LifeFone®

MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®

VIP x®

Follow these 3 steps to activate your device.

STEP 1 — **PLUG-IN AND CHARGE YOUR LIFEFONE VIPx 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 VIPx
with Optional Fall Detection & Caregiver App
User's Guide

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LifeFone VIPx Overview

VIPx in Charging Cradle

VIPx is available in Black, Silver or White

VIP X

speaker

call button

microphones

blue call light / red battery light

VIPx and Charging Cradle Notes

- The Charging Cradle is for holding the VIPx 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 VIPx (be sure to keep these pins clean and free of debris).
- Power Cord connects the charging cradle to a standard wall outlet.

Red battery light

While charging, the light will flash red every 5 seconds until the device is fully charged. Typical charging time is 2 to 3 hours.

Once fully charged, the light will be solid red.

If the battery is low, the light will slowly flash red when off the charging cradle.

Blue call light

During an emergency call, the light will be solid blue.

STEP 1   Plug-In and Charge VIPx

IMPORTANT: Fully charge VIPx before first use.

Step 1: Charge your VIPx

1. Plug the Power Cord into a standard wall outlet.

2. Place VIPx into the charging cradle as shown. VIPx is charging when it is in the charging cradle **and** the Emergency Call Button is flashing red.

3. VIPx is fully charged when the Emergency Call Button is solid red. Typical charging time is 2 to 3 hours.

4. The light flashes red every 5 seconds while charging and is solid red when VIPx is fully charged.

5. It is normal for the light to be off when the device is not in the charging cradle. Only charge as needed.

NOTE: For best results, charge your VIPx device at least every 3 to 4 days.

⚠ **IMPORTANT: If the battery is low, the device will state, "Battery low, please charge" when you press the call button. It will then place the call.**

⚠ **IMPORTANT: VIPx is not ready for use until you have charged VIPx in the Charger for 3 hours and then completed the set up call with LifeFone.**

STEP 2 ▸ **Test your VIPx**

Step 2: Press the Emergency Call Button

1. Press the Button in the center of the VIPx to connect to LifeFone.

2. Press and hold the Call Button for 3 seconds or until the light turns blue. The VIPx will begin the call.

3. The VIPx can remain in the Charger during the call to your LifeFone response team.

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

5. When you complete the call with LifeFone, your VIPx will be set up.

Speaker

Emergency Call Button

Note: If the VIPx does not power on when placed in the charging cradle, 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.**

Testing the LifeFone VIPx

Test Your System Monthly

- Press the pendant button firmly once, until the light turns blue.

- Once the alarm is received by LifeFone, an Emergency operator will communicate with you through the speaker.

- Please state clearly that "THIS IS A TEST." If you do not explain to the LifeFone 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

Step 1. Press and hold the VIPx call button for two seconds. The light will turn blue.

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

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

Charging Your VIPx

Place the VIPx in the charging cradle as shown. The red battery light flashes every 5 seconds while charging and is solid when the device is fully charged. Once the light is a solid red, your VIPx is fully charged and ready to use. Typical charging time is 2-3 hours.

The VIPx battery is designed to operate on a single charge for between 5 to 10 days. Charge time may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life. When fall detection is added to your LifeFone service, battery life may be reduced

⚠ **IMPORTANT: VIPx 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.**

⚠ **IMPORTANT: When the Emergency Call Button is flashing red, your VIPx needs to be charged. For best results, charge your VIPx device every 3 to 4 days.**

⚠ **IMPORTANT: When Fall Detection is added to your LifeFone service, battery life may be reduced. Fall Detection does not detect 100% of falls. If you are able, you should press the help button in the event of an emergency.**

Wearing VIPx

Wear your device as often as possible to be protected. VIPx can be worn as a pendant around your neck using the supplied Lanyard or on the supplied beltclip. Although the VIPx can be worn inside clothing, be advised it may be difficult to reach the Emergency Call Button in an emergency.

• When wearing your VIPx as a necklace, wear the 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.

• When worn with a beltclip, be sure button is facing out.

• Do not put the pendant buttons through the clothes washer or dryer, or attempt to dry your button out in the oven or microwave.

• VIPx is water resistant, but should never be submerged in water. The device should be towel-dried after exposure to water.

⚠ **IMPORTANT: Use only the LifeFone-provided Lanyard. To reduce risk of strangulation, the VIPx 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. VIPx 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: VIPx requires a vertical position with the Call Button facing away from the body to operate properly.**

To Replace Lanyard With Belt Clip

1. If you prefer to wear the VIPx on a belt clip, rather than on the necklace lanyard, you can remove the lanyard by twisting and pulling the silver clip.

2. Pull the lanyard and clip away from the VIPx device.

3. Press the belt clip on the back of the VIPx device until it clicks.

Note: You must remove the beltclip to charge the VIPx device in its cradle.

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.

Location Information

The VIPx can be located with GPS, Cellular and WiFi location technologies. 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

⚠ **IMPORTANT: For proper operation, the VIPx 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!**

It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also affect your coverage. If you experience coverage issues, please contact LifeFone immediately at 1-800-940-0262.

Optional Features: Automatic Fall Detection and Caregiver App for Mobile Phones

LifeFone offers optional features for the VIPx for an additional monthly charge, including Automatic Fall Detection and a Caregiver App for Mobile Phones which offers Location Services, Activity Monitor, Step Counter, Ring for Lost Pendant, and more.

If you have the optional Caregiver App feature, your battery life is up to 5 days.

When fall detection is added to your LifeFone service, battery life may be reduced.

Note: If one or more users of the Caregiver App activate the "locate" or "ring" feature frequently, it's important that the VIPx device also be charged regularly. Battery life can be monitored through the app.

If you are interested in activating the Automatic Fall Detection feature, or you are interested in using the Caregiver App, please contact LifeFone's customer care at 1-800-940-0262.

⚠️ **IMPORTANT: The Automatic Fall Detection is only 95% accurate, so there may be a chance the unit will not detect your fall. You should always press your Help Button if you are able and you need assistance.**

Optional: Automatic Fall Detection

If you have enabled the optional Fall Detection feature on your VIPx, then your LifeFone device provides extra protection by automatically calling for help if you fall and are unable to push your button.

Since no fall detection system detects 100% of falls, you must press the button if you need help and you *do not* hear the VIPx say "Fall Detected". If you are able, you should press the help button in the event of an emergency.

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 blue light will illuminate, and an alarm signal will be sent. **Please tell the operator that it was a false alarm.** If you do not explain this to the operator, emergency help will be dispatched.

Cancelling an Automatic Fall Detection Call
The VIPx also enables the user to cancel a fall alert. If you do not need assistance, you can hold down the call button within a few seconds to cancel the alarm, and you will not connect with the specialist. When the alarm is canceled, you will hear the recording, "Fall detection canceled."

Optional: VIPx Caregiver Mobile App

The LifeFone Caregiver Mobile App offers peace of mind with Location Services, Activity Monitor, Step Counter, Ring for Lost Pendant and more.

Activate Your VIPx BEFORE Using the App

Your VIPx **must** be activated with LifeFone before using the Caregiver App. Follow the steps in the VIPx User Guide to activate your device.

Download the Caregiver Mobile App:

Aim your smartphone camera at a QR code to download the app.

iOS app (for iPhones):
bit.ly/apple-caregivermobile

Android app:
bit.ly/android-caregivermobile

First Time Logging into the App:

1. New caregiver app users are emailed a code.
2. In the app, tap "New Here? Do You Have a Code?"
3. Enter the code sent to the email address.
4. Enter the Device ID for the subscriber's device (located on the back of the VIPx.)
5. Enter a password.

Caregiver

Device Type: Bete X VZW (MV081D)
INPUT VOLTAGE: 5VDC 1A
Device ID: ABCD12
FCC ID: 2APNW-VLITE
Made in China
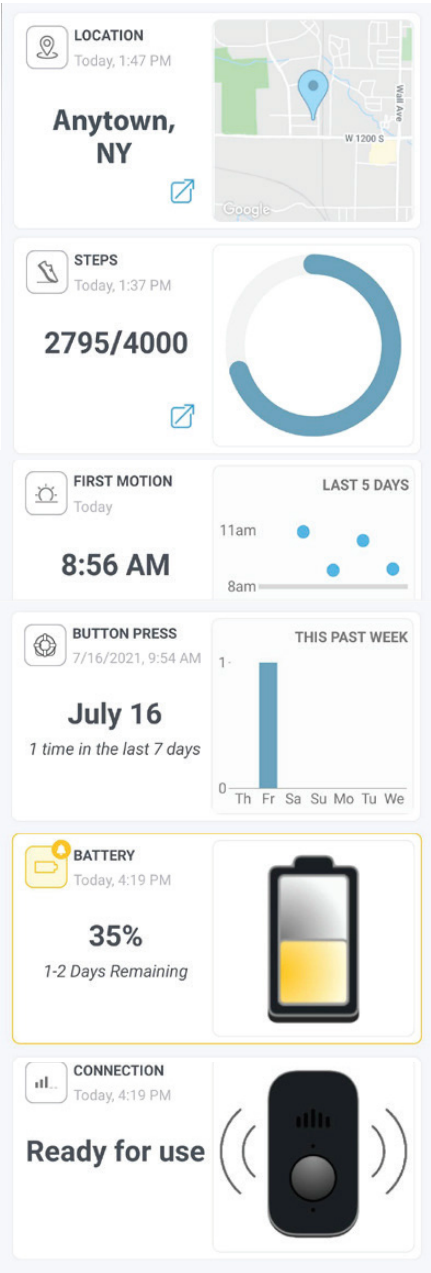
Home, Location, and Device

Home   Location   Device

Once you are logged in, there are 3 panels to manage your Caregiver Mobile App: Home, Location and Device. The Home panel provides access to most features. The Location panel shows updated map views. And the Device Panel is where you enter user and alert settings.

Optional: VIPx Caregiver Mobile App

⌂ Home
Home

Location: View the last location. Tap the tile to open the location tab and refresh.

**Steps:** View steps for today. Tap the tile to view history.

First Motion: View the first motion of the device after 5am. Tap the tile to view history.

Button Press: View the most recent button press, and view history on the graph.

Battery: View the most recent battery level.

Connection: "Ready for use" or "Unknown," depending on whether there is cellular signal.
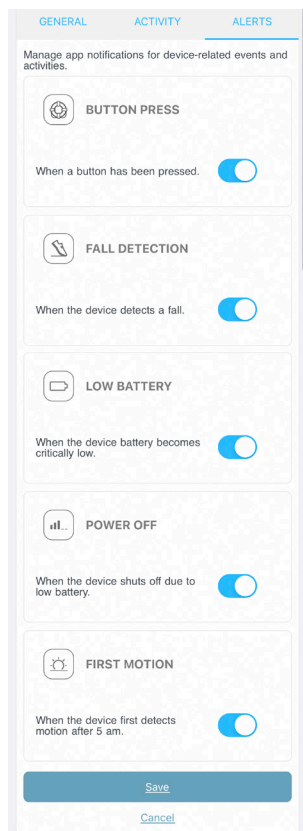
Optional: VIPx Caregiver Mobile App
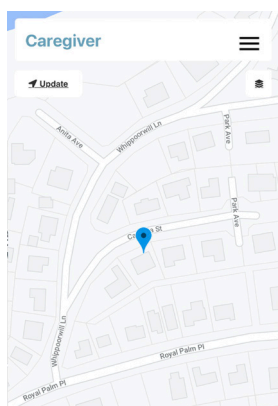
Location

- When the tab is opened, the device location will refresh on the screen. It can take about 15 seconds to update the location.
- Tap Update to refresh the location.
- Tap the pin on the map to view more details about the location.
- Tap the map layers to change from Map view to Satellite view.

Device Settings

General

- View subscriber details.
- Change the device nickname, which appears in the top left corner of Home and Device tabs.
- View Device ID and model numbers.

Activity

- Change the daily step goal.
- Adjust the first motion target time.

Alerts

- Manage app notifications for:
  - Button press
  - Fall detection
  - Low battery
  - Power off
  - First motion
- **Note**: To modify email and text message alerts, please contact LifeFone.

Note: Tap Save after changing settings.

Optional: VIPx Caregiver Mobile App
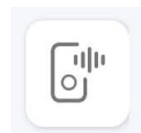
Other App Settings

At the top of the App screen are three icons for additional settings: Menu, Refresh and Ring Device.
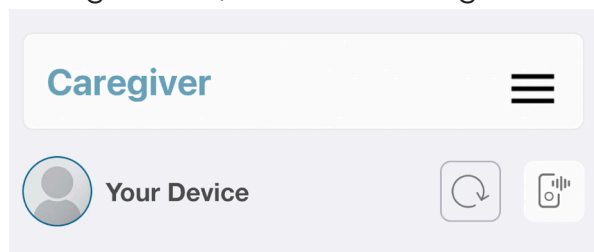
Menu: Edit information about the app user or sign out.   **Note**: To update subscriber information, please contact **LifeFone.**

Refresh: Updates all homepage tiles except location. Update the Location from within the Location tab.

Ring Device: Audibly rings the device to help locate misplaced pendants.

Important Note:

Note: If one or more users of the Caregiver App activate the "locate" or "ring" feature frequently, it's important that the VIPx device also be charged regularly. Battery life can be monitored through the app.

If you have any questions about using the Caregiver App, please contact LifeFone's customer care at 1-800-940-0262.

Optional: VIPx Caregiver Mobile App

Virtual Boundaries

Virtual Boundaries allows you to set up locations (Places) and receive popup notifications when the LifeFone VIPx device enters and exits different areas throughout the day.

To Access Virtual Boundaries, and set up locations for notifications, tap "Places" on the Location tab.

Places can be areas frequently visited by the LifeFone VIPx user.

The radius for each Place is configurable and can be set to 150, 200 or 250 meters.

You can enter up to 4 Places per LifeFone VIPx device.

Because Places are set up on the LifeFone VIPx device itself, all caregiver app users monitoring the same LifeFone VIPx share the same list of Places. Creating and deleting Places will affect all caregiver app users monitoring the same LifeFone VIPx.

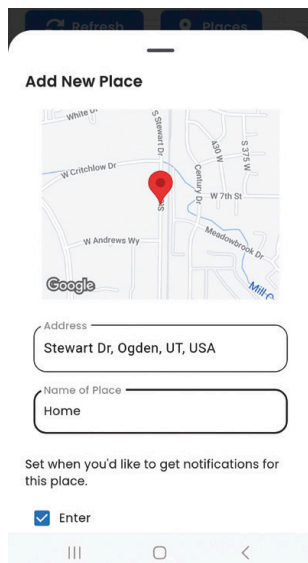Each app user can choose if they would like to receive enter/exit notifications for those Places.
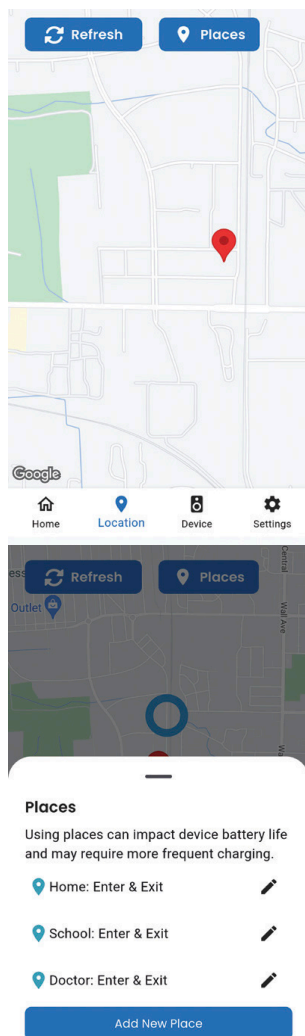
NOTE: The use of Places (Virtual Boundaries) may impact the battery life of the LifeFone VIPx device and require more frequent charging of the LifeFone VIPx, due to the increased GPS activity. We recommend charging the LifeFone VIPx device daily when Places have been added in the app.

Optional: VIPx Caregiver Mobile App
Virtual Boundaries

To Add a new Place
1. Go to the Location tab and Tap Places.
2. Tap Add New Place.
3. Enter an address. Address options will populate as you type.
4. Enter a name for the Place.
5. Select if you would like to be notified when the LifeFone VIPx device enters and/or exits the Place.
6. Select the radius for the Place. For larger buildings, it is advised to select a larger radius.
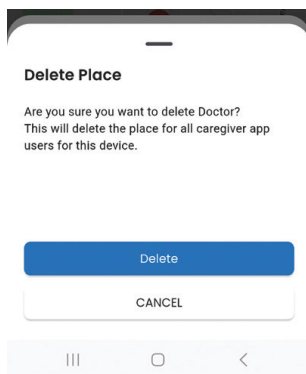7. Tap Save.

Add New Place

Address
Stewart Dr, Ogden, UT, USA

Name of Place
Home

Set when you'd like to get notifications for this place.

☑ Enter

To Modify an Existing Place
1. Go to the Location tab and Tap Places.
2. Tap the pencil icon beside the Place name in the list.
3. Modify the address, name, notification preferences, and/or radius for the Place.
4. Tap Save.

To Delete a Place
1. Go to the Location tab and Tap Places.
2. Tap the pencil icon beside the Place name in the list.
3. Tap Delete at the bottom of the screen.
4. Confirm you want to delete the Place for all app users for this LifeFone VIPx device.

Delete Place

Are you sure you want to delete Doctor? This will delete the place for all caregiver app users for this device.

Delete

CANCEL

Optional: VIPx Caregiver Mobile App
Virtual Boundaries

Place notifications

After adding or editing a Place, you will receive an enter and/or exit popup notification the next time the LifeFone VIPx device moves. This is a confirmation that the LifeFone VIPx device has established if it is currently inside or outside of the Place.

After the initial "confirmation" notification, you will receive enter and/or exit notifications when the LifeFone VIPx device enters and leaves different Places.

The LifeFone VIPx device checks GPS for Place enter/exits periodically while continuously moving.

Edit of Place Complete!

You will receive an Enter/Exit notification the next time this device moves, as an edit confirmation.

Okay

Do Not Show Again

Notifications can also be sent when the LifeFone VIPx enters or exits a Place, and then stops moving for about 2 minutes.

You may also receive enter and/or exit notifications:
- After the LifeFone VIPx battery discharges and the device is recharged.
- If the device firmware is updated.
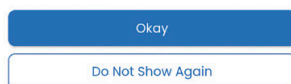- If the device is rebooted.

NOTE: If a LifeFone VIPx is moving the entire time and enters and exits a Place (such as while driving past the user's house), the app may not send a Place notification.

If the VIPx is in an area without strong GPS signal or cellular signal, the app may not send a Place notification.

Important Information:

BY USING THIS DEVICE, YOU ACKNOWLEDGE AND ACCEPT THE FOLLOWING INFORMATION:

Location Based Services:
This Equipment uses technology to permit third-parties to determine where you are physically located at any given time (the "Location Based Services"). Location Based Services may work even if you are not in communication with LifeFone. The accuracy of the Location Based Services is limited, and the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to identify your location or the location of the Equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company's interest in and to the Monitoring Services, or any other person or entity you specifically designate and only for the purpose of providing and improving the Monitoring Services.

Coverage:
This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also affect your coverage. If you experience coverage issues, please contact LifeFone immediately at 1-800-940-0262.

Important Information:

Water-Resistance:
VIPx is IP67 water-resistant. However, the VIPx device should not be submerged. The device should be towel-dried after exposure to water.

Pacemakers:
Individuals with pacemakers should consult their physician and review their pacemaker materials regarding interaction with cell phones, and take the same precautions the materials recommend for this device.

FC℃ 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.

LifeFone®

MEDICAL ALERT SERVICES

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Saves Lives When Seconds Count®

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