

# Mobile Medical Alert Systems

## Micro (Optional Internal Fall Detection)



SRDR-00037 Rev. 2

**Complete User Guide**

## IMPORTANT NOTICE

**Internal Fall Detection does not detect 100% of falls. If able, users should always push the Help Button when they need assistance. Micro is not intended to replace a caregiver.**

**Fall Detection:** If you added our optional Fall Detection service during sign up, please note that detecting falls works when the Micro is worn around your neck. Failure to wear the Micro with Fall Detection around your neck will result in missed falls and misinterpretation of falls. Wear the Micro on the outside of your clothing as to not muffle the microphone and speaker allowing you to communicate with the central station operator more clearly. Additionally you will have better access to press the emergency button when you need assistance.



If you do not have the optional Fall Detection service on your Mobile Device and would like to add it, please call our Customer Support team using the phone number listed on the contact information insert that came with your system to find out how you can add Fall Detection service for a low price in addition to your system plan!

**Note:** Please handle the Micro with care when putting it on or taking it off, as it may interpret this movement as a fall and activate. If it does, the red LED will begin flashing and you will hear the announcement, "Fall detected, press and hold button to cancel." You can cancel the alarm by pressing and holding the emergency button approximately 5 seconds, until you hear the announcement "Alarm Cancelled." If you are unable to cancel, please tell the Emergency Operator that "THIS IS A FALSE ALARM." If you do not explain that this is a false alarm, EMS will be contacted.

If you have any questions, please call Technical Support.

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## Complete User Guide

This user guide includes information covering the Micro:



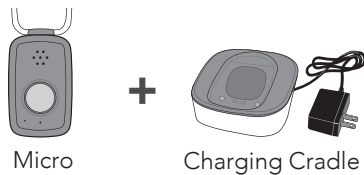
Micro

**Note:** Remember to always take the Micro with you when going outside of your home.

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## Micro

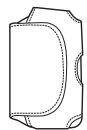
### What's in the Box



Micro

Charging Cradle

### Optional Accessories



Mobile Case

The Mobile Case is optional and at an additional cost.

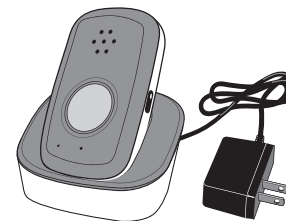


Figure 1

## Setup Guide for the Medical Alert System

We thank you for choosing a Medical Alert System and welcome you to the family.  
***Congratulations on making a smart choice!***

## Micro System Features

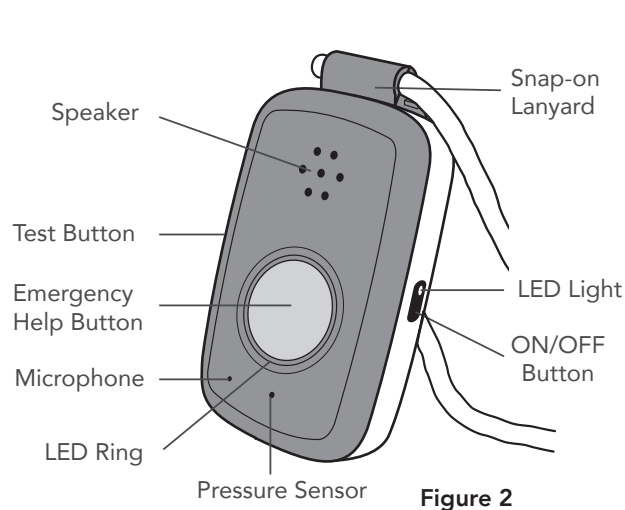
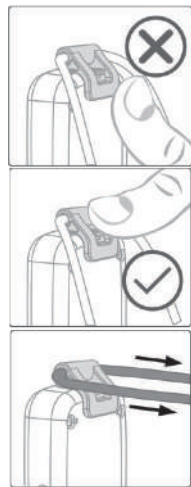


Figure 2

### Snap-on Lanyard



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## Setting up your Micro

### Step 1. Select a Location

- We recommend you place your Micro in your bedroom or any other place around your home where it can be easily accessible.
- Place your Micro's charging cradle near an electrical outlet.

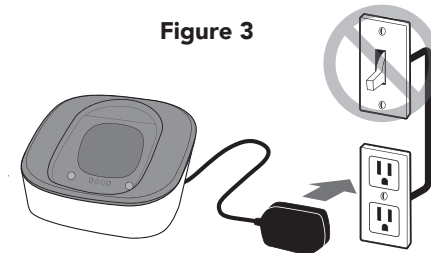


Figure 3

### Step 2. Connect the Cradle Charger (Please refer to figure 3)

- Plug the AC adaptor into an electrical outlet that is not controlled by a light switch.



### WARNING

To prevent electrical shock please keep the system away from wet locations.

### AVERTISSEMENT

Pour éviter le choc électrique, SVP tenir le système éloigné des endroits humides.

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### Step 3: Charge your Micro

**Charge your Micro every night to ensure a fully charged battery during waking hours. Placing the charging cradle near the bed will make it easier to speak to an operator if you need to press the emergency button during the night.**

- Place the Micro in the charging cradle. (Please refer to Figure 8) The LED light on your Micro may display multiple colors when first placing it on the the charging cradle.
- The Micro will turn on within a few seconds and the LED indicator around the emergency button will illuminate. It normally takes 30-60 seconds for the Micro to register with the cellular network.
- When the Micro is setup correctly and connects to the cellular network, it will announce "system ready."
- The LED indicator around the emergency button will illuminate red, indicating that the device still needs charging. When the device is fully charged, the LED indicator will change from red to green and will remain green until the device is removed from the charging cradle. It will take up to 3 hours for the device to be fully charged.

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### To turn on your Micro:

- **Option 1:** Press the ON/OFF button on the side of the Micro and hold for approximately 3 seconds. (Please refer to Figure 8)
- **Option 2:** Simply place the Micro in the charging cradle, assuming the charging cradle is plugged in.
- All the lights will turn on and the green LED light on the power button will start blinking. This indicates the Micro was successfully turned on and it will announce "system ready," once it successfully connects to the cellular network.

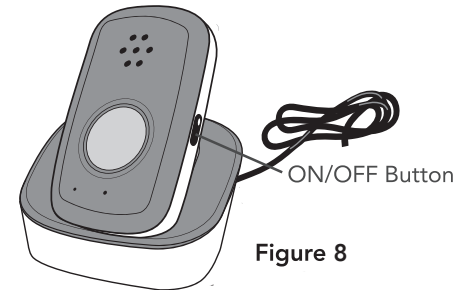


Figure 8

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### To turn off your Micro:

- Press and hold the power button for about 3 seconds. The device will emit a beep and the power button LED no longer blinks and all LEDs remain off.

## Testing your Micro

For Micro light indicator information, please see page 23.

- Press and hold the TEST Button on the Micro (the button on the side with the letter "T"). (Please refer to Figure 5)
  - You will hear an announcement over the Micro that will instruct you to press the Emergency Button.
  - Press and hold the Emergency Button on the Micro for 2 seconds.
  - The Micro will announce "test call sent to Emergency Response Center."
  - If your test was successful, you will hear "thank you for testing your device" from the Micro.
- If the help button on your Micro is not working properly or if the light is blinking rapidly, please call Technical Support.

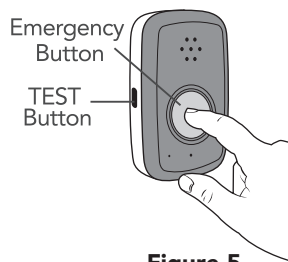


Figure 5

**Please remember, it is important to test your system weekly.**

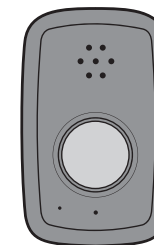
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## Micro

### Voice Guidance

The Micro provides voice announcements. Select announcements are listed below:

Event	Voice Prompt
Micro is powered on	"System Ready"
The emergency call is initiated	"Call in progress"
The battery is low	"Your battery is low. Please connect to a power source"
Micro receives a Fall Signal	"Fall Detected - Press and Hold Button to Cancel"
Fall Alarm is canceled	"Alarm Canceled"
20-second window for cancellation has ended	"Fall Detected - Contacting Emergency Response Center"



**Note:** There may be situations where the voice prompts don't complete the entire phrase because another event occurs. In this instance, the latter voice prompt event will cut in and the current voice prompt may be terminated prematurely.

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## Testing Internal Fall Detection (Optional Feature)

- Fall Detection can be tested by dropping Micro from a height of 4 feet onto a carpet or mat. Once dropped, do not pick up the device right away.
- Micro can take up to 4 seconds to interpret the movement and determine if an actual fall has occurred.
- When the Micro starts flashing red, Micro will announce "Fall detected, press and hold button to cancel."
- To cancel the test, press and hold the emergency button until you hear the announcement "alarm cancelled." If this cancel is performed within 20 seconds of the voice guided alarm announcement of the fall detection, the operator will not be contacted.
- If you do not cancel the alarm in time, Micro will contact the Emergency Response Center. Micro will announce "Fall detected, contacting Emergency Response Center". An Emergency Operator will communicate with you through Micro. Please tell the operator that "THIS IS JUST A TEST." If you do not explain to the operator that you are testing your system, EMS will be contacted.

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## Important Safety Information For All Systems

- Always take the Micro with you when leaving your home.
- Keep electrical cords away from heat sources and sharp edges.
- Keep electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Test your system using the TEST button when possible, as instructed in this User Guide.
- The Micro contains sensitive hardware, take care when handling and avoid dropping it.
- Do not expose the Micro to dust, dirt, sand or food.
- The battery is designed to last up to 4 days after it has been charged for 3 hours. Low cellular signal strength, no cellular signal, multiple button presses and optional internal fall detection service are factors which reduce battery life and necessitate charging of the mobile device sooner.

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- The Micro has a GPS receiver that works best when it has an unobstructed view to the sky.
- The Micro can be used in the shower. Do not submerge in water.

Service availability and access/coverage on the cellular network is not available everywhere, and at all times. Current GPS location may not always be available in every situation.

#### **WARNING**

**Strangulation and choking hazard. The lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.**

#### **AVERTISSEMENT**

**Risque de suffocation ou d'etouffement. La laniere est conçue pour se detacher lorsqu'elle est tiree, cependant, l'utilisateur peut subir une blessure ou la mort si la laniere se mele ou s'accroche a d'autres objets.**

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## Frequently Asked Questions

### How do I call for help?

Press and hold the emergency button on your Micro for 2 seconds.

### Do I need my Micro when I leave home?

Yes. Always take your Micro with you when leaving your home.

### What happens if I push the button but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and notify Emergency Response on your behalf. We will also notify the personal contacts listed on your profile.

### If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, simply notify the Emergency Operator when they respond that "THIS IS A FALSE ALARM." The operator will disconnect and no further action will be taken.

### How will an Emergency Response team get into my home?

Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be held responsible for any damages caused as a result of gaining entry.

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We recommend you purchase a “lock box” to safely store your house key. Your lock box code will be stored on your account and given to emergency personnel in order to gain entry to your home without causing damage. If you have your own lock box, please call Customer Service to ensure your code is noted on your account.

### **Why is the Emergency Operator having trouble understanding me?**

To increase the quality of the call, we suggest wearing the Micro around your neck with the Micro on the outside of your clothing as to not muffle the microphone and speaker allowing you to communicate with the central station operator more clearly.

### **Is the Micro waterproof?**

The Micro is water resistant and can be taken with you in the shower. However, please do not submerge in water.

### **What if I move to a different home, or my personal information has changed?**

Please contact Customer Service any time there are any changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move to determine whether the service will be available in your area.

### **What if I spend part of the year in another home?**

We can transfer your service to your new location. Just give us a call one week before you go to determine whether the service will be available at your other home.

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### **I am going to travel. How should I prepare?**

Your Micro will work nationwide anywhere there is cellular coverage. We recommend you call Customer Service at least 2 to 3 days prior to leaving, so we can update our systems with your new location address, emergency contacts, and lock box location. This ensures that if you have to alert emergency responders, they will have all relevant information to assist you without delays.

### **How do I prepare my device for air travel?**

Your Micro will need to be turned OFF. Simply press and hold the power button for about 3 seconds. The device will emit a beep and the power button LED no longer blinks and all LEDs remain off.

### **Is the Micro lanyard adjustable?**

The lanyard is non-adjustable. If you require an adjustable lanyard please call customer service to place your order.

### **Can the Micro cause interference with a pacemaker or other medical devices?**

If you have a pacemaker or any medical device, consult your manufacturer for information on any possible risk of interference with the device.

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## Internal Fall Detection FAQ (Optional Feature)

### What happens if I fall?

If you fall, a signal will automatically be sent for help. If you are able to, you should always press the Emergency Button if you need help, as the Internal Fall Detection does not detect 100% of falls.

#### DETAILED PROCESS:

Within a few seconds after a fall, the Internal Fall Detection will enter a 20 second CAUTION phase. The Micro will start the announcement "Fall detected, press and hold button to cancel" and repeat it. The CAUTION phase is an early warning to cancel before help is contacted. After the 20 seconds, the Micro enters the ALARM phase and announces, "fall detected, contacting emergency response center."

### How can I cancel a Fall Detect alarm?

Alarms can be manually cancelled by pressing and holding the Emergency Button for at least 5 seconds during the CAUTION phase described on page 18.

If the alarm is not cancelled, an Emergency Operator will communicate with you through the Micro. Please tell the operator that "THIS IS JUST A TEST." If the operator cannot hear you or you don't respond, EMS will be contacted.

### If I fall and stand up, will the button still call for help?

If you fall, but then proceed to start moving around again, the button may still call for help. Many variables are considered in fall detection, for example how hard the fall is or how quickly you get back up.

## FCC Statement

Product	Base
FCC ID	PXT-20205EG91NA

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, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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## 15.105(b)

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.

## 15.21

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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## RF Exposure Information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

## Technical Information

Please refer to the website listed on the contact information card that came with your system.

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## Micro Light Indicator

Device Status	LED Ring on Emergency Button
<b>Power on</b>	All lights (green, yellow, red) will turn on for 20-24 seconds
<b>Pressing emergency button</b>	Red LED ring will illuminate and will stay on until call has ended or after 2 minutes – whichever comes first. If in low battery status, red LED ring will continue blinking.
<b>Low battery alert</b>	Blinking red LED ring - you have about one hour of battery left
<b>Charging</b>	Solid red LED ring
<b>Fully Charged</b>	Red LED ring turns off and the green LED ring turns on, until the device is removed from the charge cradle
<b>No cellular network</b>	Blinking green LED ring
<b>No cellular network while charging</b>	Top half of the LED ring remains red to indicate charging while the bottom half of the LED ring blinks green to indicate no cellular network

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PLEASE REFER TO THE TECHNICAL SUPPORT NUMBER ON THE INSERT  
THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.

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