

wellcore

**Emergency Response System  
with Automatic Fall Detection  
User's Guide**

P/N WC800011 Rev A-2  
June 2010

# Table of Contents

---

<b>Welcome! .....</b>	<b>5</b>
The Wellcore Emergency Response System .....	6
Other Package Contents .....	8
Light and Sound Feedback.....	9
How it Works in an Emergency .....	11
Important Safety Information .....	12
<b>Using the Wellcore System .....</b>	<b>13</b>
Charging Your Personal Activity Monitor.....	14
Wearing the Activity Monitor.....	17
Movement Detection .....	20
Showering and Bathing .....	21
What to Expect in a Fall or Other Emergency .....	22
Other Emergencies .....	23
After the Emergency .....	24
Caregivers and Responders .....	25
<b>Other Features of the Wellcore System .....</b>	<b>27</b>
Tracking Your Activity on Wellcore.com .....	28
Logging in to Wellcore.com.....	28
Viewing Footsteps Taken.....	31
Viewing Rest Patterns.....	32
Viewing Notifications .....	33
Reporting.....	34
Transferring Data over the Internet.....	35
Account Settings .....	37

Sending and Listening to Messages on your Wellcore System .....	39
Sending Messages—Caregivers .....	39
Listening to Messages—Users .....	41
User Settings.....	42
Second Address Settings.....	42
Notification Settings .....	42
Turning Your Activity Monitor On and Off.....	43
Turning the Activity Monitor Off.....	43
Turning the Activity Monitor Back On.....	44
Traveling with Your Wellcore System.....	45
Air Travel.....	45
Installing Your System in a New Location .....	47
Locating a Missing Personal Activity Monitor .....	49

## **Customer Support..... 51**

Software Updates.....	52
Battery Operation and Maintenance.....	53
Battery Care.....	53
Personal Activity Monitor Battery .....	54
FCC Statement.....	57
Safety Notices .....	58
Important Safety Information .....	59
Notes .....	60

# Welcome!

---

Wellcore™ Corporation is pleased to offer a new way to help you live independently and enjoy a safer, happier lifestyle. You now can have the peace of mind to enjoy your activities knowing that you have protection by using the Wellcore system.

Using the latest motion detection and wireless technology, we offer wellness solutions that provide around-the-clock monitoring to ensure safety and security for seniors and peace of mind for families. The Wellcore system is designed to distinguish between true falls and other types of activities. And our 24-hour Emergency Call Center team is ready to help you if you fall or if any other emergency occurs and you press the Help button.

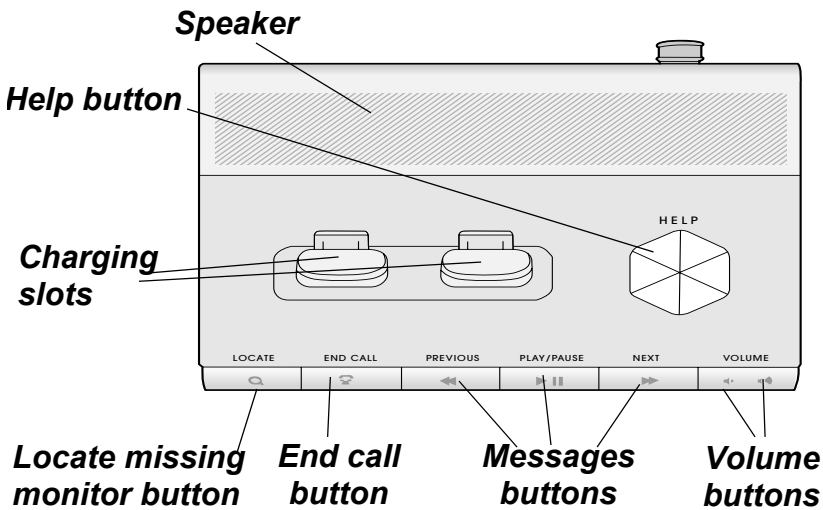
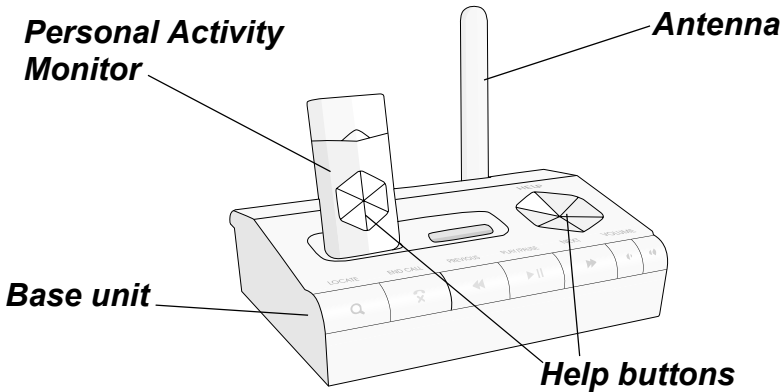
Add to that the ability for people you designate to be able to view your activity and send you messages that you can listen to on your Base Unit, you'll be rewarded with better and more frequent communications. It's one more way for those close to you to keep in touch.

Thank you for purchasing the Wellcore Emergency Response System with Automatic Fall Detection, and we look forward to providing great service to you now, and in the years to come.

Best wishes,  
The Wellcore Team

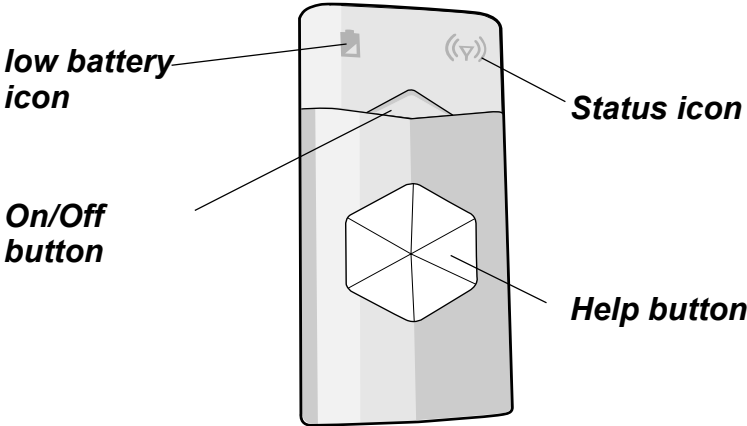
# The Wellcore Emergency Response System

## Base Unit

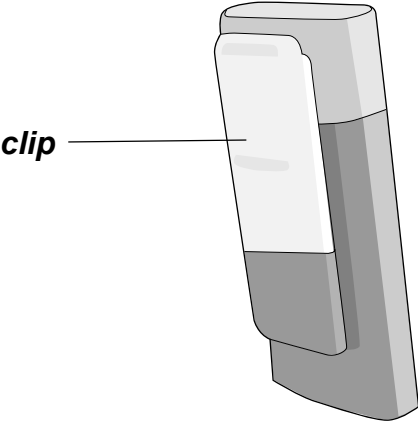


## Top View of Base Unit

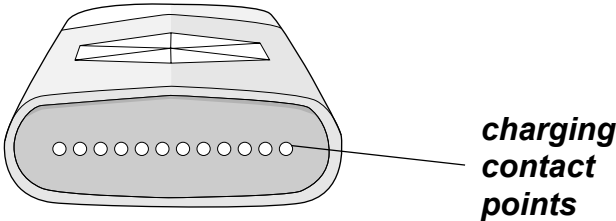
*The Wellcore Emergency Response System*



**Front View**



**Back View**

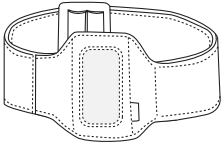


**Bottom View**

## *Other Package Contents*

# Other Package Contents

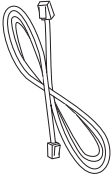
Your Wellcore system also includes these components:



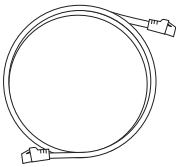
***Arm band***



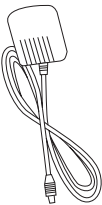
***Documentation, including User Guide, Quick Installation Guide, Subscription Agreement, and Responder Cards***



***Telephone cable***



***Ethernet cable***



***Power supply cable***





# Light and Sound Feedback

The Wellcore system provides visual and audio signals to alert you.

## Base Unit LED Feedback

<b>Light</b>	<b>Color/Sound</b>	<b>Status</b>
Help button	Solid white	System is operational
	Blinks white	Emergency is occurring; help is being called
	Red	System is initializing, wait until light turns white to proceed
	Not lit	System is without power or is not connected correctly
Message light	Solid white	A new message has arrived; press PLAY to listen to it
Locate button	Blinks white	Locate mode, Personal Activity Monitor is beeping so you can locate it. Press END CALL to exit.

## Personal Activity Monitor Notifications

<b>Light</b>	<b>Color/Sound</b>	<b>Status</b>
Status icon 	Blinks green	Monitor is on and tracking activity
	Beeping	Fall automatically detected or Help Button pressed; help is being called
	Solid yellow	Updating Personal Activity Monitor; do not remove activity monitor while this is occurring
Battery icon 	Blinks amber, beeps	Low battery; place on Base Unit to charge
	Amber (when in charging slot on Base Unit)	Charging
	Green (when in charging slot on Base Unit)	Fully charged

# How it Works in an Emergency



**NOTE:** The Wellcore personal emergency response system is a lifestyle product designed to detect falls and assist you in getting help in the event of an emergency. It is not a medical device, and should be used in conjunction with other communication devices and caregivers to help keep you safe.

# **Important Safety Information**

- Read the User Guide before using the product.
- Save the Installation Guide in case you need to reinstall the product.
- Make sure cords are all positioned away from areas where someone could trip over them.
- Only use batteries supplied by Wellcore.
- Wear your Personal Activity Monitor around the clock when not charging the device. This will give you the most accurate information, and provide you the most safety
- Never install during a lightning storm.
- Unplug the power cable on the Base Unit before using a damp cloth to clean the Base Unit.

# Using the Wellcore System

---

Please be sure to read and complete the 8 steps of installation and activation on the *Quick Installation Guide* included in your package. You can register online at <http://www.wellcore.com/go> or by calling 1-800-668-6697.

Once your Wellcore system is set up, all you have to do is keep the Personal Activity Monitor(s) charged, and wear them.

This chapter will help you:

- Charge your Wellcore Personal Activity Monitor
- Wear your Wellcore Personal Activity Monitor
- Know what to expect if an emergency occurs

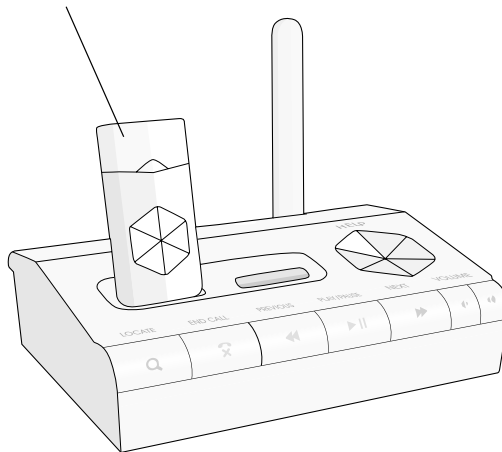
# Charging Your Personal Activity Monitor


We recommend that you charge your Personal Activity Monitor(s) every day for one hour.

To charge your Personal Activity Monitor:

- 1 Insert the Personal Activity Monitor into one of the charging slots on the top of your Base Unit, as shown below.

***Insert Personal Activity Monitor into charging slot and push down on it until you hear a click, indicating that the charging connection is made***

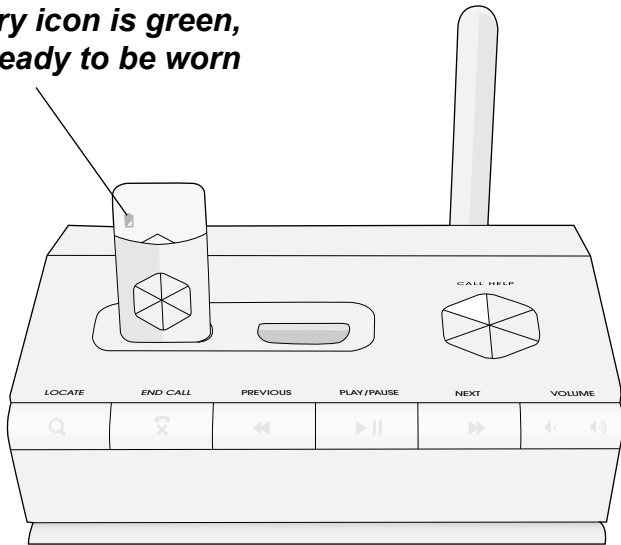


- 2 The battery icon  on your Personal Activity Monitor will turn amber after approximately one minute to let you know that it is charging.

## Charging Your Personal Activity Monitor

- 3 When the battery icon  turns green, the Personal Activity Monitor is fully charged and ready to be worn.

**When battery icon is green,  
Monitor is ready to be worn**



**NOTE:** If you are not wearing your Personal Activity Monitor, an emergency call cannot be placed unless you press the Help button on the Base Unit or the Personal Activity Monitor.

**NOTE:** If you have one Activity Monitor, charge it at the same convenient time every day to help ensure that regular charging becomes a part of your day-to-day routine.

## *Charging Your Personal Activity Monitor*

**NOTE:** If you have two Activity Monitors, wear one while the second is charging. We recommend that you alternate wearing each Activity Monitor at the same time each day. This ensures that you have around-the-clock coverage. Do not wear two Activity Monitors at the same time.



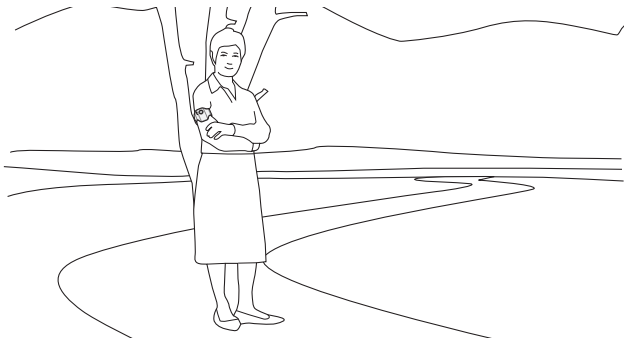
# **Wearing the Activity Monitor**

To get the most out of the system, you should wear your compact Personal Activity Monitor *every day, 24 hours a day*. The Wellcore activity monitor can be worn at home or away from home.

Even though Wellcore can only assist you if you have a fall at home, the Personal Activity Monitor will still collect your activity data at home and when you are away from home, ensuring that a complete picture of your daily exercise and activity is available for viewing online.



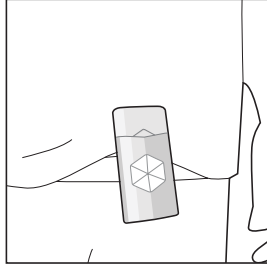
***Wear at home...***



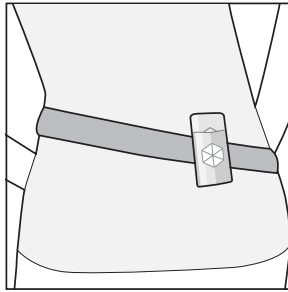
***...Or wear away from home***

## *Wearing the Activity Monitor*

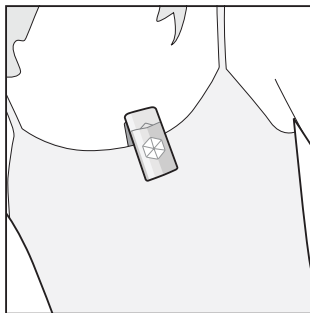
The monitor must be worn somewhere on your torso. Acceptable locations are shown below:



***Worn on waistband***

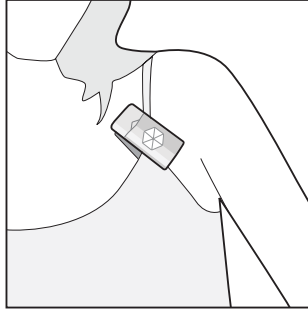


***Worn on belt***

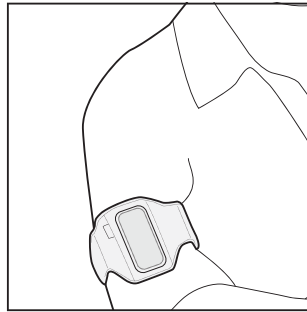


***Worn on bra or undershirt***

## *Wearing the Activity Monitor*



***Worn on bra strap***



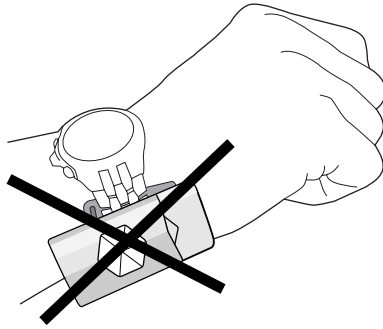
***Worn in provided armband***

**NOTE:** Always make sure the clip is against your body and that the Help button is pointing away from your body when you are wearing the monitor.

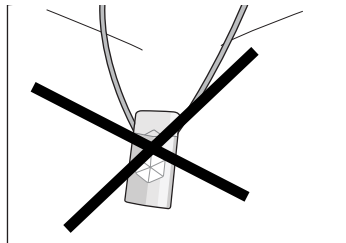
**NOTE:** The Personal Activity Monitor is water resistant. If it gets wet, wipe it dry with a cloth. The Activity Monitor should never be submerged in water.

## **Movement Detection**

The monitor is smart enough to know how you move. It can tell the difference between sitting, walking, running, and laying down and resting. However, the monitor cannot be swinging—for example, do NOT clip it onto a bracelet or watch on your wrist, and do NOT clip it to a necklace.



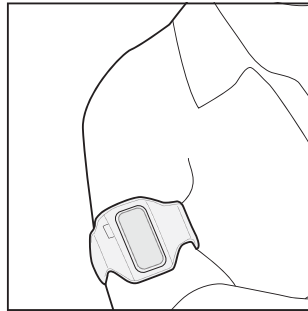
***Do NOT wear on wrist***



***Do NOT wear on necklace***

## **Showering and Bathing**

We recommend that you wear the armband in the shower. Insert the Activity Monitor into the armband and wear on your upper arm so that there is little swinging motion from the arm itself.



***Worn in provided armband***

### **IMPORTANT NOTE:**

You cannot share your Personal Activity Monitor with anyone else. Your activity monitor is associated with your personal and emergency information if you fall.

**NOTE:** If you choose not to wear your Personal Activity Monitor for any reason, store it in your Base Unit so it will be fully charged when you reattach it.

# **What to Expect in a Fall or Other Emergency**

If you fall at home and are within the range covered by the Wellcore system, the Personal Activity Monitor automatically detects the fall and alerts the Wellcore 24-hour Emergency Call Center.

- The Personal Activity Monitor will beep and the Base Unit will announce that help is being called.
- A Wellcore representative will call you at home and the Base Unit will automatically answer the call so that the operator can speak to you through the two-way voice Base Unit. (if you do not have Caller ID on your phone, the Base Unit will not auto-answer. You will need to answer the phone call when the monitoring service calls you.)
- The Wellcore representative makes sure you are all right and assesses the situation to see if you need assistance.
- A responder—who is a relative, neighbor, or friend who lives nearby—that you designated (see *Caregivers and Responders* on page 25) will be contacted to go to your house to check in with you and see what help they can provide.
- If necessary, local emergency services will be called to your home.

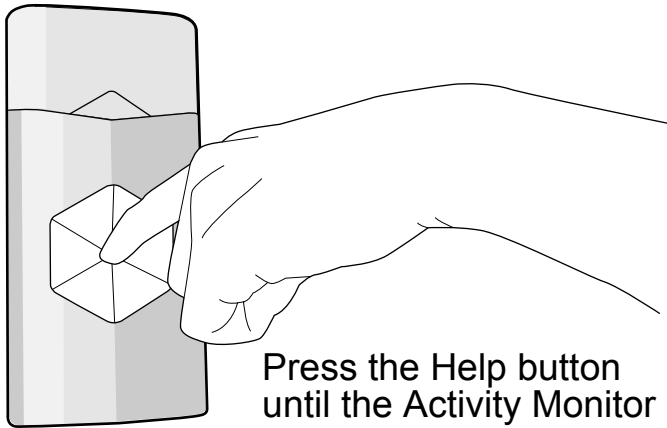
## *What to Expect in a Fall or Other Emergency*

**NOTE:** An email and/or text message will be sent to your designated caregivers (see *Caregivers and Responders* on page 25).

**NOTE:** At the end of an alert call, press the END CALL button on the Base Unit.

## **Other Emergencies**

If there is another type of emergency, you can press the emergency Help button on the Personal Activity Monitor to call for help.



Press the Help button until the Activity Monitor beeps (approximately one second) to call for help

## *What to Expect in a Fall or Other Emergency*

### **After the Emergency**

At the end of an emergency, you or those assisting you will be asked by the operator to press END CALL on your Base Unit to end the call and reset the system.



## **Caregivers and Responders**

When you register the Wellcore system online or by speaking with a Wellcore representative on the phone, you designate your Emergency Responders and Caregivers.

**Responders** Close friends, neighbors, or relatives who live within a few minutes of your home. They are called upon in instances when you need assistance. You can designate up to 3 responders. Responder cards are included in your package. You can give these to your responders so they know they might be called in certain situations.

**Caregivers** Relatives, close friends, or neighbors who you would like to allow to view your activity over time. If you ever have a fall, they also receive emails or text messages to let them know to check in with you. These people can also send you messages on your Base Unit to help keep in touch. You can designate up to 2 caregivers.

## What to Expect in a Fall or Other Emergency

Designated caregivers are emailed a user name and password after you register your product. Caregivers can then log in to the password protected website, <http://www.wellcore.com>, and view your activity and send you messages to keep in touch. See *Sending and Listening to Messages on your Wellcore System* on page 39.

### Notification of a fall/ fall detected automatically



When you have a fall or press the Help button, you will see a notification in the Notifications section of the Dashboard. A red exclamation point on the chart indicates when the fall or Help button press occurred.

# Other Features of the Wellcore System

---

The previous chapter gave you the basics of using the Wellcore system. This chapter explains additional features that will help you get the most out of your system.

This chapter will show you how to:

- Track your activity on the Wellcore web site
- Listen to messages from family and friends on your Wellcore base unit
- Turning your Personal Activity Monitor on and off
- Prepare to travel with your Personal Activity Monitor
- Reinstall your Personal Activity Monitor in a new location
- Locate a missing Personal Activity Monitor

# **Tracking Your Activity on Wellcore.com**

Data about your activities is sent on a regular basis to the secure Wellcore website, which is updated automatically with the new information.

If you have your Wellcore system connected directly to the Internet, data is transferred approximately every 20 minutes. If your system is only connected via a phone line, Wellcore sends the information in a local phone call approximately every 2 hours. (This means that the information viewed on the website may be as much as 2 hours old.) If a fall ever occurs or you press the Help button, the alert will go out immediately and send for help.

While you are away from home, your activity data is continually collected, but is only transferred back to Wellcore from your Base Unit when you return home.

## **Logging in to Wellcore.com**

With the easy-to-use password-protected website, you can get quick, at-a-glance views of your activity. Caregivers that you designate, such as children and grandchildren, can also log on using their personal password to view your activity, notifications, and to send you messages that you can play on your Base Unit. This ability to share brings families closer together and brings a real connectedness with the people most dear to you.

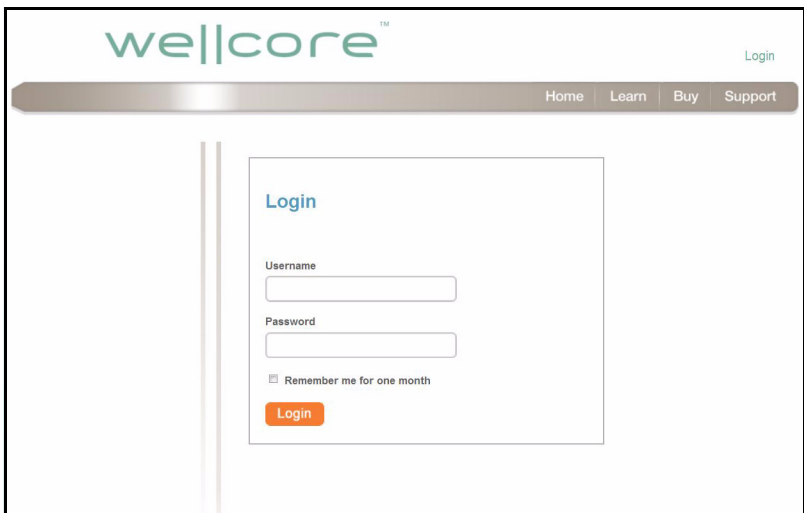
## Tracking Your Activity on Wellcore.com

As part of the activation process, the caregivers you designate are sent an email with their personal login account details.

To view your activity:

- 1 Go to <http://www.wellcore.com> and click Login.

When you registered your product, you were sent an email from Wellcore with your login name and password. Caregivers also receive an email from Wellcore with their login names and passwords as part of the original registration process.

A screenshot of the Wellcore.com website's login page. The page features the Wellcore logo at the top left and a navigation bar with links for Home, Learn, Buy, and Support. A 'Login' link is visible in the top right corner. The main content area contains a 'Login' form with fields for 'Username' and 'Password', a checkbox for 'Remember me for one month', and an orange 'Login' button.

- 2 Once logged in, you can view your Activity, Footsteps Taken, Rest Patterns, notifications, and other information on the dashboard, as described below.

## Viewing Activity

After you log in, the Activity screen gives you a quick glance at your current activity and your activity trend over time.



**Click on time period buttons to change graph time scale**

**Activity graph**

By default, activity for the current week is shown. Click the buttons below the graph to show 1, 30, or 90-day time periods.

The *Today at a Glance* section is on the right hand side of the screen. These dials let you know if your activity is average, below average, or above average as compared to the last 30 days of activity history.

## Viewing Footsteps Taken

The Wellcore system tracks your daily footsteps. 10,000 footsteps a day is a great goal to keep fit, but ask your doctor to help you set a personal goal.

**Click Footsteps Taken tab to display this page**

**Today at a Glance dials**



**Click on time period buttons to change graph time scale**

Wellcore keeps track and displays the number of footsteps so that you can see your trends over time.

Click on the **Footsteps Taken** tab at the top of the website to view footsteps taken. Click the buttons below the graph to show 7, 30, or 90-day time periods.

## Viewing Rest Patterns

The Wellcore system also tracks your nighttime activity to let you keep track of your rest patterns.

**Click Rest Patterns tab to display this page**

**Today at a Glance dials**



**Click on time period buttons to change graph time scale**

By wearing the Personal Activity Monitor when you sleep, you can track your nighttime activity to see if trends change. For example, if you normally wake up one time per night and you suddenly are waking up five to six times per night, this could indicate a change in health, allowing you to contact your doctor.

To view your Rest Pattern data, click on the **Rest Patterns** tab. You will be able to see how active or restful you are between the hours of 8 p.m. and 8 a.m. Click the buttons below the graph to show 1, 7, 30, or 90-day periods.



## Viewing Notifications

The notifications section of the dashboard gives you feedback on the Wellcore system. It displays all recent events listed below. Notifications are also sent to your caregivers for all these events except the Battery Low event.

- Falls automatically detected
- Help Button pressed
- Not wearing device
- Change in activity patterns
- Battery low

**There are three types of Notifications:**  
**Alerts (red)**  
**Warnings (yellow)**  
**Informational (blue)**

The screenshot displays the Wellcore dashboard interface. At the top, the 'wellcore' logo is visible, followed by navigation links for 'Home' and 'My Dashb'. The main content area is divided into several sections. On the left, the 'Notifications' section is highlighted with a dashed border and contains three items: a red alert for 'Fall Detected At Home' (04-03-2010 12:30:00 PM PT), a yellow warning for 'Device Battery Low' (04-02-2010 06:35:00 PM PT), and a blue informational message for 'Sent Messages' (04-07-2010 06:46:52 PM PT). The 'Sent Messages' section shows a message from Mary dated 04-07-2010 06:46:52 PM PT. To the right of the Notifications section is the 'Activity' section, which features a line graph showing activity levels (High, Medium, Low) over time (Thu, Fri, Sat). The 'Foot' section is also visible. At the bottom of the dashboard, there is a '7-day Period' selector and a 'Last updated at 04-07-2010 08:30:00 F' timestamp.

## Reporting

The Report feature allows you to print a report of your activity for 1, 7, 30, or 90-day time periods. This information can be useful to share with your physician. It also includes all of your notifications.

To print a report, click the Print button at the bottom of the graph. Select the number of days to cover in your report and click Print one more time. Your report will print out for you to view and share.



**Print  
button**

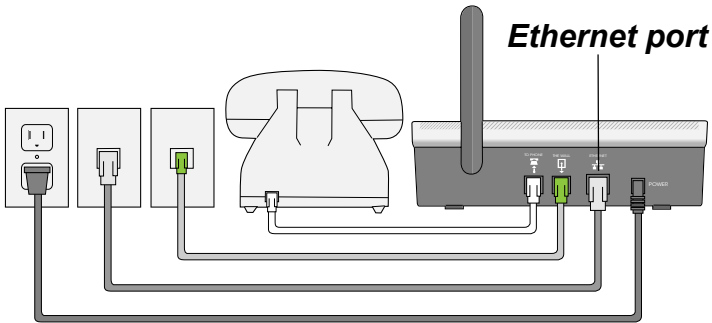
## **Transferring Data over the Internet**

An optional feature with your Wellcore system allows you to transfer activity data over your home Internet connection. You and your caregivers benefit as your activity data and messages from your loved ones are sent every 20 minutes. Your system must be located near a telephone outlet and an Internet connection point.

**NOTE:** If you choose to transfer data more frequently using your Internet connection, you still also have your system connected to a telephone connection.

After setting up the telephone cables and power cables as instructed in Step 3 of the Installation Guide, follow these steps to transfer data via the Internet:

- 1** Purchase an Ethernet cable at any computer store.
- 2** Plug one end of the Ethernet cable into the back of the Base Unit into the Ethernet port.
- 3** Plug the other end of the Ethernet cable into your Internet router or Ethernet wall jack.



**NOTE:** If connecting the Base Unit to a phone jack with no phone installed, and if you have DSL broadband, install a DSL filter between the phone jack and the Base Unit.

## Account Settings

You can change your account settings after registering. You can edit most information online. However, you cannot delete responders or caregivers. To delete a responder, call our Customer Care center at 1-800-668-6697.

It is critical that you keep information up-to-date so that the system works well. For example, update whether your responders (relatives or friends who live within a few minutes of you) are on vacation or active so that we can contact the right people in critical moments.

To edit your account settings:

- 1 Click on the My Account button.

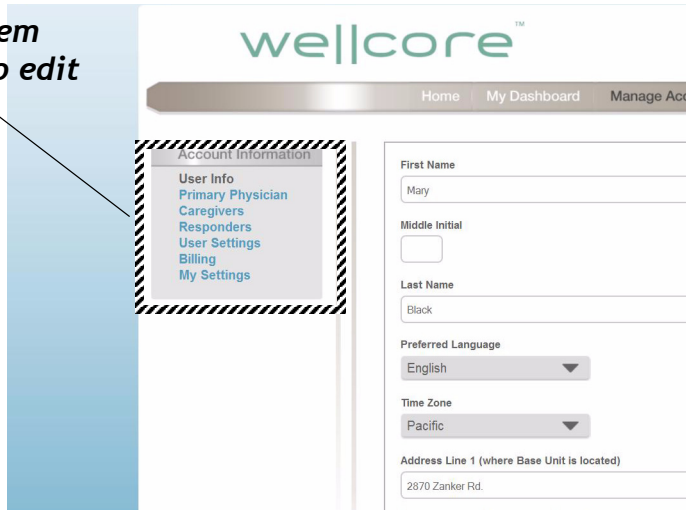
**Click Manage Account to update most account settings**

The screenshot displays the Wellcore user interface. At the top, the 'wellcore' logo is on the left, and 'Home', 'My Dashboard', 'Manage Account', and 'Learn More' are in the navigation bar. The 'Manage Account' button is highlighted with a hatched box. Below the navigation bar, there are three main sections: 'Notifications' with two alerts (one about a fall detected at home, one about a device not worn), 'Sent Messages' with a 'No sent messages' message, and a '1-day Period' activity graph. The graph shows activity levels from 08 AM to 08 PM, with a peak around 12 PM and 04 PM. The 'Manage Account' button is highlighted with a hatched box, and an arrow points from the text 'Click Manage Account to update most account settings' to it.

## Tracking Your Activity on Wellcore.com

- 2 On the Manage Account page, click the menu item on the left that you would like to update. You can edit Subscriber information, Primary Physician, Caregivers, Responders, Configure Alerts, and change Billing information. In some cases, you can only view information.

**Click the item  
you want to edit**



The screenshot shows the Wellcore website interface. At the top, the Wellcore logo is displayed. Below the logo is a navigation bar with links for Home, My Dashboard, and Manage Account. The main content area is divided into two sections. On the left, there is a menu titled "Account Information" with a dashed border. The menu items are: User Info, Primary Physician, Caregivers, Responders, User Settings, Billing, and My Settings. A blue vertical bar highlights the menu, and a line points from the text "Click the item you want to edit" to the "Primary Physician" item. On the right, there is a form for editing user information. The form fields are: First Name (Mary), Middle Initial (empty), Last Name (Black), Preferred Language (English), Time Zone (Pacific), and Address Line 1 (where Base Unit is located) (2870 Zanker Rd.).

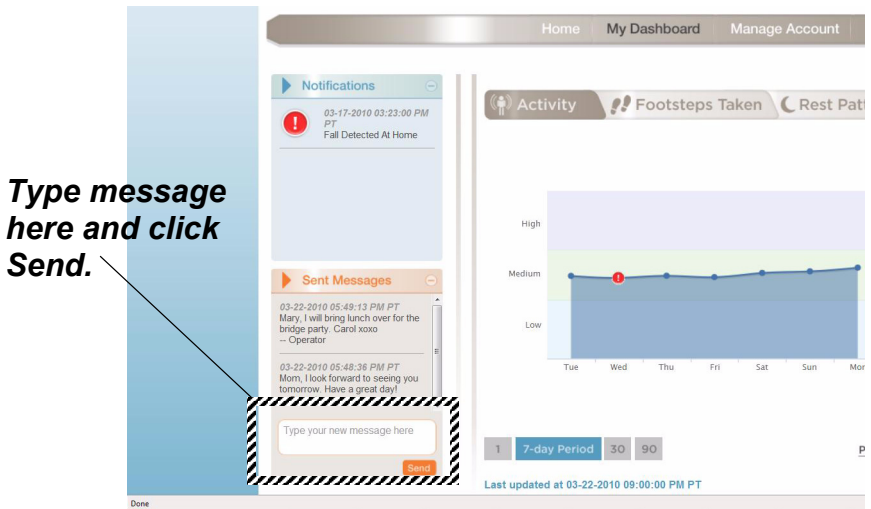
- 3 Update the information as needed.
- 4 When finished, click the orange SAVE button at the bottom of the screen. (You may need to scroll down.)

# **Sending and Listening to Messages on your Wellcore System**

The Wellcore Activity Monitoring System makes it easy for caregivers to send messages that are delivered to your Base Unit.

## **Sending Messages—Caregivers**

To send a message, a **Caregiver** logs into the Wellcore website. In the Message box on the left side of the page, he or she types a message and clicks **Send**.



## *Sending and Listening to Messages on your Wellcore*

The Wellcore system converts the typed text message to speech, and delivers the voice message to the user's Base Unit. A light on the Base Unit blinks, indicating that a new message has arrived.

**NOTE:** Messages will be delivered when the Base Unit makes its regular connection to the Wellcore central system and can be delayed up to 2 hours. Do not use these messages for time-sensitive information.



## **Listening to Messages—Users**

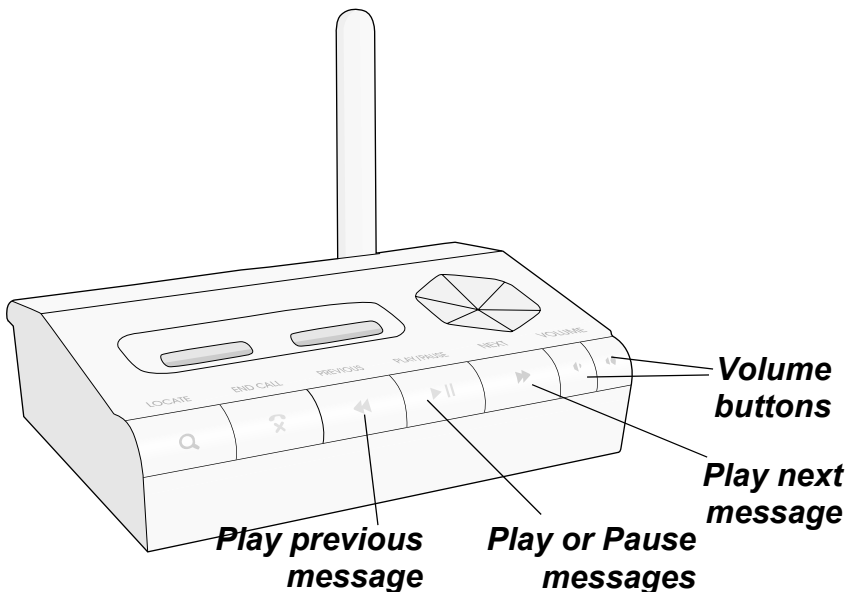
When you have a message, the PLAY light will blink on the Base Unit. Press PLAY on the Base Unit to listen to your messages. If there are no new messages, it will play your saved messages from newest to oldest.

If there is more than one message, use the PREVIOUS and NEXT buttons to listen to all the messages.

Press the PLAY button while a message is playing to pause it.

Press the up and down Volume arrows to change the volume of the message.

The Base Unit will keep your last 15 messages. It will delete older messages automatically.



# **User Settings**

There are some user settings that can be changed over time.

## **Second Address Settings**

If you live at another address for a few months of the year, you can input that information in the Manage Account/User Information tab. When you relocate to that location, click the button next to that address to change the location. You also need to call Wellcore three weeks in advance so the address can be set up at the Emergency Call Center.

## **Notification Settings**

Designated caregivers are sent notifications if there are changes in activity patterns over time. You can turn these notifications OFF if you do not want to sent these notifications.

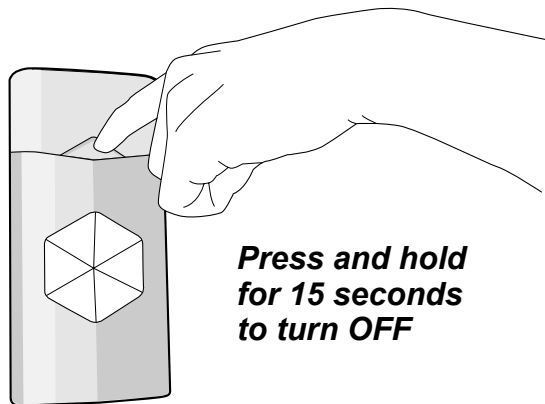
## **Turning Your Activity Monitor On and Off**

When the Personal Activity Monitor is shipped to you, it is turned off. During the installation process, you are asked to place the Personal Activity Monitor in the charging slot on your Base Unit. This automatically turns the Activity Monitor ON.

We recommend that you always leave the Personal Activity Monitor ON.

### **Turning the Activity Monitor Off**

If you need to turn the Activity Monitor OFF, press and hold the triangular ON/OFF button on the front of the Activity Monitor for 15 seconds until all of the lights turn off.



## **Turning the Activity Monitor Back On**

To turn the Activity Monitor back on, press and hold the triangular ON/OFF button on the front of the Activity Monitor for one second until you see the lights blink and turn on.

# **Traveling with Your Wellcore System**

If you spend an extended period of time in another household within the United States, you can bring your Wellcore system with you. Contact the Wellcore Customer Care group 3 weeks in advance of your travel to give them the address and information about where you will be staying in order to have coverage. Then, pack your Base Unit, telephone cords, and power cable in its original packaging and put it in your suitcase or ship it ahead. You will need to also bring all of your Personal Activity Monitors.

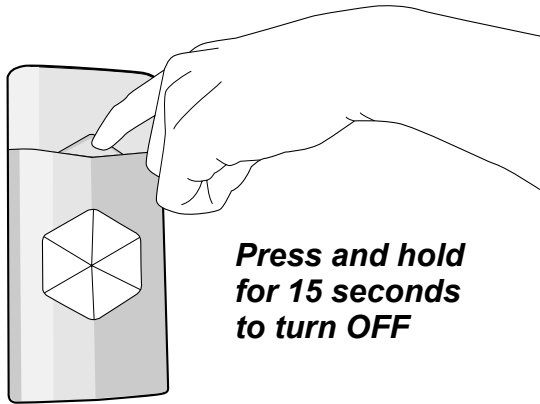
## **Air Travel**

If you travel on an airplane, you must turn off your Personal Activity Monitor to comply with Federal Aviation Administration regulations.

Follow these steps:

- 1** Press and hold the triangular ON/OFF button on the Activity Monitor for 15 seconds to turn it off. All lights on the Activity Monitor will turn off.

## Traveling with Your Wellcore System



- 2 When you land, turn your monitor back on by pressing the triangular ON/OFF button for one second. The green light on the monitor will turn on.

**NOTE:** Please call our Customer Service Center to activate the new location at least 3 weeks BEFORE your travel date in order for the coverage to be activated. When you arrive at your secondary address, please do a test call by pressing the Help button to make sure everything is working correctly. If your account address is not updated in advance, there will be toll charges as your Base Unit will not be calling a local number to transfer your activity data.

# Installing Your System in a New Location

Refer to this section if you need to reinstall your Wellcore system in a different location.

**NOTE:** More details are in the *Quick Installation Guide*. You can download the *Quick Installation* here: <http://www.wellcore.com/support>.

Follow these steps:

- 1** Find a central location that has access to a telephone line and wall power outlet.
- 2** Plug one telephone cord into the phone jack on your phone and into the **TO PHONE** receptacle on the back of your Base Unit.
- 3** Plug the other telephone cord into the telephone wall jack and the other end into the **TO WALL** receptacle on the back of your Base Unit.
- 4** Plug the power cable into the wall power outlet and plug the connector into the back of your Base Unit labeled **POWER**.
- 5** Charge your Activity Monitor(s) for at least 15 minutes so that you can perform a range test.

## *Installing Your System in a New Location*

- 6** Press and hold the **LOCATE** button for 3 seconds to put the system in Range Test mode.
- 7** Go to all the areas in the new location where you spend time and press the Help button on your Activity Monitor. The Activity Monitor will beep twice to confirm that you pushed the button.
- 8** Within 20 seconds, the Activity Monitor will beep four times to confirm that the Base Unit received the signal. If the Activity Monitor does not beep four times, you are out of range and are *not* protected in the event of a fall.
- 9** Repeat steps 7 and 8 in all the areas of your home that you frequently spend time.
- 10** Repeat steps 7 and 8 in areas outside in your yard so that you know where you have coverage with your Wellcore system.
- 11** Press **END CALL** to exit Range Test mode.
- 12** Complete a test call by pressing the Help button on your Activity Monitor. The alert is received by the Base Unit and you will receive a call back via your Base Unit. Tell the Emergency Specialists that it is just a test call in your new location.

Once you have completed the above steps and have had a successful test call, your system is ready to use in the new location.

**NOTE:** Alert calls cannot be made while in Range Test mode. If you have a fall during this time, help cannot be sent.



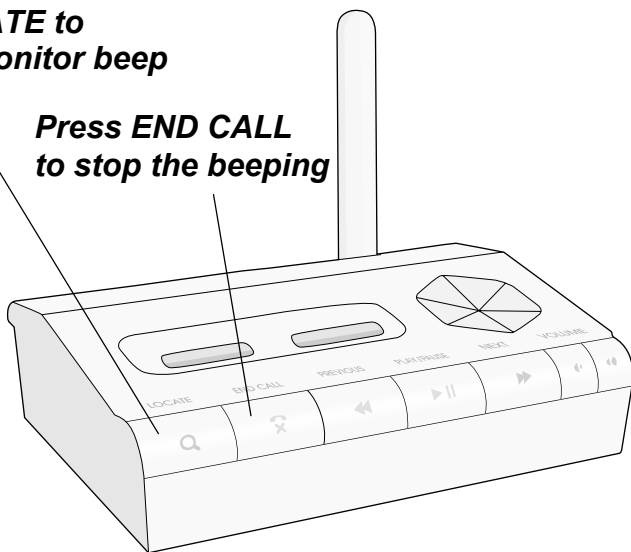
## **Locating a Missing Personal Activity Monitor**

If you misplace your Personal Activity Monitor, just press the **LOCATE** button on your Base Unit. The next time your data is updated (within 5 to 20 minutes), the Activity Monitor will start beeping if it still has battery power.

Once you find the monitor, press **END CALL** again to stop the beeping.

*Press **LOCATE** to  
make the monitor beep*

*Press **END CALL**  
to stop the beeping*



*Locating a Missing Personal Activity Monitor*

# Customer Support

---

If you have any questions, please contact us:

- Internet: <http://www.wellcore.com/support>
- Email: support@wellcore.com
- Phone: 1-800-899-8955

# **Software Updates**

When your Base Unit sends updated activity information, it will automatically receive software updates that keep your system current with the latest software.

If the status light is yellow on the Personal Activity Monitor, the monitor's software is being updated. Please do not remove the Personal Activity Monitor during a software update.

# **Battery Operation and Maintenance**

Your Base Unit has back up battery power to keep the product operating if your power ever goes out. The back up battery power lasts up to 18 hours. The battery is a rechargeable battery, so it should keep its charge for over 5 years. If the battery ever starts losing its charging capability, Wellcore will send you a message over your Base Unit to let you know.

## **Battery Care**

**NOTE:** Only the batteries provided by Wellcore are authorized to be used in the Wellcore system.

If the battery ever leaks due to overheating or physical abuse, they can be put in a plastic bag and disposed of in accordance with all applicable federal, state and local regulations.

## **Personal Activity Monitor Battery**

If your battery no longer holds its charge for 24 hours, please contact Wellcore at [support@wellcore.com](mailto:support@wellcore.com).

### **! WARNING!**

- 1** Lithium polymer and Nickel Metal Hydride batteries may get hot, explode or ignite and cause serious injury if exposed to abuse conditions. Be sure to follow the safety warnings listed below:
  - Do not place the Personal Activity Monitor or Base Unit in fire or attempt to heat either device.
  - Do not connect the positive terminal and negative terminal of either battery to each other with any metal object (such as wire).
  - Do not pierce the batteries with nails, strike the battery with a hammer, step on the batteries or otherwise subject them to strong impacts or shocks.
  - Do not solder directly onto the batteries.
  - Do not expose batteries to water or salt water, or allow the batteries to get wet.
- 2** Do not disassemble or modify the Personal Activity Monitor or Base Unit. The Personal Activity Monitor and Base Unit contain safety and protection devices, which, if damaged, may cause the batteries to generate heat, explode or ignite.
- 3** Do not place the Personal Activity Monitor or Base Unit in or near fire, on stoves or other high temperature locations. Do not place the Personal Activity Monitor or Base Unit in direct sunlight, or

## *Battery Operation and Maintenance*

use or store inside cars in hot weather. Doing so may cause the batteries to generate heat, explode or ignite. Using the batteries in this manner may also result in a loss of performance and a shortened life expectancy.

- 4** Immediately discontinue use of the Personal Activity Monitor or Base Unit if, while using, charging or storing the devices, the batteries emit an unusual smell, feel hot, changes color or shape, or appears abnormal in any other way. Contact Wellcore, if any of these problems are observed.
- 5** Do not place the Personal Activity Monitor or Base Unit in microwave ovens, high-pressure containers or on induction cookware.
- 6** In the event the battery leaks and the fluid gets into one's eye, do not rub the eye. Rinse well with water and immediately seek medical care. If left untreated, the battery fluid could cause damage to the eye.

### **CHARGING PRECAUTIONS**

#### **! WARNING!**

- 1** Be sure to follow the warnings listed below while charging the Personal Activity Monitor. Failure to do so may cause the battery to become hot, explode or ignite and cause serious injury.
  - The battery in the Personal Activity Monitor may only be charged by placing the sensor in one of the two dock locations in the base station.
  - Do not attach the Personal Activity Monitor to a power supply plug or directly to a car's cigarette

## *Battery Operation and Maintenance*

lighter.

- The temperature range over which the battery can be charged is 0°C to 45°C. Charging the battery at temperatures outside this range may cause severe damage to the battery or reduce battery life expectancy.

### **WHEN DISCHARGING THE BATTERY**

#### **! WARNING!**

Do not discharge the battery using any device except for the specified device. When the battery is used in devices other than the specified device, it may damage the battery or reduce its life expectancy. If the device causes an abnormal current to flow, it may cause the battery to become hot, explode or ignite and cause serious injury.

The temperature range over which the battery can be discharged is -20°C to 60°C. Use of the battery outside this temperature range may damage performance of the battery or may reduce its life expectancy.

### **BATTERY REPLACEMENT**

#### **! WARNING!**

The Lithium Polymer Battery in the Personal Activity Monitor and the Nickel Metal Hydride Battery in the Base Unit are not user serviceable. Please contact Wellcore, if you need to be obtain a replacement Personal Activity Monitor or Base Unit.



## **FCC Statement**

This device complies with Part 15 and Part 68 of the FCC Rules. 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, including interference that may cause undesired operation. This product has been tested and complies with the specifications 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 according to 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 is found 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 or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance
- 

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

# Safety Notices

Do not use the Base Unit near water, for example, in a wet basement or near a swimming pool.

Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

**WARNING:** This product contains lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. Wash hands after handling.

## **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The Base Unit should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

# **Important Safety Information**

## **Handling the Personal Activity Monitor**

Do not bend, drop, crush, puncture, incinerate, or open the Personal Activity Monitor.

Take care not to spill any food or liquid into the Activity Monitor. In the event the Personal Activity Monitor gets wet, dry it off with a cloth.

## **Repairing Personal Activity Monitor**

Never attempt to repair the Personal Activity Monitor yourself. The Activity Monitor does not contain any user-serviceable parts. For service information, contact [support@wellcore.com](mailto:support@wellcore.com) or go to [www.wellcore.com/support](http://www.wellcore.com/support).

The battery in the Activity Monitor is not user-replaceable. For more information about batteries, go to [www.wellcore.com/support](http://www.wellcore.com/support).

# **Notes**

You can use the following blank pages to record any notes about using the system, about your caregivers and responders, or anything else you may need.

*Notes*

# **Notes**

*Notes*

# **Notes**

*Notes*

# **Notes**

*Notes*

# **Notes**