

# User's Manual

## Life Alert® HELP Pendant LTE



**HELP Emergency Button:** Press this button for three (3) seconds to turn on the HELP Pendant and automatically call the Life Alert Dispatch Center. In addition, this button can also be used during a call to send refreshed GPS data.

**Battery Check Button:** Press this button for three (3) seconds to turn the unit on and the battery status will sound before turning the HELP Pendant back off.

**Volume Decrease (-):** Press the battery check button rapidly during the HELP call to decrease the speaker volume. This feature only functions DURING a HELP call.

**Volume Increase (+) :** Press the battery check button rapidly during the HELP call to increase the speaker volume. This feature only functions DURING a HELP call.

**Cancel Call :** Press both Help and Battery check buttons for three (3) seconds to disconnect at any time during and at the end of a call.

## User Instructions

### Dialing "Help"

Press the HELP button for three (3) seconds to turn on the Help Pendant and dial the Life Alert Dispatch Center. This will be accompanied by vocal message " Calling Life Alert " a led indicating the pendant is turning on and preparing to call the Life Alert Dispatch Center. The pendant "Calling Life Alert, please wait" will enunciate and the HELP Pendant will automatically attempt to connect to the Life Alert

Dispatch Center.

If the initial HELP call fails, the HELP Pendant will automatically redial up to a maximum of 10 times. The redial attempts will be accompanied with the corresponding voice prompts and led indication. The 10th attempt will be a call to 911.

### *During the Call*

1. The user can adjust adjust the speaker volume.  
The speaker volume can ONLY be adjusted during a help call. It does not affect the voice prompt volume.
2. Use the HELP button **1** during a call to send current or refreshed GPS location data.
3. Press both Help **1** and Battery check **2** button for three (3) seconds to cancel the present call.

### *Ending the HELP Call*

The call can be ended only by Life Alert Dispatch center operator.

### *Checking the Battery Level*

Press the Check Battery button for 3 seconds to check the battery level status. After 10 seconds, the HELP Pendant will automatically turn off.

*Please check the battery status and device functionality monthly.*

## *Important Notes*

*Important Note: HELP Pendant ONLY operates within UMTS/HSDPA/HSUPA/LTE cellular service coverage areas. Location services may not always be available.*

### *Environmental Use Conditions*

Ambient Temperature: -10°C/14°F to 55°C/131°F

Relative Humidity: 0% - 95%

Atmospheric Pressure: 86-106Kpa

Working Frequency: Quad Band LTE: FDD-Band (17, 5, 4, 2) Tri Band UMTS (WCDMA: 850/1700/1900 MHz)

### *Important Information*

## **Safety Precautions for United States Installations**

### **SENSITIVE ELECTRONIC EQUIPMENT**

When near high precision electronic equipment, please turn off the pendant. Failure to do so may cause nearby electronic equipment malfunctions. The following equipment may be affected by the use of cellular telephones, including but not limited to: hearing aids, pacemakers, fire alarms, automatic gates and other automatic control equipment. Users who use auxiliary medical equipment should contact the equipment provider and confirm the effect of the cellular telephones on the equipment.

### **MEDICAL FACILITIES**

Please note the following in medical facilities:

Please do not use the HELP Pendant in an emergency room, operating room, intensive care unit (ICU) or coronary care unit (CCU).

Please do not use the pendant one when in the vicinity of medical equipment. Also, please do not use the HELP Pendant in medical places where the use of a cellular phone is prohibited.

Please note the ringer, volume level and vibration setting, so as not to disturb patients with heart disease or other environmentally sensitive medical conditions.

### **COMBUSTION AND EXPLOSIVE WARNINGS**

Do not use the pendant in flammable and explosive areas in order to avoid causing an explosion or fire. Flammable and explosive area examples, but not limited to, the following:

-Gas stations

-Other fueling areas (such as propane gas filling stations)

### **FCC STATEMENT**

RF Exposure Information The SAR limit in the USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This HELP Pendant device (FCC ID: 2ABZ7-920) has been tested against this SAR limit.

The highest SAR value reported under this standard during product certification for use when properly worn on the body is 1.240 W/kg and for head is 0.327 W/kg.

Tests for SAR are conducted using standard operation positions specified by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while in operation can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. (Body – worn measurements may differ among device models, depending upon available accessories and FCC requirements.) While there may be differences between the SAR levels or various devices at various positions, they all meet the government requirement for safe exposure.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory that contains no metal. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

### **NOTE:**

This product's IMEI label was placed in the battery compartment. It can be accessed by removing the battery cover and removing the batteries.

The manufacturer is not responsible for any radio or TV interference cause by the unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

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

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

Note: 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 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 on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Warranty Provisions

### WHO IS COVERED?

The original subscriber is covered. Please keep a copy of the original monitoring agreement to obtain warranty service.

### WHAT IS COVERED?

The Life Alert® HELP Pendant is warranted to be free from defects in materials and workmanship. The Life Alert® HELP Pendant is not guaranteed to contact emergency services in all instances.

### HOW TO OBTAIN WARRANTY SERVICE

In the unlikely event you require warranty assistance, please telephone 1- 800- 451- 7858. A customer service representative will provide you with a return authorization code and mailing instructions. You will send your phone and the original sales invoice, postage paid, to Life Alert®. Life Alert®, at its sole discretion, will repair or replace your Help pendant with a new, renewed, or comparable device at no charge to you.

### WHAT IS THE WARRANTY PERIOD?

The warranty begins on the date you received your Life Alert® HELP Pendant and lasts for as long as you are a current monitored Life Alert® subscriber. The warranty on any replacement product expires whenever the warranty on the original product expires.

### WHAT IS EXCLUDED?

Your warranty does not cover: product damaged by misuse, accident, unauthorized repair, or other causes not within the control of Life Alert®, Inc. Reception problems caused by signal conditions or cable or antenna systems outside the Life Alert® HELP Pendant are also excluded.

LIFE ALERT®, INC. MAKES NO OTHER WARRANTY EXCEPT AS SPECIFICALLY STATED ABOVE. IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD.

### LIABILITY LIMITATIONS

YOUR EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT AS STATED ABOVE. IN NO EVENT WILL LIFE ALERT® EMERGENCY RESPONSE, INC. BE LIABLE TO ANY PARTY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ARISING FROM OR RELATING TO ANY USE OF LIFE ALERT® HELP PENDANT, INCLUDING DAMAGES FOR PERSONAL INJURY OR DAMAGES TO PROPERTY. HOWEVER OCCASIONED, LIFE ALERT®, INC.'S LIABILITY WILL IN NO EVENT EXCEED THE INITIAL SETUP FEE OF THE PENDANT. ANY LAWSUIT OR OTHER ACTION AGAINST LIFE ALERT®, INC. IN CONNECTION WITH THE PENDANT MUST BE FILED WITHIN ONE YEAR FROM THE DATE OF THE EVENT THAT CAUSED THE LOSS, DAMAGE OR LIABILITY.

Some states or provinces do not allow for the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. Depending on your state or province, you may have other rights or remedies.