



LifeFone's Mobile Apps Protect Yourself and Your Family Anywhere You Go





Mobile Alert and Family Guard Mobile Apps User's Guide

LifeFone: Mobile Alert and Family Guard Mobile Apps - User's Guide

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LifeFone: Mobile Alert and Family Guard Mobile Apps - User's Guide

About LifeFone Mobile Apps: Mobile Alert and Family Guard

Protect Yourself and Your Family Anywhere You Go.

LifeFone's Mobile Alert™

LifeFone can get individuals help fast with the push of a button right from a smartphone. LifeFone's Mobile Alert[™] is an app for Android and iPhones, which works everywhere your phone works, across the U.S. In a threatening situation, LifeFone's Mobile Alert[™] App is easy to use, and ready to provide immediate assistance, by connecting you to the LifeFone call center, where professional operators are standing by 24/7, ready to assist you. Using your cell phone coordinates, we can quickly identify your location (more accurately than 911).

The LifeFone Mobile Alert[™] App provides three modes of assistance while preserving your privacy. LifeFone only sends tracking information to our U.S.-based call center when you activate your app.

- **Panic** when you need assistance ASAP. A trained operator in our call center will verify your location and dispatch assistance.
- **Concern** this mode provides you with a virtual escort service. An operator will stay with you on your Smartphone, communicating with you until you are safe and feel secure.
- **Medical** this mode provides assistance when the user is the most vulnerable. Use it if you have any medical emergency.

Customize the Mobile Alert app for your preferences:

Users can configure how to trigger an alarm. On most smartphones, an alarm can be initiated by shaking the phone or launching the app. On Android-based phones, an alarm can be sent by repeatedly pressing the power or volume buttons.

LifeFone's Family Guard®

Working parents and caregivers will enjoy peace of mind with LifeFone's Family Guard[®]. It's the ultimate user-configurable family tracking and monitoring device. Family Guard provides one Mobile Alert[™] personal panic button that you can assign to your cell phone or a family member, plus the ability to monitor real-time locations for up to three family members. Family Guard can also issue arrival alerts for your loved ones. The Family Guard's Panic Button offers the same Medical, Panic, and Concern alarm options as the Mobile Alert app. In addition, Family Guard offers Location Tracking to allow the location



Note: Illustrations in this User's Guide may not match the image on your phone screen. The LifeFone mobile apps Mobile Alert and Family Guard will appear differently on Android vs. iPhone smartphones. However, the basic operations described in this Guide are the same for all smartphones, unless otherwise indicated.

LifeFone Personalized Emergency Care Instructions

Everyone with a LifeFone panic button can customize the response to an emergency to fit their specific needs. LifeFone Care Agents will help design and update a unique plan, with Personalized Emergency Response Instructions including medical history, medications, allergies, physicians, family members, neighbors, preferred hospital and more.

monitoring of family members right from your phone or from the Family Guard[™] portal on any web browser.

Configure your account to meet your family's needs. Upgrade to give the people you are tracking the added protection of Mobile Alert panic buttons, or add more than three family members to track.

Installing the Mobile Alert or Family Guard Apps





Download the LifeFone app from the Google Play Store for Android phones, or the iTunes App Store for Apple devices. Search for "LifeFone" to locate the app. Install the LifeFone mobile app on your smartphone. Once the app is has been downloaded and installed, click on the LifeFone Mobile Alert or Family Guard icon to launch the app and configure your profile.



On first activation you may be asked to allow Location Services and other features that are used by the app. Enable this option to allow the app be ready to protect you at all times. If your phone presents this question asking to access Location Services, you should allow the app to Always use background operation.

Setting Up the Mobile Alert or Family Guard Apps

Family Guard	1 IfeFone
♣ LifeFone.	V Liter one.
	Username
Jsername	First time users select sign up
Password	Login
Login	Forgot password?
Forgot password?	Don't have an account? Sign u
Don't have an account? Sign up	

Once you have enabled the Location Services, you will need to set up your Account Profile.

If this is a new activation click on "Don't have an account? Sign up."

Username	Username	
Password	min 6 characters	
First name	First name	
Last name	Last name	
Email	Email	
Phone number	Phone number	
AID	AID	
Passphrase	Passphrase	
By signing up, yo	u agree to our Terms and Conditions	

Create a unique Username. The Username should not contain any spaces. Save your Username. It is used to access the LifeFone management portal and to reinstall the app should you replace your phone.



Create a Password. The Password should not contain any spaces. Save the Password. It is used along with the Username to access the LifeFone management portal and to reinstall the app.

Setting Up the Mobile Alert or Family Guard Apps

All fields are required.			
Username	myusername		
Password	V ~		
First name	First name		
Last name	Last name		
Email	Email		
Phone number	Phone number		
AID	AID		
Passphrase	Passphrase		
By signing up, yo	u agree to our <u>Terms and Conditions</u>		

Enter the First and Last name of the user of the smartphone. This displays to the LifeFone operator during an emergency.

All fi	elds are required		
Username	myusername		
Password		~	
First name	Steven	~	
Last name	DiTester	~	
Email	Email		
Phone number	Phone number		
AID	AID		
Passphrase	Passphrase		
By signing up, yo	u agree to our Terms and	Conditions	

Enter the First and Last name of the user of the smartphone. This displays to the LifeFone operator during an emergency. This information can be updated later by clicking on "Settings" and then "Edit Profile".

All fi	elds are required.	
Jsername	myusername	
Password		
First name	Steven	
Last name	DiTester 🗸	
Email	sditester@me.com	
Phone number	Phone number	
AID	AID	
Passphrase	Passphrase	
By signing up, yo	u agree to our <u>Terms and Conditions</u>	

All fi	elds are required.	
Username	myusername	
Password		
First name	Steven	
Last name	DiTester	~
Email	sditester@me.com	~
Phone number	5553740144	~
AID	AID	
Passphrase	Passphrase	
By signing up, yo	u agree to our <u>Terms and Co</u>	nditions

Enter the phone number of the device where the app is installed. The operator can use this number to contact the user.

Enter the AID code that was Emailed to the master user of the LifeFone account.

Setting Up the Mobile Alert or Family Guard Apps

elds are require	
myusername	K
	~
Steven	~
DiTester	~
sditester@me.com	~
5553740144	~
957	~
Passphrase	
	elds are required myusername Steven DiTester sditester@me.com 5553740144 957 Passphrase

The Passphrase was also included in the Email to the master user. The combination of AID and Passphrase controls the security of your account.

All fi	elds are require	
Username	myusername	
Password		
First name	Steven	~
Last name	DiTester	~
Email	sditester@me.com	~
Phone number	5553740144	~
AID	957	~
Passphrase	1234	~
By signing up, yo	u agree to our <u>Terms and Cor</u>	dition

Click on Terms and Conditions to read and acknowledge the terms and conditions of the LifeFone service.

All fi	elds are req	
Username	myusername	~
Password		~
First name	Steven	~
Last name	DITester	~
Email	sditester@me.c	~
Phone number	5553740144	~
AID	957	~
Passphrase	1234	~
By signing up, yo	u agree to our <u>Terms an</u>	Conditions

Once the terms and conditions have been accepted, click on Sign Up to begin the registration process.

Passphrase	1234	
Device Name	Samsung	~
Model	SAMSUNG- G900A	~
Phone Number	5163740144	~
Please provide a nu call you back under	umber that the operat r.	tor can
Please provide a nu call you back under Click (umber that the operat	tor can
Please provide a nu call you back under Click (umber that the operat r. to Ragister Device	tor can

Verify your Device information and Phone number. If all the information is correct click on "Register Device".

Setting Up Your Personalized Emergency Response Instructions

LifeFone Personalized Emergency Care Instructions

Our unique Emergency Care Instructions allow everyone with a LifeFone panic button to customize our response to your emergency to fit your specific needs.

Your LifeFone Care Agent will help you design the right plan for you, and as your situation changes so will your Emergency Care Instructions.

The Emergency Care Instructions include your medical history, medications, allergies, physicians, family members, neighbors, your preferred hospital and more.

Click here to go to the last page of this manual to print and complete the Emergency Profile Form.

mplete and return	this agreement.	Emergency		Fax unis re	orm to: 1-800-747-203
1. SUBSCRIBE	R		2. PAYER (if dif	ferent from su	ıbscriber)
First Name:			First Name:		
Last Name:			Last Name:		
Street Address:			Mailing Address:		
Apartment/Floor:			maining Address.		
City:	State:	Zip:	City:	State:	Zlp:
County/Township:			Phone 1: Hon	ne 🗆 Work 💷 C	ell
Nearest Cross Str	eet:		()		
Home Phone: ()		Phone 2: Hon	ne 🗆 Work 🗅 C	ell
Alternate Phone:	()		()		
Email:			Email:		
Date of Birth:	Ge	ender: 🗆 Male 🕒 Fem	ale Relationship to S	ubscriber:	
3. PERSONAL	RESPONDER	6 (List in priority or	ler 1-4. Indicate phone ty	pe. Select text	notification option.)
1. Name:			2. Name:		
Relationship:		Keyholder: 🛛 Yes 🗆	No Relationship:		Keyholder: 🛛 Yes 🖾 No
Email Address:			Email Address:		
Phone 1: (elect to have IEXI notifica	Home Work	Cell Indicate Phone Type, and Sel	ect to have TEXT notificati	Home Work Cell
Phone 2: ()		Jcell Phone 2: ()	Home JWork JCell
3. Name		Claend Text Hound	4. Name:	,	Diablin lext Monitorium
Polationshin:		Keyholder: D Yes	No Relationship		Keyholder-
Email Address		Reynolder. a los a	Email Address		Yes No
Indicate Phone Type, and S	elect to have TEXT notifica	tion of Emergency Dispatch sent to	Cell Indicate Phone Type, and Sel	lect to have TEXT notificati	on of Emergency Dispatch sent to Cell
Phone 1: ()	Send Text Notific	ations Phone 1: ()	Send Text Notifications
Phone 2: ()	Send Text Notific	ations Phone 2: ()	Send Text Notifications
4. MEDICAL A	ND PERSONA	L INFORMATION		- D	
Is Subscriber Amo	oulatory? 🖵 Yes	UNO Check al	Allergies:	cane u wneeld	nair 🖬 Scooter
incultur contactor	ay i nyaiour cirrito		Preferred Hospital		
			Hospital City and St	ate	
Medications:			Hospital Phone Nun	nber: ()
modications.			Primary Care Physic	tian Name:	•
			Physician Phone Nu	mber: ()
Holdht-	Weight-	Hair Color:	Ethnicity:	Proferrod	/
VEHICLE INFO- Ma	weight:	Model	Color		Year
TEMOLE INFO: MR	ano.	mouel.	Color		ical:
HIS SECTION FOR OFFIC	CE USE ONLY				
Init ID-	Entered	: Operator	: Rep:	Ac	count #:

Mobile Alert: Using the App to place an Alarm

Welcome to the LifeFone Mobile Alert app

LifeFone can get you help fast with the push of a button right from your smartphone. LifeFone's Mobile Alert[™] works everywhere your smartphone works, across the U.S.

If you are ever confronted with a threatening situation, LifeFone's Mobile Alert[™] App is intuitive and easy to use, and ready to provide immediate assistance. It connects you to the LifeFone call center, where professional call center operators are standing by 24/7, ready to assist you. You don't have to carry a separate device; it works as an app on any Android or iPhone. Using your cell phone coordinates, we can quickly identify your location (more accurately than 911). Coverage is nationwide with two-way audio.

When the Mobile Alert app is activated this About page will be displayed. To test your Mobile Alert app tap the "Alarm" button. The buttons are blue, and on the top on Android phones, and white and on the bottom of the screen on iPhones. When the Alarm function is activated a five second countdown is started. The alarm can be canceled by pressing



the cancel button during this countdown.

At the end of the countdown the phone will make a call to the LifeFone monitoring station, and display your location to the emergency operator. The operator will ask you to confirm your location. Please provide details such as floor and apartment number.



LifeFone: Mobile Alert and Family Guard Mobile Apps - User's Guide

Mobile Alert: Alarm Modes

The LifeFone Mobile Alert[™] App provides three modes of assistance while preserving your privacy. LifeFone only sends tracking information to our U.S.-based call center when you activate your app.

During the countdown the user may also select from three alarm options including **Medical, Panic** or **Concern**. The default is **Panic**.

NOTE: We will assist you whether or not you are able to communicate directly with us, and we will have an audio connection to you once you activate the app.

Medical - this mode provides assistance when the user is the most vulnerable. Use it if you have any medical emergency. Users that have preexisting conditions, such as heart conditions, diabetes, high or low blood pressure, allergies such as peanut, bee sting, shellfish or any other condition that may impede the user's ability to communicate.

Panic - when you need assistance ASAP. A trained operator in our call center will verify your location and dispatch assistance. The LifeFone system can identify the appropriate emergency response center based upon your location, eliminating delays in notifying emergency responders. In addition to notifying emergency responders, our call center can also call the people on your personal responder list or notify via text message based on your emergency response profile.

Concern - this mode provides you with a virtual escort service. An operator will stay with you on your Smartphone, communicating with you until you are safe and feel secure, standing ready to summon help if needed.





During an Alarm, the app will display a map of your current location. In case the call is dropped you can press the blue "Call Operator" button to reconnect to the LifeFone operator.

Mobile Alert App Settings: Alarm Triggers

Tap the Settings button to bring up the settings page to modify the operation of the device.

ABOUT & ALARM	
Click to test alarm	Click to change settings
🗘 LifeF	one.
LifeFone's Mobile Alert App give you peace of mind wh throughout the United State equipment to purchase or o personal panic button, easi	o is designed to erever you go es. There is no carry. It is your lv accessible on
your smartphone. Ever feel your car in a deserted parki late at night and find yourse office? Do you have severe reactions? Do you exercise	uneasy going to ng lot? Ever work elf alone in your allergic outdoors alone?

The Settings page allows you to modify your profile, edit your device and set Trigger options.

SETTINGS
Edit Profile
Edit Device
TRIGGERS
Alarm on Launch Launches the alarm as soon as the app is opened
Alarm on Volume Butto Press up, down, up, down, up, down with your volume opens to launch the alarm
Alarm on Shake Shake the device to launch the alarm
About
Send Feedback
Version Info

TRIGGERS	
Alarm on Launch Launches the alarm as soon as the app is opened	OFF
Alarm on Volume Butto Press up, down, up, down, up, down with your volume opens to launch the alarm	OFF
Alarm on Shake Shake the device to launch the alarm	OFF

The Triggers on the Settings page control how the Mobile Alert Panic Button can be activated. Note: Not all options work on all types of phones.

Alarm on Launch Option. Bypasses the 5 second countdown for all phones. When the app is launched, LifeFone is contacted.

Alarm on Volume Button. Activates the app when the volume up or volume down buttons are repeatedly pressed on an Android Phone Only.

Alarm on Power Button. Activates the app when the power button is repeatedly pressed on a locked Android Phone .

Alarm on Shake option. Activates the alarm function when an Android phone or iPhone is repeatedly shaken.

Mobile Alert App Settings: Edit Profile and Edit Device

ABOUT
ALARM

SETTINGS

Edit Profile

Edit Device

TRIGGERS

Alarm on Launch

Launches the alarm as soon as the app is opened

ON

Click on the Settings button to edit your profile.

Click Edit Profile to change any of your personal settings.

All fields are required.		
Username	myusername	\checkmark
Password	•••••	~
First name	Steven	~
Last name	DITester	~
Email	sditester@me.com	~
Phone number	5553740144	~
AID	957	~
Passphrase	1234	~

SETTINGS	
Edit Profile	
Edit Device	
TRIGGERS	
Alarm on Launch Launches the alarm as soon as the app is opened	ON
Alarm on Volume Butto Press up, down, up, down, up,	OFF

The Edit Device option is not needed. To change your device to a new phone, just delete the app from your old phone. Download the app on your new phone and re-register your device with the LifeFone Mobile App account.

Family Guard: Peace of Mind for Families

Working parents and caregivers have never had so much potential for control - or peace of mind - as they will experience with LifeFone's Family Guard[®]. It's the ultimate user-configurable family tracking and monitoring device.

LifeFone's Family Guard[®] gives you all the benefits of LifeFone's Mobile Alert[™] - a personal panic button that you can assign to your cell phone or a family member. Family Guard offers the additional ability to monitor real-time locations for up to three family members. It provides added peace of mind by giving you arrival alerts for your loved ones. The LifeFone's Family Guard[®] App is also intuitive and easy to use.

Customize your Family Guard app to meet your family's needs. For adults and children old enough to understand when and how to use a panic button, you may choose to upgrade your account to give the people you are tracking the added protection of their own personal panic button on their smartphone app. And if you have more than three family members to track, you can add them, too.



The LifeFone Family Guard® App provides the same 3 modes of

assistance offered with the Mobile Alert app: Medical, Panic and Concern. See details on page 9. LifeFone provides tracking function, while preserving your privacy. LifeFone only sends tracking information to our U.S. based call center when you activate the app to get help.

Location Tracking – You can monitor the locations of family members right from your phone or from the Family Guard[™] portal on any web browser. Have more than three people to monitor? No problem. Just call us at 1-800-882-2280 to upgrade your account.

Coming soon with LifeFone's Family Guard®

- User-defined geofencing for arrival and departure alerts
- "Lead foot" alert perfect for monitoring teen driving habits
- Email and/or text alerts and notifications

Family Guard: Tracking Users in the Family Group

Press the Track button to go to the tracking page. This allow users to view current location and recent history of other users in the family group.



Click on the user's location icon to display detailed information and display options.

To display a user's location, click on the user's icon. Users may upload a picture or graphic to represent themselves. To display additional users click on the Blue Icon. Click a User Icon to display the user's location

Click on the user's icon to display user info and options. Clicking on the Breadcrumb icon brings up the device's trail.

When the breadcrumbs are displayed, clicking on one of the breadcrumbs displays the data about that breadcrumb location.

Clicking on the breadcrumb will display the time and date the device was at that location, as well as the speed and direction.

The slider along the bottom of the screen controls how far back in time (from the current time) breadcrumbs are displayed.

Family Guard: Tracking Options, Viewing User Breadcrumbs

Family Guard App Settings: Location Services and Adjusting Update Intervals

Family Guard requires that the GPS-tracking Location Services be available at all times. Some devices have an option to enable tracking only when the app is active. Using that option will not allow the app to provide tracking information in an emergency or for family tracking. Instead, select the option to always allow Location Services for this app.

The use of Location Services causes increased battery usage. The Family Guard app has the default update rate set at 5 minutes. Changing the setting to a longer interval can increase battery life, but will lower the number of location reports. Setting the reporting interval to a shorter period will increase battery usage, and also increase the number of locations reported. The Tracking Interval for reporting can be changed on the "Settings" page.

Family Guard

Allow "Family

Guard" to access

your location even

when you are not

using the app?

SmartTek would like to use

your location in the background.

Questions & Answers About Your LifeFone Mobile App

How do I use my LifeFone Mobile App?

Install the app on your smartphone. Launch the app. Press the alarm button to contact LifeFone. Click on settings to configure how you start an alarm: By launching the app, shaking the phone, or on an Android phone repeatedly pressing the volume or power buttons. This will instantly initiate a call to the LifeFone Emergency Response Center. The LifeFone Response Center Operator will speak to you to confirm the emergency.

How do I update my emergency profile information in case of a change to my medical history, contact names and numbers or other?

Simply call the LifeFone Response Center, 24-hours a day at 1-800-882-2280 ext. 407. A LifeFone Customer Care Specialist will make the changes instantly and you will receive a confirmation of these changes by mail. Or if you prefer to update your profile online, you can go to our website page to update your information at: https://www.lifefone.com/care-profile

Edit Account Settings or add additional users:

To add additional panic button users or other family members to your tracking plan, contact LifeFone at 1-800-882-2280.

Our Consumer Friendly Policies Apply to All LifeFone Services:

- Cancel at any time and pay only for the time you've used
- 30-day money back guarantee
- Unlimited Emergency Contact Notifications
- No activation fees
- No equipment to purchase

LifeFone Recognition

LifeFone is recognized by doctors, hospitals and caregivers along with leading national health, education and consumer organizations.

About LifeFone:

- LifeFone has been in business since 1976.
- U.S.-based care agents assist you 24/7.
- Rated A+ by the Better Business Bureau.
- We offer medical alert systems for At-Home and On-the-Go in addition to these smartphone apps. The medical alert systems come with a fully Waterproof Help Buttons and the option of Automated Fall Detection.

Saves Lives When Seconds Count® 16 Yellowstone Avenue, White Plains, New York 10607-1324 Web: www.LifeFone.com Phone: 1-800-940-0262

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