



MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®



Follow these 3 steps to activate your device.

STEP 1

**PLUG-IN AND CHARGE LIFEZONE
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

GPS Information

Any and all location-based information is made available for informational and planning purposes only and is not intended to be relied upon in situations where precise location information is needed or where erroneous, inaccurate, time-delayed or incomplete location or map data may lead to death, personal injury, or property or environmental damage. You agree that location-based information may vary from actual location(s), road, or terrain conditions due to factors that can affect the accuracy of the map data, such as, but not limited to, weather, road, and traffic conditions, geopolitical events, and condition or status of your cellular phone or cellular services. We do not guarantee accuracy or completeness of any location-based information.

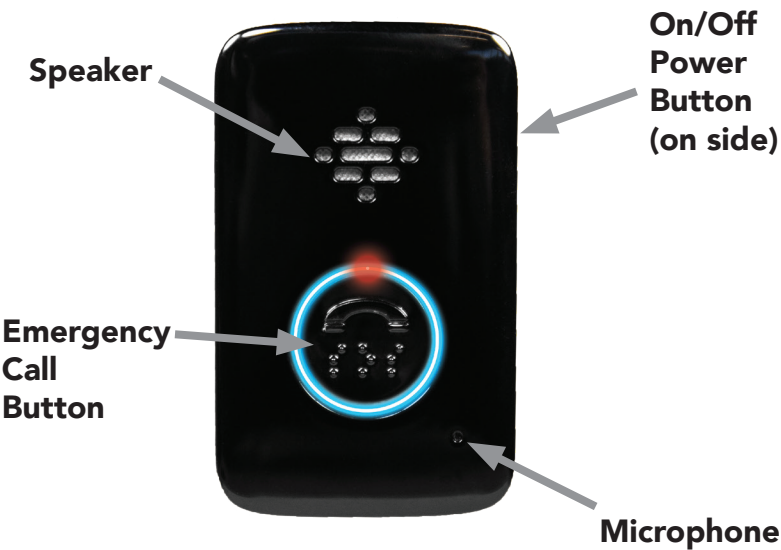
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LifeFone Voice-in-Pendant Overview



**Voice-In-Pendant in Charging Cradle
with Necklace Cord**



Voice-in-Pendant and Charger Notes

- Smart Cradle is for holding Voice-In-Pendant while charging
- Emergency Call Button, when pushed, initiates a two-way call to LifeFone's response team
- Speaker allows you to hear LifeFone's response team
- Microphone allows LifeFone's response team to hear you
- Charging Pins connect Charging Cradle to the Voice-In-Pendant (be sure to keep these pins clean and free of debris)
- Power Cord connects the charging cradle to a standard wall outlet.



STEP 1

Install LifeFone Equipment

Step 1: Charge your Voice-In-Pendant

1. Plug the Power Cord into a standard wall outlet.
2. Place Voice-In-Pendant into the charging cradle. Voice in Pendant is charging when it is in the charging cradle **and** the Emergency Call Button is flashing red.
3. Voice-In-Pendant is fully charged when the Emergency Call Button is solid red.
4. Turn on the pendant by pressing the Power button on the right side and holding it down for 3 seconds, you will then see all LED indicators illuminated and feel a brief vibration.
5. It is normal for the light around the call button to be off when the device is not in the charging cradle



NOTE: For best results, charge your Voice-In-Pendant device at least every 3 to 4 days.

⚠ IMPORTANT: When the LED around the Emergency Call Button is flashing red, 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 for 3 hours and then completed the set up call with your LifeFone response team.

STEP 2

Test your Voice-in-Pendant

Step 2: Press the Emergency Call Button

1. Press the Button in the center of the Voice-In-Pendant to connect to LifeFone.
2. With Voice-In-Pendant in the Charger, press and hold the Call Button until Voice-In-Pendant initiates the call. Voice-In-Pendant can remain in the Charger during the call to your LifeFone response team.
3. Tell the LifeFone Care Specialist that you are testing your system.
4. When you complete the call with LifeFone, 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.

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.**

[illegible]

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.

Battery Information


NOTE: Only charge as needed. Wear your device as often as possible to be protected. If you have the optional Fall Detection feature, your battery life is 5 days.

NOTE: For best results, charge your Voice-In-Pendant device at least every 3 to 4 days.

IMPORTANT: When the LED around the Emergency Call Button is flashing red, your Voice-in-Pendant needs to be charged.

The red battery light flashes every 5 seconds while charging and is solid when the device is fully charged. Typical charging time is 2-3 hours.

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.

 **Important: Voice-in-Pendant requires adequate battery charge for proper operation. Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate you automatically during an emergency. Prior to use, please charge Voice-In-Pendant at least 3 hours.**

Automatic Fall Detection

Your LifeFone Voice-in-Pendant provides extra protection by automatically calling for help if you fall and are unable to push your button. The unit also enables the user to cancel a fall alert.

Since no fall detection system detects 100% of falls, your Fall Detection Voice-in-Pendant allows you to call for help when you need it by pressing the emergency call button.


We recommend you wear your button outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected. You should wear your pendant around your neck so that it rests at chest level with the emergency button facing forward so that it is easier to press.

NOTE: Please handle your button with care when putting it on or taking it off, as it may interpret this movement as a fall and activate. If it does, the red light will illuminate, and an alarm signal will be sent to the Base Unit. **Please tell the operator that it was a false alarm.** If you do not explain this to the operator, emergency help will be dispatched.

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.

Wearing Voice-In-Pendant

Voice-In-Pendant should be worn as a pendant around your neck using the supplied Lanyard. Although the Voice-In-Pendant can be worn inside clothing, be advised it may be difficult 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.

Location-Based Services

The Voice-in-Pendant can be located with GPS and WiFi location technologies. Location based services are available using Text Messaging, or Web-Based Internet Portal Services, or via the Belle+ Mobile App. Details for using each type of GPS locating service are on the following pages.

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.

***A cellular signal may not be available in all areas.
Check with LifeFone for known coverage limitation.***

 **FOR PROPER OPERATION, VOICE-IN-PENDANT
REQUIRES ADEQUATE CELLULAR COVERAGE!
POOR CELLULAR COVERAGE MAY RESULT IN THE
INABILITY TO PLACE A CALL, LOCATE YOU IN
AN EMERGENCY, OR AUTOMATICALLY DETECT A
FALL!**

Text Messaging Location Requests

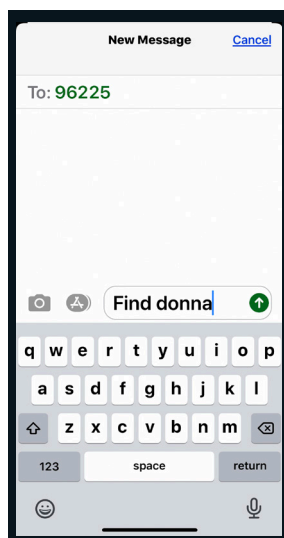
Caregivers can find their loved ones using Text Messages, offering peace of mind.

1. Text **find locator name** to **96225** from a phone registered on your account.

“Find” can be uppercase or lowercase.

The locator name is the subscriber’s first name.

2. The system will send a text message with the location of the LifeFone VIP device.
3. If you wish to add or edit the contacts on your list, please contact LifeFone at 1-800-940-0262.



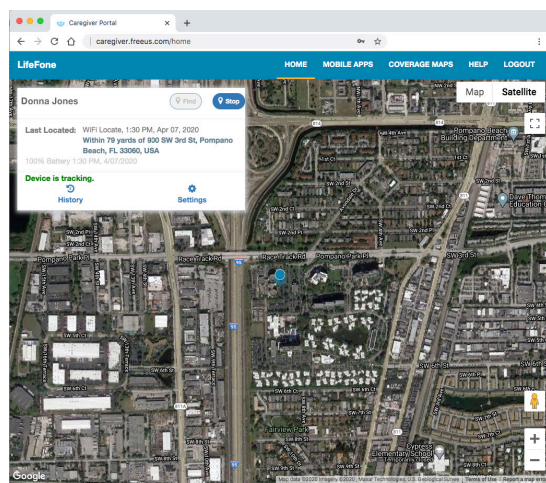
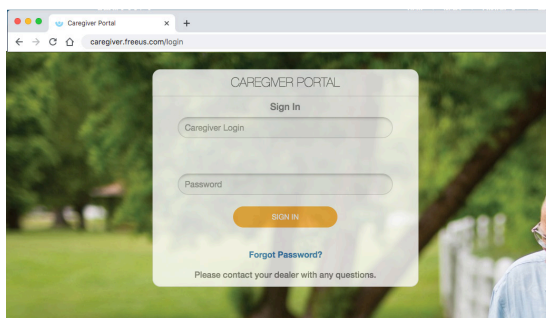
Web-Based Internet Portal Location Services

The internet portal enables caregivers to find their loved ones offering peace of mind.

Go to the web address caregiver.freeus.com/login and follow the steps below:

1. "Caregiver Login" is the email address provided with the initial order. If an email wasn't provided, then use the first initial and last name of the person who will be using the device.
2. The default password is lifefone (all lowercase).
3. Once logged in to the Caregiver Portal, you are ready to use the location services.
4. If still unable to sign in, please call LifeFone customer service at 1-800-940-0262.

While in tracking mode, you can view GPS location updates every 30 seconds.



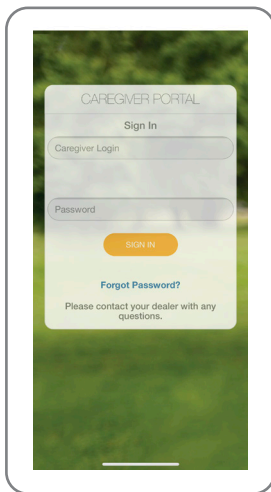
Location Services using the Belle+ Mobile App

The Belle+ mobile application enables caregivers to locate their loved one's Lifeline device, offering peace of mind.

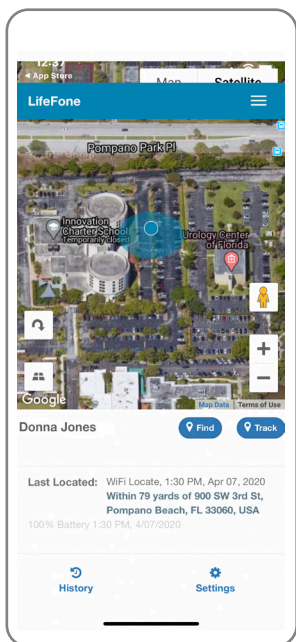
Download the Belle+ app in the Google Play Store or Apple Store



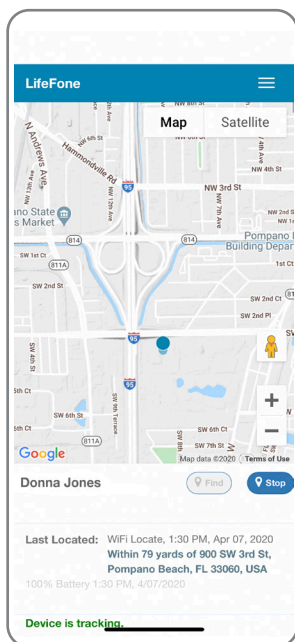
1. Search for Belle+ app in the search browser. Once you locate the app, click to install, and wait for the app to download completely. Once the download has completed, locate the Belle+ app on your phone and open it.
2. Login using the provided user name and password
 - a. User name is the email provided with the initial order. If one wasn't provided, then use the first initial and last name of the person who will be using the device.
 - b. The default password is lifeline (all lowercase).
 - c. Once you have logged in, you are ready to use the location services.
 - d. If you are unable to sign in, please call customer service at 1-800-940-0262.



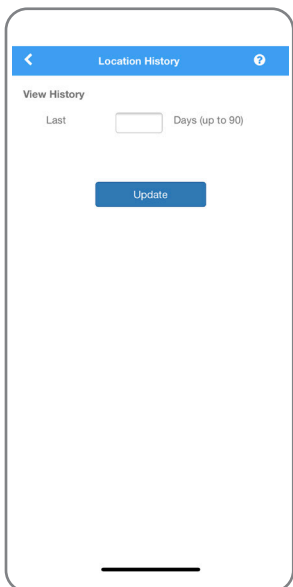
While in tracking mode, you can view GPS location updates every 30 seconds.



Satellite View



Map View



Location History

Select "Location History" from the top menu to view up to 90 days of activity.

To Replace Lanyard With Belt Clip

1. If you prefer a belt clip to the necklace lanyard, you can remove the lanyard by pressing the small tab upward to release the clip.
2. Pull the lanyard and clip away from the device.
3. Press the clip on the back of the belt clip into the slot on the back of the device until it clicks.

Note: You can charge the device in its cradle with the belt clip attached.



Cleaning Weekly

We recommend that you clean the device weekly to ensure proper charging.

Take a soft cloth, such as an eyeglass cleaning cloth, and gently rub the gold contacts on the device and charging cradle to remove dirt, oil and debris.



You can also spray household cleaner onto the cleaning cloth (though do not spray directly onto the device or cradle) to remove debris.



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.



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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