care innovations™ | link-mobile
an Intel·GE company
personal emergency response system
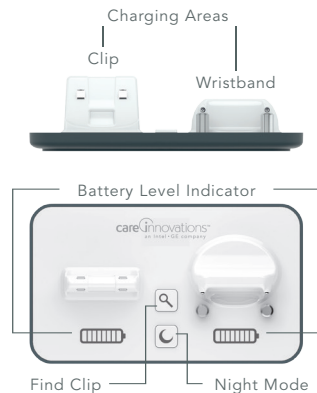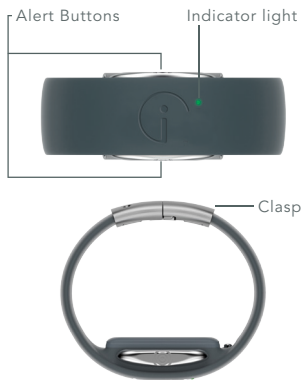
User's Guide

WHAT'S IN THE BOX

Alert Buttons   Indicator light

Clasp

Indicator light   Attachment Peg

Alert Buttons

Charging Areas

Clip   Wristband

Battery Level Indicator

care innovations
an intel · GE company

Find Clip   Night Mode

WRISTBAND

The Wristband is waterproof and designed to be worn at all times. It senses motion and communicates wirelessly with the Clip and the Dock.

CLIP

The Clip lives on the Dock at home and is worn or carried when out. It utilizes the latest location and communication technology to talk to the systems.

DOCK

The Dock charges the devices and communicates wirelessly with them, displaying Clip and Wristband battery charge levels and helping find a lost Clip.
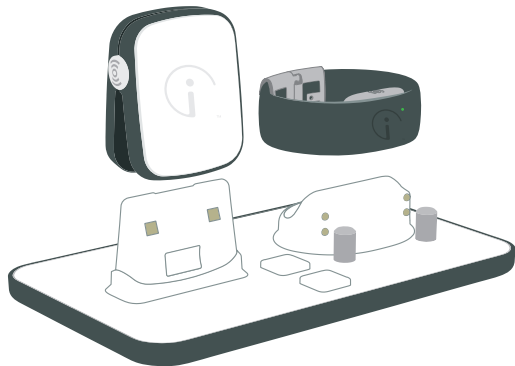
WELCOME TO LINK–MOBILE

Care Innovations™ created Link–Mobile to help people summon and receive help within the early minutes after a life-threatening event like a stroke, car accident, heart attack or fall. Timely response can mean recovering faster and suffering less severe complications.

Link–Mobile pairs a cellular Communications Clip to a discreet Wristband. The Wristband, which may be comfortably worn day and night, can be set to manually or automatically trigger a notification to be sent to friends, neighbors, and loved ones or directly to our 24-hour a day Emergency Response Center. The Communications Clip is a pocket-sized device, so it is easy to take along when you leave home. Carry it in a purse, wear it on a belt, or clip it to a car's seatbelt when driving. In the event of an incident, your notification, along with your location, will be sent automatically to the Emergency Response Center, and a text message and email will be sent to listed personal emergency contacts, enabling the Communications Clip to receive calls.

In addition to being ready to request help in an emergency, Wearers can view their daily activity and set personal goals to encourage healthful movement and other activities. Immediate access to help minimizes the concern of not being able to reach out in an emergency.

IN THIS GUIDE

BEFORE YOU START

INITIAL SET-UP

Prior to using your Link–Mobile system for the first time, it is important to charge all components fully. This will take approximately three hours.

To charge the system, plug one end of the white charging cable into the Dock, and insert the other end of the cable into the AC power adaptor. Plug the AC power adaptor into an electrical outlet.

To charge the components of your Link–Mobile system, first place the Wristband on the charging Dock, then place the Communications Clip on the charging Dock, as shown in the photo. The LEDs in the Wristband and Communications Clip will briefly light green when properly seated.

When you are at home, the Clip can be left on the Dock and will always be charging. The Night Mode button on the Dock allows you to dim the LEDs at night. Should the Clip be misplaced while in the range of the Dock, pressing the Find Clip button on the dock will cause the Clip to send out
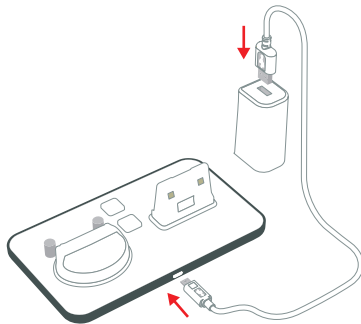
Clip left on Dock will be kept fully charged.

Wristband and Clip LEDs will briefly light green when properly seated, blink green while charging, then be solid green when fully charged.
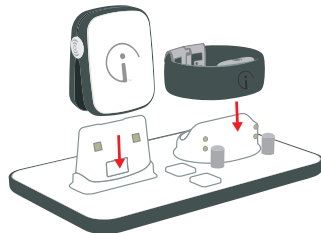
a locator tone. There is a battery level indicator on the Dock in front of each component's charging slot. The battery icons on the Dock show how much charge your components have, even when the components are not attached.

All battery level indicator bars will be green and will no longer roll when the system is fully charged.

Night Mode button turns off charging and battery indicators on Dock and attached devices (does not disable Panic or Find LEDs).

ACTIVATING

To set up your Link–Mobile system, go to www.Link-Mobile.com or call our Customer Care center at 855-885-CARE (2273). To complete the set up, you will need your unique Set ID, which is located on the bottom of your charging Dock.

Online Set-Up: If using the website to set up your system, follow the on-screen prompts. When you call to test your system, you will be asked to confirm your profile and settings.

Phone Set-Up: When calling the Customer Care center, a representative will walk you through the set-up steps including fully testing your system.

FITTING THE WRISTBAND

The waterproof Wristband is so comfortable it can be worn around the clock, even when you sleep. To get the most comfortable and stylish fit, you can customize its size. Before fitting your Wristband, you will need to have the following items available to you: scissors, Phillips head screwdriver, and pencil or pen. Begin by cutting the paper ruler from the bottom of the Quick Start Guide.

CAUTION: Before cutting the Wristband, confirm that it works by completing your initial set-up and testing with the Customer Care center.

1. To get a measurement for the size of your Wristband, wrap the paper ruler around your wrist and note the inch measurement that best indicates a loose, comfortable fit. Your Wristband should fit snugly enough so you feel the vibrations when the alert is activated without having it feel too tight. Because your wrist size can fluctuate throughout the day due to changes in temperature, your circulation, and the medications you take, you need to experiment a bit.

MARK

CLOSE

OPEN
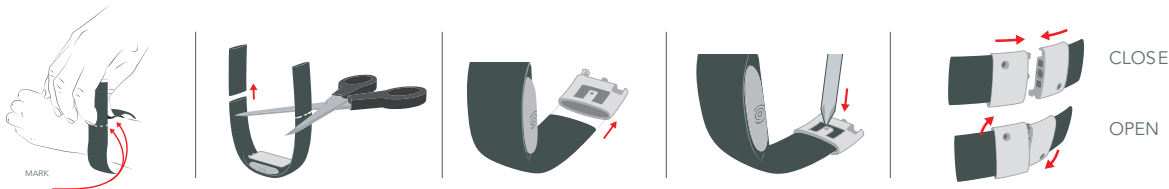
2. Set the paper ruler on a flat surface and place the Wristband next to it. Ensure that the center of the Wristband is aligned with the middle of your paper ruler measurement. Mark both ends of your measurement onto the Wristband (using a pen or pencil) to indicate where you will need to cut.

3. To best customize the fit of your Wristband, cut just a little off each end at first and wear it at least twenty-four hours. Remember, if it's too big, you can always trim it shorter, but you can't add length back.

4. Fit a clasp onto each end of the Wristband strap with the plain side facing outwards. While you're experimenting with the fit, simply attach the silver clasps without pressing down on the locking tabs.

5. Once you have determined the right fit for you, press down the locking tabs on the clasps until they tightly bite into the Wristband. (You may use a screwdriver as leverage for this step.)

6. The two clasps on the Wristband connect magnetically. To undo it, push on the two dots and twist the clasps.

BEFORE YOU START

TESTING COMMUNICATION BETWEEN THE WRISTBAND AND THE COMMUNICATIONS CLIP

For proper operation, your Wristband needs to be in range of the Communications Clip. This works best at distances less than 150 feet in open air, but this range can diminish based on obstacles such as walls, doors, construction materials, and other electronic systems.

One Second

To test if the Wristband is in range of the Clip, press and hold one button (either) on the Wristband for one second.

If you are within range of the Communications Clip, the Wristband will vibrate once and the LED will flash green three times. If the Wristband is too far from the Clip, the Wristband LED will flash red and an Alert will be sent to your emergency contacts. If the LED flashes red when in close proximity to the Clip, refer to the Troubleshooting Section for resolution.

TESTING COMMUNICATION BETWEEN THE CLIP AND THE MOBILE PHONE NETWORK

The Link–Mobile Communications Clip needs a cellular network signal to operate properly. To test cellular network strength, press and hold either button on the Clip for one second or until a short and long vibration pulse can be felt.

Within five minutes, the LED will flash orange where the number of flashes indicates relative cellular signal strength:

- Three flashes: strong signal
- Two flashes: average signal
- One flash: weak, but usable signal
- If the LED flashes red, refer to the Troubleshooting Section.

USING THE LANYARD AND KEY RING

There are two methods for attaching the lanyard:
A) looping the lanyard connector thread through the Clip's top peg and B) using the quick attach Accessory

Plate. To use the Communications Clip's peg, loop the lanyard line around the peg and back over itself as shown.

To wear the Clip via the lanyard, attach the black plastic connector looped through the Clip directly to the connector on the lanyard.

Clip together
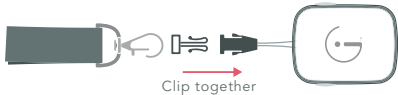
This black connector can also be used to attach the key ring to the Communications Clip.

THE KEY RING CLIP

Attach the white Accessory Plate your key ring. (HINT: This bright white plate acts as a great reminder to grab the Communications Clip when leaving home, even if you don't actually attach the Clip to the Accessory Plate!)

ATTACH TO YOUR KEY RING

To attach your keys to the Communications Clip, simply pinch the Clip open and insert the Accessory Plate, tab first. When you return from your outdoor adventure, remove the Accessory Plate from the Clip and place the Clip back on the Dock to charge.

USING LINK–MOBILE TO SEND AN ALERT FOR HELP

Link–Mobile can send an Alert for help in two ways:

- **Manual —** The Wearer intentionally pinches the Wristband or Clip buttons to request help
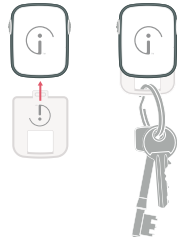
• **Automatic —** The Link–Mobile Wristband senses a possible fall

MANUAL ALERT

You can send a request for help by squeezing both buttons at the same time on either the Communications Clip or the Wristband. In acknowledgement of your request, both the Clip and Wristband vibrate and the LED pulses blue continuously. The Clip sends an Alert signal to the Help Center computers. Depending on your service plan (Personal, Personal with Escalation or Professional), this Alert signal either:

1. Sends an SMS* and email to your designated emergency contacts — (Personal)

2. Sends an SMS and email to your designated emergency contacts and then waits four minutes for an acknowledgement** before escalating to the Emergency Response Center — (Personal with Professional Escalation)

3. Directly alerts the Emergency Response Center of your need for assistance — (Professional)

* When your emergency contact receives this SMS, message rates may apply.

** Acknowledgments are performed by emergency contacts who follow a link in the SMS or Alert email within the time allowed.

Personal   Personal with Professional Escalation   Professional
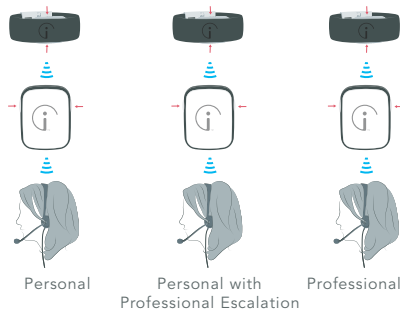
TYPES OF ALERTS

Your Link–Mobile system sends Alerts when the Wearer manually requests help by squeezing the buttons on the Wristband or Communications Clip or when the Wristband senses movement indicative of a fall.

Clip or Wristband Alert — When the Emergency Response Center Agent sees an Alert, the Agent will call the Wearer via the Communications Clip to ascertain their needs and then seek to arrange the appropriate assistance. Following the Wearer's predefined sequence, emergency contacts will be notified by phone. If help is needed from local emergency service providers (police, ambulance, fire, EMT), the Agent will contact them on behalf of the Wearer.

If the Emergency Response Center Agent cannot make contact with or hear the Wearer, a call will be made to the emergency contacts in the order listed in the Wearer's profile. When the call to the Communications Clip has ended, the Link–Mobile Communications Clip will automatically be reset by the Help Center computers,

ready to work again when needed. A tone on the Clip will indicate the voice communications session has ended.

Automatic Fall Alert — If the Wristband detects an event such as an abrupt shock or rapid change in acceleration, the Link–Mobile system is designed to interpret this as a potential fall. Both the Wristband and the Clip will vibrate and the LED on both will flash blue continuously.

If in range, the Wristband will send an Alert to the Communications Clip, which then sends an Alert signal to the Help Center computers over the cellular network.

Depending on your service plan, this Alert signal triggers one of three actions:

1. An SMS and email are sent to your designated emergency contacts

2. An SMS and email are sent to your designated emergency contacts. If no acknowledgment** is received, the Emergency Response Center is contacted.

3. The Emergency Response Center is directly alerted of your need for assistance

** Acknowledgments are performed by emergency contacts who follow a link in the SMS or Alert email within the time allowed.

Cancelling an Automatic Fall Alert

1. If an Alert is triggered accidentally, it can be cancelled before the Alert signal is sent to the Help Center computers. To cancel an Alert, squeeze and hold both buttons on either the Clip or the Wristband until the LED on both units briefly flashes green and then goes out.

2. NOTE: As a safety feature to protect a confused Wearer, if both buttons are squeezed three or more times within thirty seconds, the Alert cannot be cancelled and will be sent to the Help Center computers. This will be treated as an Alert and, depending on your service plan, predefined response actions will follow.

In addition, Link–Mobile can trigger an Alert to be sent to emergency contacts (SMS and email notifications) on other monitored events including:

Low Battery — If Clip or Wristband battery levels are too low, the LED on the respective device will flash amber intermittently until the unit is placed on the Dock and battery levels recover. NOTE: Please allow three hours for a full charge.

Out of Range — If the Clip cannot communicate with the cellular network or the Wristband cannot communicate with the Clip, the LED on the respective device will pulse red twice every five seconds. The red

flashing LED will go out when communications are restored.

Activity — If the activity measured by the Wristband is either above or below a threshold set in the Link–Mobile Dashboard, an Alert is sent. No indication of this Alert is portrayed on the Wristband or Clip.

Zone — If the Communications Clip enters a restricted map area or leaves a safe map area outside designated hours, an Alert is sent. No indication of this Alert is portrayed on the Wristband or Clip.

TYPES OF SERVICE PLANS

Personal — All Alerts, including Panic and Fall, are sent **only** to emergency contacts (friends/family/neighbors), as defined in the Wearer's profile.

Personal with Professional Escalation — Clip and Wristband Alerts are sent to emergency contacts AND will roll to the Emergency Response Center if not acknowledged, within four minutes, by a click on the link contained in the SMS/Email. After the Emergency Response Center Agent acts, an email will be sent to all emergency contacts summarizing the actions taken (after-incident report). All other non-emergency Alerts are sent directly to emergency contacts only. NOTE: The links in the email and SMS are active for fifty minutes, after which they expire.

Professional — Clip and Wristband Alerts are sent directly to the Emergency Response Center. An email is sent to all emergency contacts summarizing the actions taken (after-incident report). All other non-emergency Alerts are sent directly to emergency contacts only.

Professional Plus — This service plan includes all the features of the Professional plan, plus advanced functionality and enhanced alert monitoring and reporting. Contact Customer Service for more information about this service plan.

USING LINK–MOBILE

Service Plan/ Alert Type	Personal	Personal with Escalation to Professional	Professional
Emergency Alerts			
Clip Alert	Alert to emergency contacts.	Alert to emergency contacts. Unacknowledged roll to Emergency Response Center. After-incident email to emergency contacts.	Notification directly to Emergency Response Center. Emergency Response Center calls Wearer and emergency contacts in sequence. After-incident email to emergency contacts.
Wristband Alert	Alert to emergency contacts.	Alert to emergency contacts. Unacknowledged roll to Emergency Response Center. After-incident email to emergency contacts.	Notification directly to Emergency Response Center. Emergency Response Center calls Wearer and emergency contacts in sequence. After-incident email to emergency contacts.
Wristband Fall	Alert to emergency contacts.	Alert to emergency contacts. Unacknowledged roll to Emergency Response Center. After-incident email to emergency contacts.	Notification directly to Emergency Response Center. Emergency Response Center calls Wearer and emergency contacts in sequence. After-incident email to emergency contacts.

Service Plan/ Alert Type	Personal	Personal with Escalation to Professional	Professional
Informational Alerts			
Low Battery (Clip and Wristband)	Alert to emergency contacts only.	Alert to emergency contacts only. This Alert does not escalate.	Monitoring through escalation available with Professional Plus.
Wristband Out of Range	Alert to emergency contacts only.	Alert to emergency contacts only. This Alert does not escalate.	Monitoring through escalation available with Professional Plus.
No Cell Signal	Alert to emergency contacts only.	Alert to emergency contacts only. This Alert does not escalate.	Monitoring through escalation available with Professional Plus.
Activity Alert (hi or low)	Alert to emergency contacts only.	Alert to emergency contacts only. This Alert does not escalate.	Monitoring through escalation available with Professional Plus.
Zone (enter or exit)	Alert to emergency contacts only.	Alert to emergency contacts only. This Alert does not escalate.	Monitoring through escalation available with Professional Plus.

USING THE DOCK

Finding your Communications Clip

If you have misplaced your Communications Clip, press the **Find Clip** button on the Dock. The battery charge indicator LED bars will roll to indicate that a locate signal has been sent. Provided the Clip is in range of the Dock, your Clip will beep continuously until you either cancel the **Find Clip** feature by pressing the **Find Clip** button on the Dock or by pressing both buttons on the Clip.

Night Mode

The battery charge indicator LEDs on your Dock can be turned off by pressing the **Night Mode** button on the Dock. To exit Night Mode and see the charge indications, press the **Night Mode** button again.

Leaving Home

Initial testing with the Emergency Response Center will help you determine if you can leave your Communications Clip on the Dock while you wear the Wristband around the house. Since the Link–Mobile Wristband needs to be in communication with the Communications Clip to work, you will need to remember to take your Clip with you when you leave home. If you forget your Communications Clip, your Wristband LED will flash red and the Clip will send an SMS or email to your phone (if you add yourself as an emergency contact) and an Alert to your emergency contacts. Attaching the white Accessory Plate to your house keys can be a helpful reminder to bring your Clip with you when leaving home.

FLIGHT MODE AND ALERTS

Your Communications Clip can be placed in a standby mode, designed to meet FAA requirements for turning off cellular devices during aircraft travel. To enter Flight Mode, press a single button on either the Clip or the Wristband five times in a row. Each press will be accompanied by a brief vibration pulse. To signal you have successfully set the Clip in Flight Mode, the LED on both units will blink purple.

To exit Flight Mode, press and hold one button on Clip or Wristband. This will need to be done for BOTH units.

Flight Mode can also be initiated from the Flight Mode icon within the Wearer section of the Link–Mobile Dashboard.

LINK–MOBILE DASHBOARD

The Link–Mobile Dashboard provides anytime access to defining a host of parameters for your Link–Mobile system use. To provide access to the Dashboard, Care Innovations sends a hyperlink to the original purchaser's (called the Dashboard Manager) email as part of the welcome email or one may visit www.Link–Mobile.com. NOTE: On your first use, click on the Profile icon to add telephone details and select your own password. Click update when done. Your Link–Mobile system is activated and assigned to the Wearer identified at the time of purchase. The Dashboard Manager is able to use these Icons:

Create a list of **Users** who are granted access to the Dashboard (restricting what users can see and what they may change).

Locate — a Wearer's Clip on a street and satellite map to see current and past locations, routes taken, battery level and charging status.

Notifications — See a history of Alerts including GSM and GPS strength and charging status.

Alert Contacts — Define who should be notified in the event the Wearer needs help (including which Alerts, what day, what time of day and method by which they are to be notified).

Zones — Define safe and unsafe locations by drawing on a map. Define expected day and times for each given location.

Activity — Observe activity levels. Define bed time, wake time, and low and high level Alerts based on activity level.

Setting up Emergency Contacts

Log in at www.Link–Mobile.com, select the **Contacts** icon. You can add names and contact details (phone, SMS, email). From within the Wearer section, one may assign Alert Contacts to a Wearer by clicking the **Alert Contacts** icon. In this section, one may also indicate relationship, availability and contact times, and one may configure which Alert notifications each emergency contact will receive, including when (day/time) and how (phone/SMS/email) they will receive them.

The order in which emergency contacts are contacted by the Emergency Response Center is defined by dragging them into an order and clicking **update order**.

How to Set up Users

Log in at www.Link–Mobile.com, select the **Users** icon. One may grant viewing permissions and invite other users to see select Wearer information or respond to a Wearer's request for help.

Activity

Log in at www.Link–Mobile.com, select the **Wearer** icon, and then click on the **Activity** icon to see activity levels. Users may review activity

levels and set up Alert notifications levels for unusually high or low levels of activity. One may filter this list to view activity by a date range.

Locate

Log in at www.Link–Mobile.com, select the **Wearer** icon, and then click on the Locate icon. One may filter for a given date range of historic locations and even download a PDF copy of a route traveled to share with friends. From here, one may also make a request for the system to find the Communications Clip's current location. To see current location, select **Update Location**. The process of locating the Clip and reflecting its location on the map can take up to five minutes. If you are having trouble locating the Communications Clip, refer to the Troubleshooting section of this manual. Status of the Clip and Wristband (including if on the charging Dock, battery level, and street view) can be seen from the table. Select the map type (street, satellite, hybrid) by checking the blue plus sign in the upper right section of the map. Zoom in or out until you can see your desired geography.

NOTE: Since GPS signals can waiver and report spurious locations, selecting "Significant Only" forces the system to limit signals to only the strongest and most consistent signals.

Zones

Log in at www.Link–Mobile.com, select the **Wearer** icon, and then click on the **Zone** icon. Clicking on **Add a Zone** allows users to graphically depict Safe and Unsafe areas. By defining a zone, you can then set up a Notification to be sent to emergency contacts should a Wearer leave an area or not enter an area by a given time. Alerts, based on day and time of day, can be defined for entering or leaving these zones. Start by naming your zone and entering a starting street address. Select the map type (street, satellite, hybrid) by checking the blue plus sign in the upper right section of the map. Zoom in or out until you can see your

desired geography. Click on the map to establish a starting point for a shape which will surround your area of interest, and continue to move the cursor around in a shape which defines your zone. Up to eight outline points may be defined. End defining your shape by double clicking. Define the type of zone (Inclusion — an area where a user is expected to be or Exclusion — an area where a user is not allowed to enter) and when Alerts should be sent, based on day, time, and location within or outside of these zones.

Notifications

Log in at www.Link–Mobile.com, select the **Wearer** icon, and then click on the **Notifications** icon. Here you will find a list of communications received from Link–Mobile and sent to the Help Center computers. One may filter this list to find particular notifications by type or date range. The status of battery charge and cellular and GPS signal strengths are also shown.

Airline Mode

(coming later) Gareth to confirm w/c 24/3

Disable Auto Fall Alert

(coming later) Gareth to confirm w/c 24/3

UPDATES

🏠 Home| ❗ Help| 👤 Link–Mobile is designed to stay current by receiving software updates, including enhancements and corrections "over the air." These updates will take place in the background. When an update is completed, the user will notice a short LED sequence as each unit restarts.

USING HELP

For the most current information about your Link–Mobile system, click on the **help** icon, located near your logon name. You will find updates to this printed manual, helpful videos, best practices, tips and ideas to improve your Link–Mobile experience.

LINK–MOBILE TROUBLESHOOTING GUIDE

Symptom	Items to Check	You Should See	Resolution
Link–Mobile is not working	Is there power to charging Dock?	Do the Dock LEDs light up when plugged in? Should be plugged into a known working outlet, not controlled by a light switch.	Remove A/C adaptor from wall plug, remove cord from adaptor. Replug cord and adaptor. Verify LEDs light up briefly on the Dock.
	Is the device charged?	Do any of the LEDs light up (Clip, Wristband) when placed on the Dock?	See LED matrix. Red indicates charge is needed. Contact Customer Care.
	Are you properly placing devices on charging Dock?	Verify that when seated, the device LED flashes green for 5 seconds	If LED is any color other than Green, contact Customer Care.
	WARNING: This troubleshooting step may trigger your emergency contacts or the Emergency Response Center to see an Alert and contact you.	Pinch buttons. Confirm both Wristband and Communications Clip vibrate and LEDs flash blue.	If connected to the Emergency Response Center, report this was a test. If devices do not vibrate nor does the LED flash, contact Customer Care.

ADDITIONAL INFORMATION

Symptom	Items to Check	You Should See	Resolution
Device LEDs light, but not Dock LEDs	Have the LEDs on the Dock been put into sleep mode?	Confirm LEDs on Clip and Wristband light green when placed on Dock.	Press LED Sleep button on Dock twice (like a door bell).
Dock LEDs light briefly, but then immediately go back out…	Has power to the Dock been interrupted?	1. Remove devices from Dock. 2. Unplug A/C adaptor from wall. 3. Unplug cord from A/C adaptor and Dock. 4. Wait ten seconds. 5. Plug cord into A/C adaptor and Dock, making sure they connect tightly. 6. Plug in A/C Adaptor. 7. First, replace Wristband on Dock until Dock LEDs light up. 8. Then, replace the Clip. 9. LEDs on Dock should now work. If not, contact Customer Care.	
Excessive Notifications sent to Emergency Contacts			
Excess Panic Alerts		These notifications come when the Wearer squeezes the buttons either on the Wristband or the Communications Clip.	Be sure the Wearer is familiar with how to cancel erroneous requests. (Press both buttons again)

Symptom	Items to Check	You Should See	Resolution
Excess Auto Fall Alerts	Consider changing from wearing on wrist of "dominant" hand to the other hand.	Consider adjusting or disabling Auto Alert by calling the Emergency Response Center or visiting www.Link–Mobile.com.	If you still have questions, contact Customer Care.
Excess Low Battery Alerts	NOTE: Batteries in the Wristband and Communications Clip are lithium ion type and do not suffer from "memory" problems typical in previous rechargeable battery technologies. Wearers do not need to allow devices to periodically discharge in order to extend recharge life.	Both the Wristband and Communications Clip will indicate to the Wearer when they need recharging via the LED on the device, the LEDs on the charging Dock, and by sending an SMS/email to those whose profile indicates they should receive such notices. Expected life after a full charge is three days for the Communications Clip and seven days for the Wristband. Please allow devices to remain on the charging Dock for at least three hours to obtain a full charge.	To reduce the number of notices about battery, instruct the Wearer to return the devices to the charging Dock when the LEDs on the Dock indicate a recharge is required. If you still have questions or believe battery life is too short, contact Customer Care.

ADDITIONAL INFORMATION

Symptom	Items to Check	You Should See	Resolution
Zone Alerts	The Communications Clip generates an Alert based on parameters defined by the Dashboard manager, who defines a geographic area from which the Wearer exits (inclusion zone) or enters (exclusion zone).	In ideal conditions, the GPS signal received by the Communications Clip can indicate a location within three meters of actual location. Areas with tall buildings or placing the Communications Clip in an area with an obstructed view of the sky can result in the device mistakenly reporting a location at the far edge of device accuracy, often more than 300 meters from its actual location.	To reduce the number of notices about zones, be sure that the zone has been drawn large enough to account for occasional stray GPS signals. For help drawing, see demonstration video on www.Link–Mobile.com under Help. If you still have questions or need help creating zones, contact Customer Care.

Symptom	Items to Check	You Should See	Resolution
Out of Range Alerts	The radio link between the Communications Clip and the Wristband can be reliably maintained at distances of up to 150 feet in clear space. A home's construction materials and interference from other devices can reduce the distance the Wristband can travel from the Communications Clip and still retain a connection. A break in the connection is reported on the Wristband by a red LED.	A range test can be performed at any time by placing the Communications Clip on the Dock in the desired recharging location and pressing one side of the Wristband button. Do this while wandering around the living space. A green LED on the Wristband indicates a completed connection with the Communications Clip. The number of flashes (one to three) indicates signal strength where three is the strongest. A red LED indicates the Wristband is no longer communicating with the Clip.	To reduce the number of notifications about the Wristband being out of range, the Wearer should carry the Communications Clip when they expect to move beyond the range that can reliably maintain a connection. If you still have questions, contact Customer Care.

ADDITIONAL INFORMATION

Symptom	Items to Check	You Should See	Resolution
No Comms Alerts	The Communications Clip requires a cellular signal to send its information to the Emergency Response Center.	Atmospheric conditions, a home's construction materials and interference from other devices can reduce the signal transmission between the Communications Clip and cell towers. Since this can be intermittent, Dashboard managers have the ability to adjust the time interval before the Emergency Response Center will send a notification to emergency contacts saying that the connection with the Communications Clip and the cell tower has been lost.	To reduce the number of notifications about the Communications Clip losing connection with the cellular network, considering adjusting the "Device not Communicated" slider to the right (slider can be found under Contacts section under System Notifications). Be aware that the ability to notify emergency contacts in the event of a panic or fall is not possible when the Communications Clip is not receiving a cellular signal. If you still have questions, contact Customer Care.

LINK–MOBILE DASHBOARD TROUBLESHOOTING GUIDE

Symptom	Items to Check	You Should See	Resolution
Link–Mobile Dashboard is not available	The web address is https://www.Link–Mobile.com	You should see a prompt for user name (email address) and password. You can select **Forgotten your Password** to have a new password sent to the email address of the Dashboard Manager.	Contact Customer Care. Proof of identify and purchase will be required.
Receiving Excessive Zone Alerts	The size of the zone should be larger than the expected travel range of the Wearer.	You should draw the zone so that there is plenty of space around the area you wish to be alerted should the Wearer enter or exit during the days and times specified.	To reduce the number of notices about zone, be sure that the zone has been drawn large enough to account for occasional stray GPS signals. For help drawing, see demonstration video on www.Link–Mobile.com under Help. If you need help creating zones, contact Customer Care.

ADDITIONAL INFORMATION

Symptom	Items to Check	You Should See	Resolution
Location is not updating	Being inside large structures (shopping malls) or surrounded by tall buildings may obstruct a view of the sky. This can result in the device not updating location.	You should see the last location where the Communications Clip had a view of the sky. The last known location will be indicated on the map by a red dot. Clicking on **highlight location** will show details about the date and time this location was recorded.	To refresh a location, click on the **Locate** icon, then the **Update Location** button. This sends a signal to the Communications Clip and requests an update. If you need help using Locate, contact Customer Care.
Activity not showing activity	The Wristband is the device that monitors and reports activity.	You should see activity bars in blue for daytime activity and green for nighttime activity.	Check the Day time (expected rising time) and Night time (expected bedtime) settings. Click **Set** before leaving the page.

Symptom	Items to Check	You Should See	Resolution
Emergency contacts receiving/not receiving Alerts	The Alert Contacts icon will show which contacts are associated with the Wearer. See the notification parameters, such as type of Alert, day and time to send Alerts.	You should see a valid email address and SMS # to a phone capable of receiving text messages is required.	Update the contact information, time and date, and Alert types to be recorded. Be sure to click **Update** before leaving the page. If you need help using Alert Contacts, contact Customer Care.
Other Users unable to see features	Which privileges users are granted is defined by the Dashboard Manager who sets up User accounts.		

SAFETY/REGULATORY

Installation Guidelines

1. Read and understand all instructions and save them for future reference.

2. Follow all warnings and instructions marked on the product.

3. Do not install charging Dock near a bathtub, sink or shower.

4. Operate this device using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your local power company.

5. Do not place this product on an unstable cart, stand or table. This product may fall, causing serious damage to the product.

6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.

7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this device.

8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.

9. Because this device operates on electricity, you should have an alternate device in your home that could operate without electricity in case the power in your home goes out.

10. To avoid interference to nearby appliances, do not place the Dock or Communications Clip on or near a TV, microwave oven, or VCR.

Safety Information for Your Device

Read this information before using your device.

Driving safety

Talking on the Communications Clip while driving can distract the driver, result in extreme danger and may be illegal in some states. Remember, safety comes first. Check the laws and regulations relating to use of the device in the areas where you drive. Always obey them. If you must use your device while driving, please:

- Give full attention to driving. Driving safely is your first responsibility.
- Pull off the road and park before making or answering a call.

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Electronic devices

Your mobile personal emergency response device is like a cellular telephone. When it is ON, it receives and also sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF energy. However, certain electronic equipment may not be shielded against the RF signals from your wireless device. Therefore, use of your device must be restricted in certain situations.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6) inches be maintained between a device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research and recommendations of Wireless Technology Research. Never come closer than six (6) inches to a person with a heart pacemaker implant when using your device. Doing so could result in interference with the function of the pacemaker. Persons with pacemakers:

ADDITIONAL INFORMATION

- ALWAYS keep the device more than six (6) inches from your pacemaker when the device is turned on.
- Do not carry the device in a breast pocket or locate it on the safety belt of your car near your pace maker.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your device OFF immediately.

Important Safety Instructions

Follow these safety precautions when using your device to reduce the risk of fire, electric shock, and injury to persons or property:

1. Keep any openings of the Communications Clip unblocked. Do not set the device or Dock on a heating register or over a radiator. Insure that proper ventilation is provided at the installation site.

2. Link–Mobile Wristband is water-proof (splash/rain resistant) IPX6 certified, so it offers water protection. It can sustain temporary immersion in one meter (39 inches) of water for up to thirty minutes, so you can wear it while in the shower. However, it's not suitable for extended and continuous water submersion, such as swimming, snorkeling or diving. Any misapplied usage of the device in water submersion conditions may cause permanent damage or may cause it to malfunction. Range to the Dock and Communications Clip are impacted when the Wristband is wet or under water.

3. Do not allow anything to rest on the charging Dock.

4. Place the A/C adaptor cable so that it will not be walked on.

5. Never insert objects of any kind into the product slits, as that may result in fire or shock.

6. Unplug the Dock from the wall outlet before cleaning.

7. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

8. Do not disassemble this product. If service or repair work is required, contact the Customer Care helpline found in this User's Guide.

9. Do not overload wall outlets and extension cords.

10. Avoid using during an electrical storm.

11. You may choose to use a surge protector to protect the Dock.

12. Do not use this device to report a gas leak, especially if you are in the vicinity of the gas line.

Charger

Charging safety

The A/C adaptor designed for this unit requires the use of a standard 120 V AC power source for its operation.

• Never attempt to disassemble or repair the A/C adaptor.

• Never use the A/C adaptor if it has a damaged or worn cable or plug.

• Always contact Customer Care if repair or replacement is required.

• Never alter the cord or plug on your A/C adaptor. If the plug will not fit into the available outlet, have a proper outlet installed by a qualified electrician.

General Safety Precautions

Your device is a high quality piece of equipment. Before operating, read all instructions and cautionary markings on the product, battery and A/C adaptor. Failure to follow the directions below could result in serious bodily injury and/or property damage due to battery liquid leakage, fire or rupture.

• DO NOT use or store this equipment in a place where it will be exposed to high temperatures, such as near an open flame or heat-emitting equipment.

ADDITIONAL INFORMATION

- DO NOT drop your device or subject it to severe shock. When not using, return the Communications Clip to the Dock to avoid possible damage due to mishandling.

- DO NOT expose this equipment to rain or spilled beverages.

- DO NOT use unauthorized accessories.

- DO NOT disassemble the device or its accessories. If service or repair is required, return unit to Care Innovations. If unit is disassembled, the risk of electric shock or fire may result.

FCC

This device complies with Part 15 of FCC Rules including interference that may cause undesired operation. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received.

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. 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. 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 on a circuit different from that to which the receiver is connected.

– Consult the dealer or an experienced radio / TV technician for help.

Compliance with Other FCC Regulations

Operating procedures

Never violate any of the following Rules and Regulations of the FCC when using your device. Such violations are punishable by fine, imprisonment or both.

- Never use obscene, indecent, or profane language.
- Never use your device to send false distress signals.
- Never wiretap or otherwise intercept a phone call, unless you have first obtained the consent of the parties participating in the call.
- Never make any anonymous calls to annoy, harass, or molest other people.
- Never charge another account without authorization, to avoid payment for service.

- Never willfully or maliciously interfere with any other radio communications.
- Never refuse to yield the line when informed that it is needed for an Emergency Response. Also, never take over a line by stating falsely that it is needed for an emergency.

Intel GE Care Innovations™ Link-Mobile is designed and manufactured in the UK by buddi* Ltd.

ADDITIONAL INFORMATION

LED AND VIBRATION CODES

Device LED Color	Meaning
Green	• Clip and Wristband — LED turns Green for five seconds when successfully placed on Dock to charge, flashes green while charging, then turns steady green on the Dock when fully charged • When testing if Wristband is in range of Clip, Wristband flashes Green three times • Clip — When Clip GSM test is successful • Flashes Green three times to signal successful canceling of an auto or manual Alert
Amber	• Pulses periodically to indicate Low battery • Search for Clip to GSM
Blue	• Clip and Wristband flashes upon manual button press • Wristband and Clip flash Blue upon auto fall detection
Red	• Pulses periodically to indicate Wristband out of range of Clip more than five minutes • Clip pulses red if no GSM signal for more than five minutes • Wristband flashes Red three times when test shows it is out of range of Clip • Clip flashes Red three times when test shows it is out of range of GSM
Purple	• Solid purple LED indicates Airplane Mode is on.

Vibration	• Wristband will vibrate on fall detection • Clip and Wristband will vibrate if the other device is triggered and on button press and continual pulsing until cleared
Button Presses	• Activate Alarm — Blue LED rapid flash and vibrate with continual pulses • Cancel Alarm — Green LED flash five seconds with halting of continual pulses.
Tone from Clip	• Escalating tones when **Find Clip** is triggered from Dock Ring or perhaps two tones, identical, repeating — Call connection will begin unless cancelled
LEDs on Dock	• Battery Level Bars Seven Green • Battery Level Bars Four-Seven Green • Battery Level Bars Two-Three Red — Slow Flash • Rapid flashing red (One bar) • Rolling LEDs — **Find Clip** Initiated

ADDITIONAL INFORMATION

CONTACT INFORMATION

Our Customer Care team can help address any questions or concerns that you have with your system. Please contact your Care Innovations Customer Care representative at (855) 885-CARE (2273).

Please note, due to concerns with your privacy, we cannot accept email requests for new service, returns, changes in emergency contact or Wearer contact information, or lock box code changes.

If you need help with	Phone Number	Hours
• Placing New Orders	(800) 930-1137	24/7
• Technical Support • Shipping Status • Return Requests • Setting up new equipment • Initial or periodic testing • Updating Wearer or contact information	(855) 885-CARE (2273) supportlink@careinnovations.com	24/7 8:00am- 5:00pm Pacific Time (Monday - Friday)

To return your Link–Mobile system, an RMA# must be obtained from our customer service staff by calling (855) 885-CARE (2273). An RMA# is required for ALL returns. Merchandise must be returned within fifteen days of the issuance of the RMA#, at which time the RMA# expires. RMA#s are non-renewable. Full refunds require return of all components in original packaging.

For the very latest documentation, visit http://help.Link-Mobile.com

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