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Welcome

Thank you for choosing the M400 personal safety device. The Keyfox works with your cell phone to call for assistance. It can be activated quickly without the other person's knowledge. The moment you press the emergency button, our Security Response Team can hear you, locate you, and contact emergency services on your behalf.

Your M400 comes pre-configured to connect with Endrelia's alarm monitoring service. This user guide will help you get acquainted with the M400 and set it up to work with your cell phone. Please read this guide carefully before using the device.

M400 Device Operation

Turn on:

- Press and hold the function (small) button for 2 seconds

Turn off:

- Press and hold the function button for 5 seconds

Device Pairing:

- While the device is off, press and hold the function button for 7-8 seconds, until the second LED lights Blue. Then wait for the phone LED to blink Blue.
- Now the device is in discoverable mode.
- Use cell phone to discover M400
- Use 4321 as pin code and complete the pairing.

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M400 Status:
Press the function button and immediately release to get M400 Status.
  Battery LED:

- Green: 50-100% battery life remaining
- Yellow: 20-50%
- Red: less than 20%

Phone LED:
- Green: M400 is connected to the phone and the phone has cellular coverage
- Blue: M400 is connected to the phone but there is no cellular coverage
- Red: M400 is not connected to the phone

Audio Notifications:
Low Battery:
You will hear low battery notifications every 5 minutes starting when there is about 1 hour of remaining battery life.

No Connectivity:
If you are about to leave your phone behind, or if you turn off the phone, you will hear a notification to let you know that your phone is not available.
Please restore the phone connection so that an emergency call can be made. You will hear this notification every 20 seconds. If you wish to turn off this notification without restoring the connection to the phone, press the function button

Call For Help:
To call for help, press and hold the Panic Button for a second until you feel a vibration. The M400 will capture sound immediately upon activation to allow the monitoring centre operators to hear what is happening around you. If you need to say something quickly, simply activate the device and speak. You do not have to wait for the call to be established or for an operator to answer.

Note: If operator cannot cannot hear anything or cannot determine if you are in an emergency, they will call you to ensure your well being. If the operator cannot contact you, the call will be escalated to emergency services. It is very important that you keep the M400 secure to minimize accidental activations.

Cancelling a Call for Help
If you press the Panic Button by mistake, enter your four-digit cancellation PIN code on your cell phone.

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The emergency call will automatically disconnect after a few seconds. Do not hang up the phone as the M400 will keep re- connecting until it receives a cancellation acknowledgment from the monitoring centre.

Note: After pressing the Panic Button, please wait at least 5 seconds before entering the PIN code. You may have to enter it twice if you notice that the call does not disconnect.

Try to enter the PIN in less than 30 seconds. Once your PIN is accepted, you will not get a call from the monitoring centre.

Charging
Plug in a micro USB cable to charge the M400. If the M400 is on, the battery light will blink red while charging. The light will blink green when the M400 is charged.