Button and you're instantly connected to free unlimited help anytime, anywhere, with no contracts, no deposits and no monthly bills ever. Thank you for choosing FastHelp™.

## Customer Service

Website: [www.fasthelpusa.com](http://www.fasthelpusa.com)

Email: [support@fasthelpusa.com](mailto:support@fasthelpusa.com)

Phone: **1-866-213-7710**

## Warranty



FastHelp™ comes with a 30-day money-back guarantee from ship date. That means if for any reason you are not completely satisfied with FastHelp™ you may return it for a full refund of the purchase price less shipping and return postage. This guarantee is only authorized for the original purchaser of FastHelp™ and cannot be transferred.

Universal Physicians warrants your product to be free from defects in material and workmanship for a period of 1 year from the date of your purchase. If you discover a defect covered by this warranty, we will repair or replace FastHelp™ for free.

This warranty is limited to defects in materials and workmanship and does not cover damage caused by abuse, misuse or unauthorized modifications.

## FastHelp™

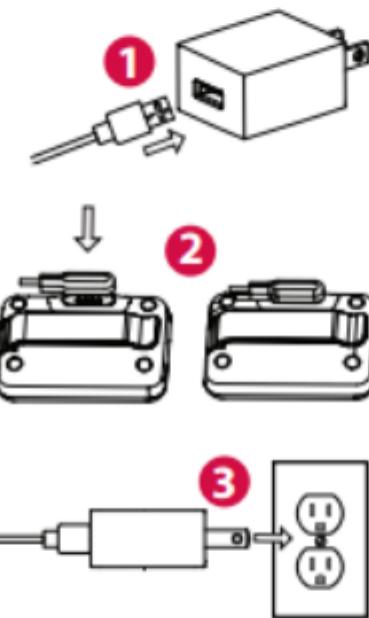


1. Indicator Light	5. Microphone
2. Speaker	6. Charging Port
3. One-Touch E Button	7. Belt Clip
4. Call Cancel, Battery Test and Cellular Network Test Button	8. Lanyard Slot

## Charging the FastHelp™

**WHEN CHARGING YOUR FASTHELP™:  
IT TAKES 10 SECONDS FOR THE "INDICATOR LIGHT" TO ILLUMINATE.**

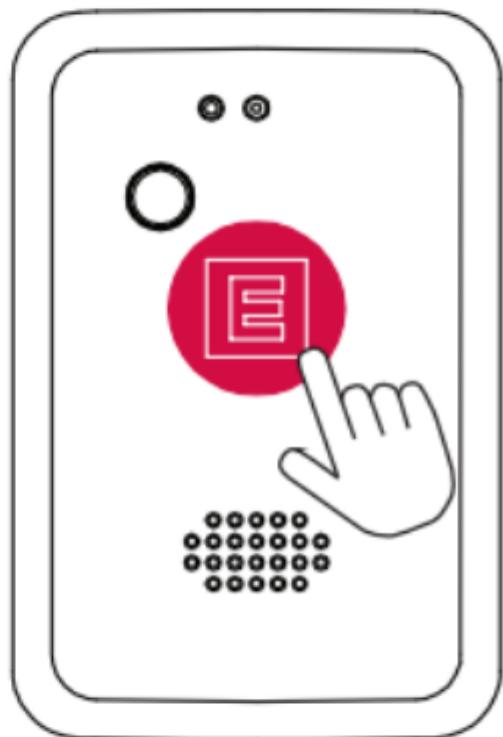
1. Plug the end of the USB Charging Cord into the FastHelp™ Charger that plugs into the wall.
2. Attach the other end of the Cord to the back of your Device as shown. You will feel the magnetic pull as you align the Round Dots of the Cord to the Round Dots on the Device. Make sure the Cord is aligned properly and sits flush to the Device. It will only fit perfectly one way.
3. Plug the Charger into a wall outlet.
4. Make sure the Battery Indicator Light is on when charging. The light will be **Red** when charging and **Blue** when it is fully charged.



### IMPORTANT!

The Battery takes up to 2 hours to fully charge.  
We recommend you perform a Battery test every two weeks.

## Using the FastHelp™ for an Emergency



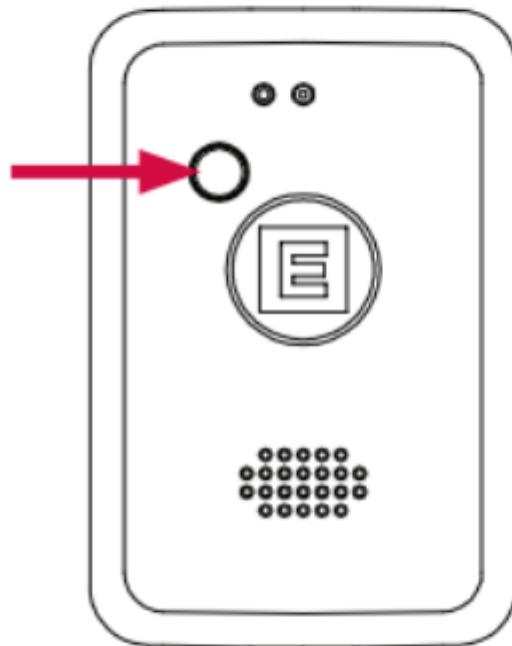
1. Press and hold the **Red One-Touch E Button** until LED lights turn on, about 3 seconds. You will hear "*Calling 911, Calling 911*". FastHelp™ will connect you to a 911 operator everywhere cellular service is available.
2. Provide your location to the operator when they answer the call.
3. Explain your emergency to the operator.

## How to Test Battery and Cellular Network

1. Press and hold **Small Silver Button** for up to 5 seconds to perform tests.
2. Device will provide visual and audible test results. Refer to LED Indicator Light and Audible Messages (chart below) for details.

## How to Cancel Emergency Call

3. Press and hold the **Small Silver Button** for up to 5 seconds.



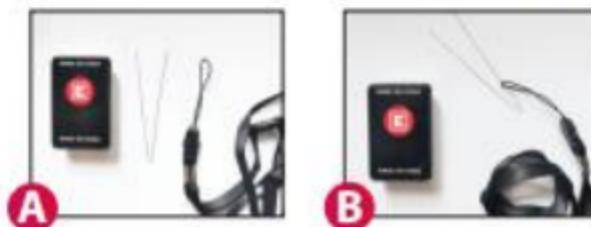
Flip this guide over for additional information

## LED Indicator Light and Audible Messages

Activity	LED Color	Audible Message	Meaning
"E" Button Pressed	Green	"Calling 911, Calling 911"	911 call in Progress
Charger Connected	Blue	-	Device fully charged
	Red	-	Device Charging
Battery Test	Blue	"Battery Good"	30% to 100% battery remaining
	Red	"Charge Device Now"	0% to 29% battery remaining
Cellular Network Test	Green	"Cellular Connection Good"	Device's cellular connection is good
	Red	"No Cellular Connection"	Device has no cellular connection

## Threading the Lanyard on the FastHelp™ Device

While holding the Loop at the top of the Lanyard, thread the provided Wire through the Loop (see A), then pull through (see B).



Turn the FastHelp™ device over and thread the Wire into the Lanyard Slot at the top center of the device (see C), pull the Wire with the Loop through (see D).



## More Information and Getting Support

- 📞 Call us at FastHelp™ Customer Service **1-866-213-7710**
- ✉️ Email us at [\*\*support@fasthelpusa.com\*\*](mailto:support@fasthelpusa.com)
- 🌐 Visit our website at [\*\*www.fasthelpusa.com\*\*](http://www.fasthelpusa.com)
- ✉️ Or write us at: FastHelp  
7747 Supreme Ave. NW  
North Canton, OH 44720

**IMPORTANT SAFETY INFORMATION:** Most 911 centers do not have the capability to identify the exact location of a cellular call, unless the caller verbally provides that information. It is important to immediately identify your location to the 911 operator when placing an emergency call. Before saying anything else to the operator, find an address and/or describe any nearby landmarks to help speed assistance. Do not hang up with the operator until directed to do so. If your call is disconnected, press the E button again to call back.

Please be aware that 911 emergency services and compatible cellular network services (TDD-LTE, FDD-LTE, GSM850/900/1800/1900 networks) are not available in all areas and there is no guarantee that you will be able to reach these services with your device. If you are in an area with insufficient cellular service, calls cannot

be placed. Even if your local emergency service providers are contacted, we cannot guarantee they will properly respond. In the United States, current FCC Regulations require cellular service providers to pass emergency calls from FastHelp through to 911 emergency centers (See 47 C.F.R. §20.18). Universal Physicians is not responsible in the event a cellular service provider refuses to pass a call on to a 911 emergency center in violation of FCC regulations. Should FCC regulations change, 911 access through FastHelp may be modified or eliminated. To confirm FastHelp emergency calling is available, users should periodically confirm the FCC regulation requiring free transmission of 911 calls has not been modified or eliminated.

**LIMITS OF LIABILITY:** Universal Physicians, LLC and its affiliates assume no responsibility for any damage or loss resulting from the use of this guide. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL UNIVERSAL PHYSICIANS OR ANY OF ITS AFFILIATES BE RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES HOWEVER CAUSED. THE CONTENTS OF THIS DOCUMENT ARE PROVIDED "AS IS". EXCEPT AS REQUIRED BY LAW OR SPECIFICALLY STATED IN THIS GUIDE, NO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE IN RELATION TO THE ACCURACY, RELIABILITY, OR CONTENTS OF THIS GUIDE.

**FCC STATEMENT:** 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, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**WARNING:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**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.

**FCC RADIATION EXPOSURE STATEMENT:** This unit complies with guidelines for radiation emission when it is used as directed and carried at least 0mm from the body. If the unit is carried close to your body in a case or holder, the holder should not contain any metal.

### **ISED Caution**

- English:

*This device complies with Industry Canada licence-exempt RSS standard(s).*

*Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.*

- French:

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:*

*(1) l'appareil ne doit pas produire de brouillage, et*

*(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

### **FCC/ISED RF Exposure Information and Statement:**

*The SAR limit of FCC (ISED) is 1.6 W/kg averaged over one gram of tissue. Device types: FH Emergency Device - V1-4G (FCC ID: 2AJG4-FH-V1-4G/IC: 26885-FHV14G) has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 1.44W/kg. This device was tested for typical body-worn operations with the back of the device kept 0mm from the body. To maintain compliance with FCC/ISED RF exposure requirements, use accessories that maintain a 0mm separation distance between the user's body and the back of the device. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC/ISED RF exposure requirements, and should be avoided.*

### **Informations et déclaration sur l'exposition aux RF de la FCC / ISED:**

*La limite DAS de la FCC (ISED) est de 1,6 W / kg en moyenne sur un gramme de tissu. Types d'appareils: Dispositif d'urgence FH - V1-4G (FCC ID: 2AJG4-FH-V1-4G/IC: 26885-FHV14G) a également été testé par rapport à cette limite SAR. La valeur DAS la plus élevée rapportée dans le cadre de cette norme lors de la certification du produit pour une utilisation lorsqu'il est correctement porté sur le corps est de 1,44 W / kg. Cet appareil a été testé pour des opérations typiques portées sur le corps avec l'arrière de l'appareil gardé à 0 mm du corps. Pour maintenir la conformité avec les exigences d'exposition RF de la FCC / ISED, utilisez des accessoires qui maintiennent une distance de séparation de 0 mm entre le corps de l'utilisateur et l'arrière de l'appareil. L'utilisation de clips de ceinture, d'étuis et d'accessoires similaires ne doit pas contenir de composants métalliques dans son*

*assemblage. L'utilisation d'accessoires qui ne satisfont pas à ces exigences peut ne pas être conforme aux exigences d'exposition aux RF de la FCC/ISED et doit être évitée.*