

Life Alert® HELP Emergency Phone Quick Start Instructions

Important Note: HELP Phone ONLY operates within UMTS/GSM/HSDPA cellular service coverage areas.

Environmental Use Conditions


Ambient Temperature: -20° C/ - 4°F to 60°C/140°F

Relative Humidity: 0% - 95%

Atmospheric Pressure: 86-106Kpa

Working Frequency: GSM850/1900MHz UMTS/HSDPA 850/1900MHz Quad-Band

Quick Battery Installation or Replacement

1. Open the battery compartment cover **8** on the back of the phone by removing the Phillips screw and gently pulling back the retention tab; then remove the battery cover.
2. The SIM card is pre-installed and should NOT be touched or removed.
3. Insert three (3) **non-rechargeable** AAA size lithium type batteries (Energizer ULTIMATE L92) into the battery compartment. Be sure to place them in the correct orientation (+ and -) to insure the polarity of the batteries matches the battery drawings inside the battery compartment.
4. Carefully replace the battery compartment cover **8**.
5. GENTLY fasten the Phillips retention screw into the battery compartment cover. DO NOT OVERTIGHTEN THE SCREW.
6. Press the Check Battery button  **3** for five (5) seconds to test the batteries.



Life Alert® HELP Phone
Buttons and Jacks

- 1 HELP Emergency Button:** Press this button for three (3) seconds to turn on the HELP Phone and automatically call the Life Alert Dispatch Center. In addition, this button can also be used during a call to send refreshed GPS data.
- 2 End Button:** Press this button for three (3) seconds to disconnect at any time during and at the end of a call.
- 3 Battery Check Button:** Press this button for five (5) seconds to turn the phone on and to display the battery percentage. It will display the battery percentage for ten (10) seconds before turning the HELP Phone back off.
- 4 Volume Decrease (-) Button:** Press this button during the HELP call to decrease the speaker volume. This button only functions DURING a HELP call.
- 5 Volume Increase (+) Button:** Press this button during the HELP call to increase the speaker volume. This button only functions DURING a HELP call.
- 6 The Firmware Upgrade Interface Jack:** The mini-USB jack is for factory use only. For customer, when connect it to the computer, it has no response.
- 7 Headphone Jack 2.5mm:** This jack may be used for headsets as may be required by the hearing impaired.
- 8 Battery Compartment Cover:** Use a Phillips screw driver to open/close the battery compartment cover. DO NOT OVERTIGHTEN THE SCREW.



Battery Compartment

Quick Start User Instructions

Dialing "HELP"

Press the [HELP] button **1** for three (3) seconds to turn on the Help Phone and dial the Life Alert Dispatch Center. This will be accompanied by a vibration indicating the phone is turning on and preparing to call the Life Alert Dispatch Center. Once connected to the GSM/HSDPA cellular network, the voice prompt "Calling Life Alert" will enunciate and the HELP Phone will automatically attempt to connect to the Life Alert Dispatch Center.

If the initial HELP call fails, the HELP Phone will automatically redial up to a maximum of 10 times. The redial attempts will be accompanied with the corresponding voice prompts and status on the LCD screen. The 10th attempt will be a call to 911. If prompted during the HELP call to press the "1 key", just press the [HELP] button **1**. After 10 failed attempts, the user must press the [HELP] button **1** again for three (3) seconds to restart the HELP Phone dialing process.

If the SIM card is damaged or missing the phone will ONLY have the ability to dial 911, not the Life Alert Dispatch Center.

During the HELP Call

1. The user can press [VOL-] button **4** or [VOL+] button **5** to adjust the speaker volume. The speaker volume can ONLY be adjusted during a help call. It does not affect the voice prompt volume.
2. Use the [HELP] button **1** during a call to send current or refreshed GPS location data.
3. Press [END] button **2** for three (3) seconds to end the present call and enter StandBy mode.

Standby Mode

After the call has ended, the HELP Phone will remain in Standby Mode for 10 minutes (default) in case the dispatcher needs to call the user back for any reason.

User will be notified of an incoming call from the Life Alert Dispatch Center while in Standby Mode by both ringing as well as a message on the LCD screen.

To answer an incoming call from the Life Alert Dispatch Center while in Standby Mode, simply press the [HELP] button ❶ for 1 second.

Ending the HELP Call

To end the HELP call, press the [END] button ❷ for three (3) seconds to end the call and go into Standby Mode. Please note: While checking the Battery Level, ❸ the [END] button will not be active.

Checking the Battery Level

Press the Check Battery button ❸ for 5 seconds to display the present remaining battery percentage. After 10 seconds, the HELP Phone will automatically turn off. Displays will show as in the following example:



Note: If the remaining battery power is **40% or less**, please replace them immediately with three (3) high quality non-rechargeable lithium type (Energizer ULTIMATE L92) AAA size batteries.

Please check the battery levels and device functionality monthly.

Safety Precautions

Sensitive Electronic Equipment

When near high precision electronic equipment, please turn off the phone. Failure to do so may cause nearby electronic equipment malfunctions. The following equipment may be affected by the use of cellular telephones, including but not limited to: hearing aids, pacemakers, fire alarms, automatic gates and other automatic control equipment. Users who use auxiliary medical equipment should contact the equipment provider and confirm the effect of the cellular telephones on the equipment.

Medical Facilities

Please note the following in medical facilities:

- Please do not use the HELP Phone in an emergency room, operating room, intensive care unit (ICU) or coronary care unit (CCU).
- Please do not use the phone when in the vicinity of medical equipment. Also, please do not use the HELP Phone in medical places where the use of a cellular phone is prohibited.
- Please note the ringer, volume level and vibration setting, so as not to disturb patients with heart disease or other environmentally sensitive medical conditions.

Combustion and Explosive Warnings

Do not use the phone in flammable and explosive areas in order to avoid causing an explosion or fire. Flammable and explosive area examples, but not limited to, the following:

- Gas stations
- Other fueling areas (such as propane gas filling stations)

FCC Statement

RF Exposure Information

The SAR limit in the USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This HELP Phone device (FCC ID: R6H-912) has been tested against this SAR limit.

The highest SAR value reported to under this standard during product certification for use at the ear is 1.373W/kg, when properly worn on body is 1.151W/kg. This device was tested for typical body-worn operations with the back of the handset kept 1.5cm from the body.

Tests for SAR are conducted using standard operation positions specified by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while in operation can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. (Body – worn measurements may differ among device models, depending upon available accessories and FCC requirements.) While there may be differences between the SAR levels or various devices at various positions, they all meet the government requirement for safe exposure.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory that contains no metal. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. 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.

NOTE:

This product's IMEI label was placed in the battery compartment. It can be accessed by removing the battery cover and removing the batteries.

The manufacturer is not responsible for any radio or TV interference cause by the unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.