

myHalo™ Quick Start Guide

Congratulations on purchasing the myHalo™ Monitoring System! Please take a moment to read this guide and familiarize yourself with the uses and benefits of your new system. With myHalo, you will enjoy life to the fullest with greater peace-of-mind and independence — right in your own home!

Wearing your Halo Transmitter

Step 1

Remove the strap and transmitter from the box. Loosen the strap and snap it to the transmitter on one side. Be sure to match the strap's **LEFT** side to the transmitter's left (**L**) side. Carefully align the snaps and press firmly to connect. See Figure 1.

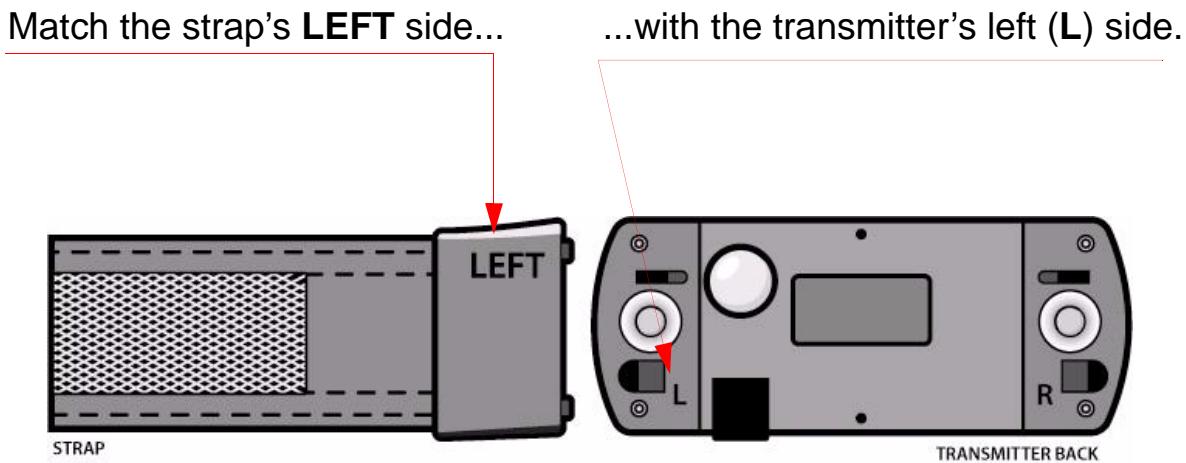


Figure 1. Connecting the Strap to the Transmitter

Step 2

Under your clothing, wrap the strap around your upper torso and connect the strap's **RIGHT** side to the transmitter's right (**R**) side. Make sure the Halo emblem is right-side-up and appears as shown in Figure 2. The silver button sensor on the back of the transmitter should be touching your skin.

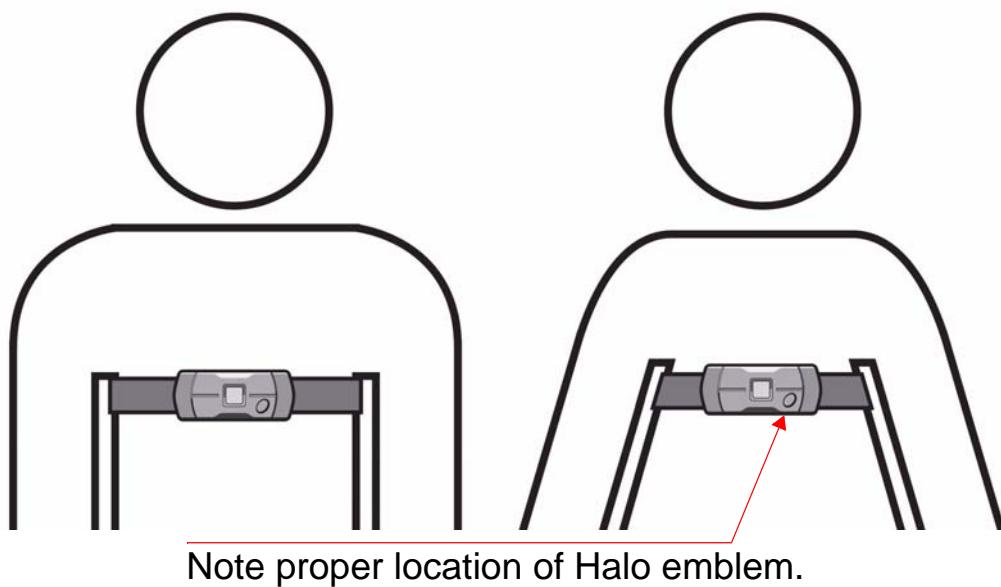


Figure 2. Proper Fitting of the Transmitter

Step 3

Adjust the strap to fit properly. Follow these simple guidelines and refer to Figure 2 for optimum transmitter performance:

- *Wear the strap on your upper abdomen, no more than two inches below your sternum.*
- *When the strap is tight enough, you should be able to fit two fingers between the strap and your skin; however, the strap should not be so tight that it is uncomfortable, nor so loose that it slips down as you walk.*
- *Wear the strap daily. We recommend that you wear the strap continuously and only remove it when charging.*

CAUTION! Although the transmitter is water resistant, it cannot be submerged in water. Do not wear the device in a pool or bathtub. Showering while wearing the device is fine.

Charging Battery

Keep the transmitter charged. It is recommended that you charge the transmitter once a day.

Step 1

Remove the strap by disconnecting one of the snaps.

Step 2

Open the battery charge port by pulling on the plastic plug. Insert the charger plug into the charge port. Connect the other end to your electrical outlet as shown in Figure 3.

Step 3

Remove from the charger after 1-1.5 hours or when the battery is fully charged. Close the battery plug (to ensure the device remains water tight) and put the strap back on your body.

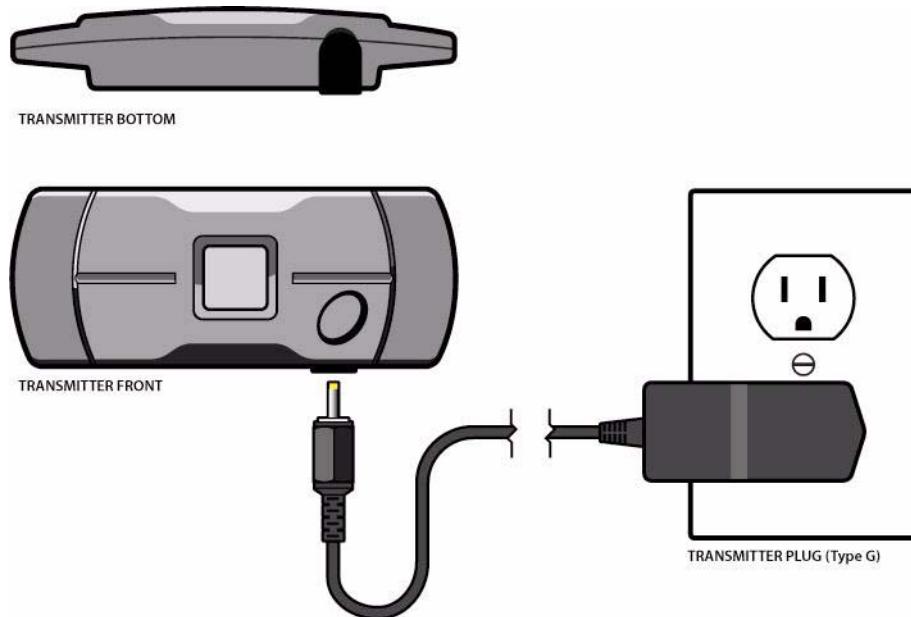


Figure 3. Charging the Battery

FAQs

Q: How do I know when my battery needs charging?

A: Daily charging is recommended. The **BATT** indicator on your home gateway turns red when the battery becomes extremely low. You can also monitor the battery charge level by logging in to the web portal at www.myhalomonitor.com.

Q: I want to remove the strap for a period of time. Is that okay?

A: Yes, but the Halo system provides the greatest protection when the transmitter is being worn. For that reason, we recommend that you wear it as much as possible. The strap can be removed for short periods of time. If you forget to replace the strap, a notification reminder is sent to your caregiver.

Q: What happens if I push the grey button?

A: While the Halo transmitter is designed to provide automatic emergency response with no action on your part, there may be times when you feel the need to call for help. The square button in the center of your Halo strap is for your peace-of-mind and to be used in emergencies. When you are wearing the transmitter, it should be easy to find the button — even through clothing. If you press the button, one of our operators will attempt to call you at home and/or your designated caregiver(s).

Q: How do I know my Halo system is working?

A: If you see a green **WAN** light and a green **PAN** light on your home gateway, then everything is working properly. Your home gateway device is also in constant communication with our central monitoring system, so we can detect any issue quickly. If we detect that your device is not working for any reason, we will notify your caregiver so the problem can be resolved quickly.

Q: How do I clean my strap and transmitter?

A: When needed, launder the strap on a gentle cycle and line dry. **Be sure to remove the transmitter before washing!** Wipe the transmitter with a clean, slightly damp cloth.

Q: How do I contact Technical Support?

A: You can contact Halo Monitoring online at <http://www.halomonitoring.com>, phone: 888-333-halo (888-333-4256), or email: support@halomonitoring.com.