



# EmFinders

LOCATE THE LOST

**THANK YOU FOR PURCHASING  
THE EMFINDERS™ EMSEEQ™**

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**THIS WELCOME GUIDE CONTAINS  
HELPFUL INFORMATION  
TO ASSIST YOU WITH SETUP,  
REGISTRATION AND DETAILED INSTRUCTIONS  
ON HOW TO ACTIVATE THE EMFINDERS  
EMSEEQ DEVICE IN AN EMERGENCY.**

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**WHAT'S INCLUDED IN YOUR EMFINDERS  
EMSEEQ SALES PACKAGE**

1 WELCOME GUIDE ▲ 1 EMFINDERS EMSEEQ DEVICE  
1 EMERGENCY ACTIVATION MAGNET ▲ 1 POWER SUPPLY  
1 CHARGING STAND ▲ 3 EMERGENCY WALLET CARDS

# Device Setup Instructions

## THIS DEVICE MUST BE CHARGED AND REGISTERED BEFORE IT WILL OPERATE

### STEP 1 Charging the EmFinders EmSeeQ

Your EmFinders EmSeeQ has an internal battery which must be charged before first use. To charge the battery:

- 1 Connect one end of the power supply to the charging stand and the other end into an electrical outlet.
- 2 Place the EmFinders EmSeeQ on top of the charging stand. Red LED light appears on the sides of the device to indicate battery is charging. It will take up to 2 hours to completely charge the device.
- 3 When the battery is fully charged, a green LED light will appear on the sides of the device to indicate charging is complete.
- 4 To ensure reliable and proper operation of the EmFinders EmSeeQ, completely charge the battery at least once a week. In the event that there is a wandering and the device is activated, it should be recharged immediately thereafter to ensure continued service.

**5** When the battery is fully charged, disconnect the EmFinders EmSeeQ from the charging stand and proceed to Step 2.



## **STEP 2 Registering the EmFinders EmSeeQ**

**You MUST call 1.866.426.3386 to register your EmFindersEmSeeQ. Registration ensures the following:**

- ▲ Turns on the EmFinders EmSeeQ
- ▲ Allows you to identify and authorize additional caregivers, other than yourself, to activate the device
- ▲ Provides EmFinders with information about the potential wanderer

## When you call, be prepared to provide the following information:

- 1 Your name (which must match the name on the account) and the password you setup when you purchased the EmFinders EmSeeQ.
- 2 The serial number of the EmFinders EmSeeQ, which is located both on the box and on the device itself.
- 3 The names of any additional caregivers authorized to activate the device in an emergency situation.

### 4 Information about the potential wanderer:

▲ Name	▲ Age and physical description
▲ Address	▲ Medical conditions

This information is required to register the EmSeeQ device. In the event of a wandering, EmFinders will also share this information with emergency responders.

## STEP 3 Peace of Mind

Once the battery is fully charged and the EmFinders EmSeeQ is registered, secure the device on the wrist of the potential wanderer.

The EmFinders EmSeeQ is ready for use.

## Important Coverage Information

Our coverage map provides high-level estimates of our coverage area. There may be gaps in coverage within our estimated coverage areas that, along with other factors, will impact the quality of services. See [www.EmFinders.com](http://www.EmFinders.com) for coverage map and details.

## EmFinders Frequently Asked Questions

### What is the EmFinders solution?

EmFinders technology focuses on finding missing persons. Hence the name “EmFinders,” short for “Emergency Finders.”

The EmFinders EmSeeQ has the potential to reduce a caregiver’s stress by providing a solution to the dangers of temporary disorientation and wandering.

The EmFinders EmSeeQ works with the local 911 emergency system and helps police to locate individuals wearing an EmSeeQ device should they ever become lost. All location information is provided directly to the police via a 911 dispatcher once the EmSeeQ device is activated.

### Who is the EmFinders EmSeeQ designed to help?

The EmFinders EmSeeQ is designed to help persons with medical impairments (such as Alzheimer’s or Autism) who are at risk of becoming disoriented and lost.

## **How does the EmFinders EmSeeQ work?**

The potential wanderer wears an EmSeeQ device, the same size as a wrist watch, on their wrist (or ankle, in the case of a child) and is designed to be worn 24 hours a day. The EmFinders EmSeeQ is water resistant (to 1-meter); avoid submerging for extended period of time.

The EmSeeQ device has no buttons or controls and doesn't make noise. It only lights up when it's charging. If the potential wanderer becomes lost, the caregiver first calls 911 to file a missing person's report and then calls EmFinders to request remote EmSeeQ device activation.

## **How does the technology work?**

Once the unit is activated, law enforcement can typically locate the missing person within minutes via information provided by the EmFinders EmSeeQ through the 911 emergency location system. The police are dispatched and can continue to work with 911 to update the missing person's location as the person moves on foot or in a car. Unlike GPS technology, the EmSeeQ device is designed to work indoors as well as outdoors.

## **How do I activate the EmFinders EmSeeQ device?**

The caretaker must first call 911 to report the device holder lost and request that the police file a missing person's report. The device can ONLY be used to locate a person who has been officially reported lost. It does NOT track the device holder unless it is activated,

which EmFinder may do only following receipt of a missing person's case number. Once activated, the EmFinders EmSeeQ provides location information only to police. *See the emergency activation magnet for step-by-step instructions.*

## **How often should I charge the EmFinders EmSeeQ?**

The device should be charged until full (green LED flashes) at least once a week. This will take a maximum of 2 hours.

## **Who do I call if I have additional questions?**

If you have questions, contact customer service at 1.866.426.3386.

## **What is the emergency activation and recovery process?**

- 1 Caregiver calls 911 to file a missing person's report.
- 2 911 dispatcher takes relevant information, creates missing person file and provides a call for service or case number to the caregiver.
- 3 Caregiver calls EmFinders emergency operator at 1.800.215.8161 to request EmSeeQ device activation by providing a call for service or case number.
- 4 EmFinders verifies caregiver identity and password and remotely activates the EmSeeQ device.

- 5** Once activated, the EmFinders EmSeeQ reports its location to the nearest 911 dispatch center and transmits an audio recording to the 911 operator explaining the nature of the emergency.
- 6** 911 operator dispatches a police officer to the location reported by the EmFinders EmSeeQ.
- 7** Police officer stays in contact with the 911 operator until the missing person is located; 911 operator can provide updated location if person wearing the EmFinders EmSeeQ has changed locations while the officer is en route.
- 8** Police officer assists the missing person by safely returning him/her to caregiver.
- 9** Police calls EmFinders at 1.800.215.8161 to cancel alert.

## The Discussion that Created a Company

One night after dinner, I was watching TV with my wife when a tragic event made me really stop and think. That evening on the news was a story about a young woman who had gone missing; she had a cell phone but was unable to call for help. That raised the question “Why can’t you use technology to help people like that who are lost and can’t help themselves?”

My business partner, Chris Buehler, and I had each spent over 20 years in the telecom industry. We knew that technology could find the location of a device on a wireless network, even if the person wearing the device was unable to make the call themselves.

Our discussion led to the creation of a company called EmFinders, (short for Emergency Finders).

The first step was to create a solution using cellular triangulation technology that would be able to accurately locate people outdoors or within buildings, parking garages or heavily wooded areas where GPS works poorly or simply doesn’t work.

Then we designed a device small enough to be worn like a watch. The watch-like device is durable, water resistant and fits discreetly into people’s daily lives.

We worked with 911 dispatchers and police to develop a nationwide system that is reliable, affordable and works with their existing equipment and systems. No hardware or special training needed means zero cost for law enforcement and 911.

In an emergency, the EmFinders EmSeeQ is remotely activated and communicates with existing cellular and 911 systems to help locate people who may not be able to help themselves — people with Alzheimer's disease, Autism or any other medical issue who might become disoriented and wander.

EmFinders helps law enforcement and 911 recover missing people faster and reduces the resources required to conduct a search.

Best of all, EmFinders provides caregivers with peace of mind, knowing that the EmSeeQ device helps law enforcement quickly locate and recover their loved one should that person wander and become lost.

Thanks to the power of technology, and a spouse who asked a tough question, EmFinders is dedicated to “Locating the Lost” and protecting people of all ages.

## **Jim Nalley and Chris Buehler**

Founders



# Safety and Warranty Information

This section addresses six primary areas:

- ▲ Safety information
- ▲ FCC Regulations
- ▲ Reduction of Hazardous Materials (RoHS)
- ▲ Specific Absorption Rate (SAR)
- ▲ Warranty Information
- ▲ Water Resistance

## Safety Information

Your EmFinders EmSeeQ contains a Lithium Ion (Li) battery pack. Leakage of ingredients contained within the battery pack or the combustion of ingredients can cause personal injury to you, as well as damage to your EmSeeQ device. If battery leakage occurs, avoid contact with skin. If contact occurs, immediately wash thoroughly with soap and water. If liquid leaking from battery pack comes in contact with your eyes, immediately flush your eyes thoroughly with water and contact your doctor. In case of ingestion, immediately contact your doctor and/or go to the emergency room.

### *To avoid battery leakage*

- Do not expose battery to excessive vibration, physical shock or liquids.
- Do not disassemble, attempt to repair or deform the battery.
- Do not dispose of battery pack in fire.
- Do not peel or damage the battery label.

## FCC Regulations

This EmSeeQ device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This EmSeeQ device may not cause harmful interference and (2) this EmSeeQ device must accept any interference received, including interference that may cause undesired operation.

This EmSeeQ device 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.

### *EmFinders EmSeeQ Disposal and Recycling*

**CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

You must dispose of the EmFinders EmSeeQ properly according to local laws and regulations. Because the EmSeeQ device contains electronic components and a battery, the EmFinders EmSeeQ must be disposed of separately from household waste.

When the EmFinders EmSeeQ reaches its end of life, contact local authorities to learn about disposal and recycling options. See [www.EmFinders.com](http://www.EmFinders.com) for more information.

## **Reduction of Hazardous Materials (RoHS)**

This Locator does not contain lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl (PBB) or polybrominated diphenyl ether (PBDE).

## **Specific Absorption Rate (SAR)**

Your EmFinders EmSeeQ is a radio transmitter and receiver. It does not exceed exposure limits for wrist-worn devices set by the Federal Communications Commission (FCC) and international guidelines established by the independent scientific organization ICNIRP. The exposure standard for wireless devices uses a unit of measure called Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg averaged over 1 gram of tissue. The SAR limit set by ICNIRP is 2.0 W/kg averaged over 10 grams of tissue. Tests for SAR are conducted at standard operating positions with the EmSeeQ device transmitting at its highest power level over all frequency bands. The actual SAR level of an operating EmSeeQ device can be below the maximum value because the EmSeeQ device is designed to only use the power level required to reach the network.

## **Warranty Information**

EmFinders warrants to the original purchaser that the EmFinders EmSeeQ shall be free from defects in material and workmanship for a period of 12 months from date of activation. If a defect covered by this warranty occurs during the warranty period, EmFinders will repair or replace your EmSeeQ device or component free of charge. If your EmSeeQ device is replaced for a defect covered under warranty, you may receive a refurbished EmSeeQ device in exchange for your original EmSeeQ device. The replaced unit will carry the remaining warranty period from the original EmFinders EmSeeQ. Please contact our Customer Care Center at 1-866-426-3386 for warranty service. This warranty is non-transferable.

## *Service After Expiration of Warranty*

Please visit our website at [www.EmFinders.com](http://www.EmFinders.com) or call our Customer Care Center at 1-866-426-3386 for troubleshooting information and repair or replacement options. In most cases, it will be necessary to ship the product to EmFinders. Please do not send any products to EmFinders without first contacting our Customer Care Center.

## *Warranty Limitations*

THIS WARRANTY SHALL BE NULL AND VOID IF THIS PRODUCT: (a) IS USED FOR COMMERCIAL PURPOSES; (b) IS MODIFIED, OPENED OR TAMPERED WITH; (c) IS DAMAGED BY NEGLIGENCE, ACCIDENT, UNREASONABLE USE OR OTHER CAUSES UNRELATED TO DEFECT IN MATERIAL OR WORKMAPSHIP.

## **Water Resistance**

The EmFinders EmSeeQ has a water resistance rating of IPX7. The EmSeeQ device will continue to function even if temporarily submerged in up to one meter (3 feet) of water.

## **Specifications and Certifications**

**This section provides the following detailed specifications and certifications:**

- ▲ EmFinders EmSeeQ Specifications
- ▲ Certifications
- ▲ AC Wall Charger Specifications

## Feature Specification

Size: (unit without band) 39mmx55mmx19mm

Weight: 25 grams

Frequency: 824.2 – 848.8MHz and 1850.2 – 1909.8 MHz

Transmit Power: +33 dBm max @ 824.2 – 848.8MHz

+30 dBm max @ 1850.2 – 1909.8 MHz

Battery Voltage: +4.2VDC max

Operating Temp.: -10° C to +55° C

Water Resistance: IPX7

## Certifications

FCC: Parts 15B, 22 and 24; SAR PTCRB NAPRD.03 ETSI/3GPP TS 51.010-1 and IT3 TP012 UL, (power adapter)

## AC Wall Charger Specifications

Input: 110-130 VAC, 50-60 Hz, 0.15A

Output: 6.0VDC, 1.0A

Operation Temperature: 0°C to +40°C

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Activation and use of the EmFinders locator is subject to EmFinders' customer agreement, plans, terms & conditions, and network coverage.

## TRADEMARKS

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EmFinders EmSeeQ V. 1.0

## Contacting Customer Care

**Need help with operating your EmFinders EmSeeQ?**

Contact EmFinders Customer Care via the internet at [www.EmFinders.com](http://www.EmFinders.com), or call toll free 1.866.426.3386, Monday – Sunday, 7 a.m. – 11 p.m. CST (times subject to change) to speak to a Customer Care Representative.



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