



MEDICAL ALERT SERVICES

Saves Lives When Seconds Count[®]



Follow these 3 steps to activate your device.

STEP 1

**PLUG-IN AND CHARGE LIFE FONE
VOICE-IN-PENDANT DEVICE**

STEP 2

CALL TO ACTIVATE! 1-800-940-0262

STEP 3

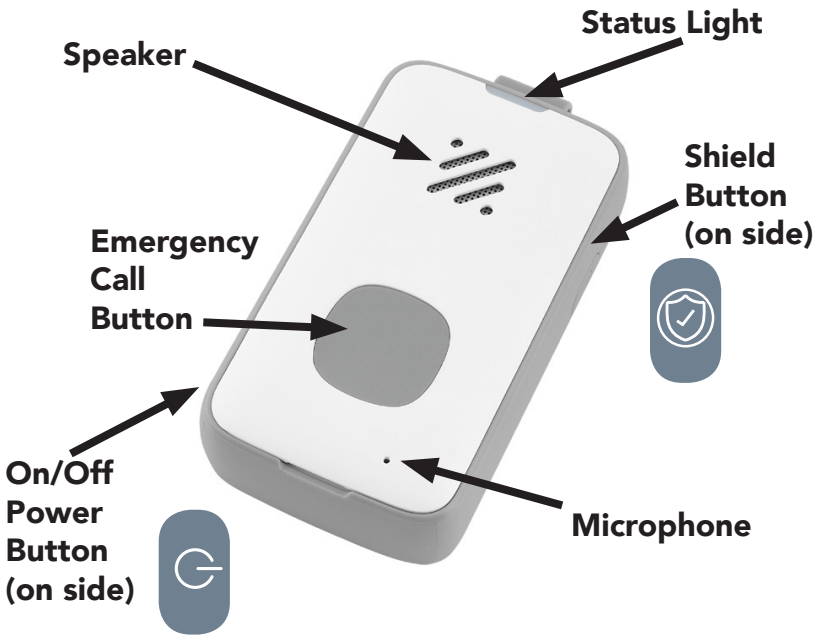
**COMPLETE AND MAIL BACK
THE ENCLOSED EMERGENCY
CARE PLAN AGREEMENT**

At-Home and On-The-Go GPS
Voice-in-Pendant with Optional Fall Detection
User's Guide

LifeFone Voice-in-Pendant Overview



Voice-In-Pendant in Charging Cradle



Voice-in-Pendant and Charger Notes

- The charging cradle is for holding the Voice-In-Pendant while charging. The Power Cord connects the charging cradle to a standard wall outlet.
- The Emergency Call Button, when pushed, initiates a two-way call to LifeFone's response team
- The Speaker allows you to hear LifeFone's response team speak to you
- The Microphone allows LifeFone's response team to hear you
- While wearing your device, the light will flash green every 30 seconds to indicate that your device is on.
- Charging contacts connect the Charging Cradle to the Voice-In-Pendant. Be sure to keep the gold contacts clean and free of debris; gently wipe with a soft cloth.
- The Voice-in-Pendant device is water resistant. You can wear it in the shower, but it should not be submerged.
- For best results, wear your help button outside of all your clothes.



STEP 1

Install LifeFone Equipment

Step 1: Charge your Voice-In-Pendant

1. Plug the Power Cord into a standard wall outlet. The light on the front of the charging cradle will turn red.
2. Turn on the pendant by pressing the Power button on the left side, you will then see the device light illuminate and feel a brief vibration. Vibration Feedback helps users who may have trouble seeing lights or hearing tones
3. Place the Voice-In-Pendant into the charging cradle and you will hear a tone indicating that your device is charging. During charging, the pendant light is solid blue.
4. Voice-In-Pendant is fully charged when the pendant light is solid green. Pendant needs to be charged when the light flashes blue.



NOTE: For best results, charge your Voice-In-Pendant device every night.

⚠ IMPORTANT: When the light on your device flashes blue, your Voice-in-Pendant needs to be charged.

⚠ IMPORTANT: Voice-In-Pendant is not ready for use until you have charged Voice-In-Pendant in the Charger and then completed the set up call with your LifeFone response team.

STEP 2

Test your Voice-in-Pendant

Step 2: Follow these steps to test your device:

1. Press the Shield Button on the side of your device.
2. After a tone, you will hear the battery level of your device.
3. Press and hold the Emergency Call Button until your Voice-In-Pendant initiates the call to your LifeFone response team.

Tell the LifeFone Care Specialist that you are testing your system.

When you complete the call with LifeFone, your Voice-In-Pendant will be set up.



Note: If Voice-In-Pendant does not power on and begin the activation process or cannot detect a cellular network, call LifeFone Customer Service at 1-800-940-0262.

STEP 3

Complete and Mail Back the Enclosed Emergency Care Plan

Your Emergency Care Plan Agreement authorizes LifeFone to respond properly in the event of an emergency. WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT WITHIN SEVEN (7) DAYS FROM YOUR ORIGINAL RECEIPT TO ENSURE THE BEST PROTECTION POSSIBLE.

Enclosed are two (2) copies of your Emergency Care Plan Agreement. **Make sure to review all of the information in this document carefully to ensure accuracy.**

Once you've confirmed that all of the information on your Agreement is correct, **please sign and date the bottom of the Agreement where indicated**, and return it to us in the prepaid envelope provided. **Please keep the yellow copy for your own personal records.**

LifeFone Emergency Care Plan Agreement		For 911 Use Only: 1-800-742-0222 or email: professional@lifeone.com	
1. SUBSCRIBER		2. PATENTY (if different from subscriber)	
First Name: _____	Last Name: _____	First Name: _____	Last Name: _____
Street Address: _____	City: _____	Street Address: _____	City: _____
Apartment/Floor: _____	State: _____ Zip: _____	Apartment/Floor: _____	State: _____ Zip: _____
County/Township: _____	Phone 1: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell _____	County/Township: _____	Phone 1: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell _____
Homeless Care Status: _____	Phone 2: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell _____	Homeless Care Status: _____	Phone 2: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell _____
Home Phone: () _____	Phone 3: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell _____	Home Phone: () _____	Phone 3: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell _____
Alternate Phone: () _____	Phone 4: _____	Alternate Phone: () _____	Phone 4: _____
Age: _____	Relationship to Subscriber: _____	Age: _____	Relationship to Subscriber: _____
Date of Birth: _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth: _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
3. HIDDEN KEY AND LOCK BOX			
Hidden Key Location: _____		Lock Box Code: _____	
4. PERSONAL RESPONDERS (List in priority order 1-4, and indicate where they live/work/attend school/visit)			
1. Name: _____	2. Name: _____	3. Name: _____	4. Name: _____
Relationship: _____	Relationship: _____	Relationship: _____	Relationship: _____
Phone 1: () _____	Phone 1: () _____	Phone 1: () _____	Phone 1: () _____
Phone 2: () _____	Phone 2: () _____	Phone 2: () _____	Phone 2: () _____
Phone 3: () _____	Phone 3: () _____	Phone 3: () _____	Phone 3: () _____
5. MEDICAL INFORMATION	Is Subscriber Ambulatory? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/> Wheelchair <input type="checkbox"/> Gurney <input type="checkbox"/> Staircase		
Medical Conditions/Physical Limitations: _____	Allergies: _____		
Medications: _____	Physician Name: _____		
Physician Phone Number: () _____	Hospital City and State: _____		
Physician Phone Number: () _____	Hospital Phone Number: () _____		
Physician Phone Number: () _____	Physician Phone Number: () _____		
6. SPECIAL INSTRUCTIONS			

7. ACCEPT AGREEMENT			
I AM PROVIDING LIFE-FONE WITH MY CONTACT INFORMATION AND CONSENTING TO THE AGREEMENT REGARDING THE SERVICES PROVIDED BY THIS AGREEMENT. I HEREBY ACKNOWLEDGE THAT I HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HEREBY AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HEREBY AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HEREBY AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.			
Name: () _____	Signature: _____	Date: _____	Print Name: _____
Print Name: _____	Signature: _____	Date: _____	Print Name: _____
LifeFone 16 Wilderness Avenue, White Plains, NY 10607-1124 Phone: 1-800-882-2288 Fax: 1-800-742-2232 © 2012			

Testing Voice-In-Pendant Monthly

Testing Your System

- Please have your complete system near you at the time of testing.
- Press the pendant button firmly once.
- Once the alarm is received by Lifefone, an emergency operator will communicate with you through the speaker.
- Please state clearly to the operator that “THIS IS A TEST.” If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.
- It’s recommended that you test your system once a month, every month.



If you have any trouble performing this test, please contact customer support 24/7 at 1-800-940-0262.

Placing an Emergency Call

To make an emergency call using Voice-In-Pendant:

Step 1. Press and hold the call Button once.

Step 2. Please hold the device and position the microphone near your mouth to complete your call.

Step 3. LifeFone’s response team will answer your call, talk to you to assess your needs, and notify emergency services if appropriate.

Canceling an Emergency Call

IMPORTANT!

To cancel a help button activation, press and hold the shield button on the side of the device.



Optional Fall Detection


For devices with Fall Detection enabled, your LifeFone Voice-in-Pendant can automatically connect to Care Specialists if it detects a fall. The unit also enables the user to cancel a fall alert. The Voice-in-Pendant can be located with GPS and WiFi location technologies.

The automatic Fall Detection is only 95% accurate, so there may be a chance the unit will not detect your fall. You are always required to press your Emergency Call Button if you are able and you need assistance.

Location-Based Services

This system uses GPS, BLE and WiFi to provide fast and accurate location service. As with all location-based services, it may not always be possible to determine your location. Multi-level buildings, parking garages, and even dense urban areas can make it difficult for satellites and cell phone towers to determine an exact location.

NOTE: A cellular signal may not be available in all areas.


 **FOR PROPER OPERATION, VOICE-IN-PENDANT REQUIRES ADEQUATE CELLULAR COVERAGE! POOR CELLULAR COVERAGE MAY RESULT IN THE INABILITY TO PLACE A CALL OR AUTOMATICALLY DETECT A FALL!** *Check with LifeFone for known coverage limitation.*

TEXT-TO-LOCATE: This service allows caregivers to locate the device with a simple text message.

Battery Notes


The Voice-In-Pendant battery is designed to operate on a single charge for up to 5 days but may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life.

Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate you automatically during an emergency.

 **Important: Voice-In-Pendant requires an adequate battery charge to function properly. Prior to use, please charge Voice-In-Pendant at least 3 hours. We recommend charging the device every night.**

Wearing Voice-In-Pendant

Voice-In-Pendant should be worn as a pendant around your neck using the supplied Lanyard. We recommend that the Voice-In-Pendant be worn outside clothing, to make it easier to reach the Emergency Call Button in an emergency. Talk to your health care provider regarding the most effective way to wear your Voice-In-Pendant.

 **Use only the LifeFone-provided Lanyard. To reduce risk of strangulation, the Voice-In-Pendant Lanyard is designed to break apart under certain conditions. Any cord worn around the neck, however, can pose a risk of strangulation, including the possibility of serious injury and death. Voice-In-Pendant users and caregivers should exercise care with the Lanyard to ensure it does not get caught or tangled in wheelchairs, walkers and other such equipment.**

 **Important: Voice-In-Pendant requires a vertical position with the Call Button facing away from the body to operate properly.**

- You should wear your pendant around your neck and adjust the lanyard so that it rests at chest level with the emergency button facing forward, so that it is easier for you to press.
- Do not put the pendant buttons through the clothes washer or dryer, or attempt to dry your button out in the oven or microwave.
- Voice-In-Pendant is water resistant, but should never be submerged in water.



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules

FCC Part 15

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and the Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. 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. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

SHIPPING or MAILING NOTE:

If you need to mail the device for any reason, please power it off first. To power off the device, press and hold the power button until you hear the Powering Off message.



MEDICAL ALERT SERVICES

16 Yellowstone Avenue,
White Plains, New York 10607-1324

Web: www.LifeFone.com

Phone: 1-800-940-0262

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