

Mobile System with GPS & Fall Detection & Wi-Fi Calling User Guide

Galaxy Medical Alert System Ltd.

Congratulations on choosing your personal emergency response system!

The Mobile System with GPS & Fall Detection & Wi-Fi Calling is easy to install. Simply follow these step-by-step instructions to get started using your new personal emergency response system.

1. Unpack the Mobile System with GPS & Fall Detection & Wi-Fi Calling from its box and check that you have the required parts (charging cradle, its cable, and the power supply) before you begin installation of the system. We recommend that you keep the system's box in a safe place in case you ever need to ship it back for repair or return.

*** Please fill out all of the enclosed paperwork and set it aside to be mailed in to the appropriate address provided.

2. Select a room that is located in the central part of your home where you would like to set up your personal emergency response system.

Note: To enable Wi-Fi Calling, the device must be connected to your home Wi-Fi network. Please call the main office at 1-855-905-7414 with your Wi-Fi network name and password. Both the network name and password are case-sensitive and must be exact.

A Wi-Fi network does not replace the need for cellular connectivity. When out of range from or not connected to your configured Wi-Fi hub, your device requires cellular connectivity to communicate with the Galaxy Medical Alert Response Centre. Otherwise, your device may not, for example, be able to register your location or communicate with your monitoring service, including communicating your emergency or placing an emergency call.

3. Connect the charging cable to the cradle and to the power supply. Then plug the Mobile System with GPS & Fall Detection & Wi-Fi Calling system power adaptor into an electrical outlet that is not controlled by a wall/light switch. We encourage you to avoid placing the system next to televisions, radios, air conditioners, and other noisy devices to ensure you will be heard easily by the Galaxy Medical Alert Response Centre during an emergency. Place the device in the cradle for at least six hours. The device will power on while charging, this may take some time. **The recommended charging time for the device is 2 hours per day.**

Note: Check the device signal strength. There is no voice announcement or LED indication once the device becomes fully charged. When removing the device from the cradle there will be an LED indication and an audio announcement of the battery level.

4. Call the Galaxy Medical Alert Response Centre at 1-866-561-6433:

- Inform them that you are a new client
- Provide them with your information (from the paperwork you have already filled out)
- The Galaxy Medical Alert Response Centre will instruct you to hang up your telephone and test your Mobile System with GPS & Fall Detection & Wi-Fi Calling personal emergency response system.

5. Locate your **personal emergency help button pendant** and put it on.



6. After you have spoken with the Galaxy Medical Alert Response Centre, pick up the device. Press and hold your personal emergency help button on your pendant until you hear the message "emergency call" to activate your Mobile System with GPS & Fall Detection & Wi-Fi Calling and wait for the Galaxy Medical Alert Response Centre to respond. Once the Response Centre responds over the system, inform them that you are testing your new emergency response system that you just installed. The Galaxy Medical Alert Response Centre will welcome you as a new client and may ask for additional information to further set up your account. Set up of the Mobile System with GPS & Fall Detection & Wi-Fi Calling is complete once the Response Centre greets you as a new client and disconnects from the call. The system will return to stand-by, system ready mode and tell you the cell strength.

System Status Test:

- This test checks the battery, reception levels, and the internal components operational status.
- Press and hold the side button continuously for three to five seconds.
- The device plays a "Test started" audio announcement.

Device Test Results:

Test	Results	LED Behavior
Battery Level	Low Partially charged Full	
Reception Level	Poor Average Good Excellent	
Internal components operational status	Failed Passed	If failed - red LED blinks twice. Immediately contact your monitoring service. If passed - green LED blinks twice.

Note: If the Galaxy Medical Alert Response Centre does not respond within 2 minutes of the first test call, **please call 1-855-905-7414 for technical assistance.**

7. Please return the completed paperwork in the stamped envelope that was provided with the Mobile System with GPS & Fall Detection & Wi-Fi Calling. If you require any assistance with filling out the form(s), please call us at 1-855-905-7414.

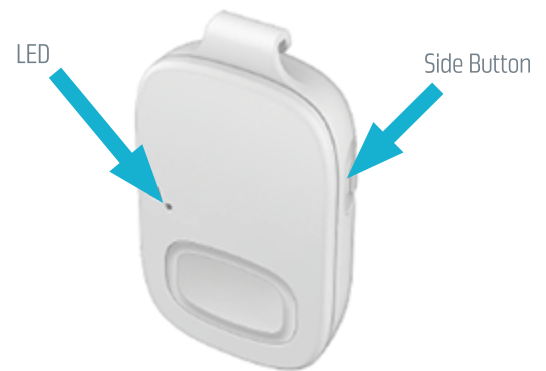
We recommend that you test the Mobile System with GPS & Fall Detection & Wi-Fi Calling monthly. To test your system, simply repeat steps 5-7 above once a month. You do NOT need to call us before testing. If at anytime you are unable to make a successful test call to the Galaxy Medical Alert Response Centre, please call 1-855-905-7414 for assistance.

LED and Alarm Indications

Event/Info Sent	LED	Vibration	Audio Announcement
Device power on	1. Blinks orange after power up, until connected to the cellular network. 2. Lights green for 3 seconds when connected to the cellular network and continues to blink green for a few minutes during active communication with the Galaxy Medical Alert Response Centre.	Vibrates for 1 second.	"Device on"
Device power off		Vibrates for 1 second.	"Device off"
Placing the device in the cradle for charging	1. Lights orange for 5 seconds when placed in the cradle, or 2. Blinks red for 5 seconds if the cradle is not connected to the AC power supply.		1. "Charging" 2. "Not charging" Note: When the cradle is connected to the AC power supply, placing the device while turned off in the cradle initiates the device power-up process. The device continues to blink green for a few minutes during active communication with the Galaxy Medical Alert Response Centre.
Removing the device from the cradle (ending the charge)	Lights orange for 3 seconds.		Battery level announcement: 1. "Battery low" 2. "Battery partially charged" or 3. "Battery full"
Panic button pressed or fall detected	Lights red for 5 seconds.	Vibrates for 3 seconds.	"Emergency Call" or "Fall Detected" The device beeps every 5 seconds until the call is answered by the Galaxy Medical Alert Response Centre.
Failed call			"Failed to contact the monitoring service, please press button again" Note: A failed call can be the result of factors such as network errors, weak signals, interferences by electronic devices, or obstruction by walls or building materials. Accordingly, you may have to change your location or reposition the device to place an emergency call.
Emergency button pressed while alarm is in progress			"Emergency event is in process"
Device status test (after pressing the side button for 3 seconds)	Test passed - green LED blinks twice Test failed - red LED blinks twice. Immediately contact the Galaxy Medical Alert Response Centre at 1-866-561-6433.		"Test started". Battery level test can result in one of the three options: 1. "Battery low" 2. "Battery partially charged" 3. "Battery full" Reception level test can result in one of four options: 1. "Poor" 2. "Average" 3. "Good" 4. "Excellent"
Belt clip is upside down (as detected by the device)	Lights red for 3 seconds.	Vibrates and LED blinks simultaneously.	"Device detected is upside down in belt clip"

Turning Device On and Off

1. Turn on the device by pressing the side button for two seconds.
 - The device vibrates for one second.
 - The device plays a "Device on" audio announcement.
 - The LED blinks orange from power up until the device is connected to the cellular network.
 - When connected, the LED lights green for three seconds.
2. Turn off the device by pressing the side button until it turns off.
 - The device vibrates for one second.
 - The device plays a "Device off" audio announcement.



Troubleshooting

The device is not charging, or you do not receive a "Charging" audio announcement. You place the unit in the cradle, but no audio announcement sounds.

- Make sure that the charging cable is connected correctly to the adapter and the cradle.
- Make sure that the adapter is connected to the power source.
- Make sure that you have placed the device in the cradle correctly.
- Test your device for battery level. A fully charged device will not announce "Charging" when placed in the cradle.

Poor Wi-Fi reception at home

- Try moving your router to a more central location in your home.
- If the problem persists, contact Galaxy Medical Alert Systems immediately. 1-855-905-7414.

No audio announcement after pressing the device's buttons. You have pressed the panic button or the side button, but no audio announcement sounds.

- The batteries may not be sufficiently charged.
- Charge the device in the cradle.
- Contact Galaxy Medical Alert Systems at 1-855-905-7414 to check if your device is configured to operate in duress mode. If so and duress mode is not required, request for them to switch off the duress mode.
- If the problems persist, contact Galaxy Medical Alert Systems at 1-855-905-7414 for technical assistance.

Note: *There is no voice announcement or LED indication once the device becomes fully charged. When removing the device from the cradle there will be an LED indication and an audio announcement of the battery level.*

Cancelling or Hanging Up a Call

To cancel or hang up an emergency call to the Galaxy Medical Alert Response Centre, including a call as a result of a fall detection or a test call, press the side button of your device twice.

Note: *The Galaxy Medical Alert Response Centre will still return your call to confirm your well-being, even if you have pressed the side button to cancel the call.*

WARNING: *In case of an emergency, do not cancel or hang up the call before speaking with your monitoring service. Cancelling or hanging up the call may cancel the emergency call with the Galaxy Medical Alert Response Centre and prevent them from providing you with their services, including, the dispatch of emergency services.*

Free Fall Test

1. Hold the device in your hand and extend your arm at shoulder height at approximately 1.5 m from the ground.
2. Allow the device to fall vertically to the ground. (Drop over a soft surface to prevent damage to the device)
3. The device will initiate a fall flow, as follows:
 - The device sounds a "Fall detected" audio announcement, and an emergency call is initiated. To cancel the emergency call, press the side button twice.