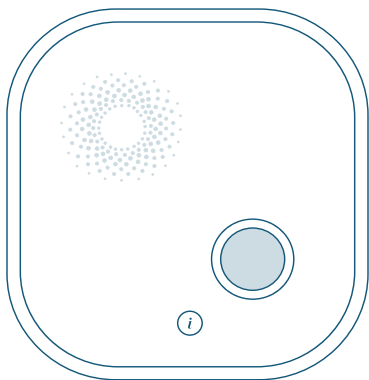




# MGHome

CELLULAR

Feel **safe** and **secure** in your home

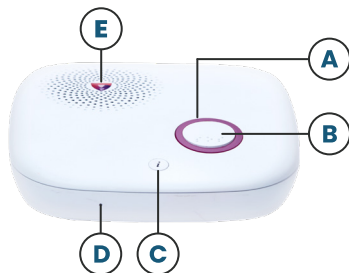


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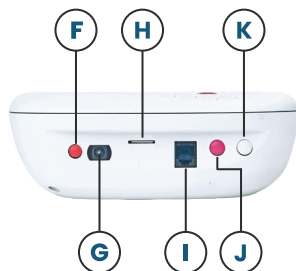
**Protection** for the well-prepared  
*Powered by 4G LTE*

## What's in the box

**Front of device**



**Back of device**



**Power adapter**



## Product details

### A **Back light**

This back light helps you quickly identify the help button's location in the dark.

### B **Help button**

Press the emergency button or wearable to make an emergency call to our Monitoring Center.

### C **Info button**

The info button tells you your device's battery level. You can test your device through our interactive voice response system, allowing you to test your device totally on your own!

### D **Microphone**

This area picks up your voice when speaking with our emergency operator.

### E **Speaker**

This is where audio from the emergency operator comes through once an emergency alarm has been initiated.

## Product details

### **F Power button**

The power button turns on and off the device.

### **G Power adapter inlet**

This is where the power source is inserted from the outlet to the device. The backup battery lasts up to 32 hours.

### **H SIM tray**

This SIM chip provides cellular connection with the device. Do not remove.

### **I Programming inlet**

This is for the manufacturer only.

### **J Volume adjustment button**

This button allows you to increase or decrease volume through the speaker.

### **K Pairing button**

This button helps to easily pair accessories to the device.

# Know your lights

The info button has 4 important LED Lights:

Light	What it means
<b>Green</b>	<b>Solid</b> Device is charging or connected to power <b>Blinking</b> Device is sufficiently charged, but not connected to a power source
<b>Amber</b>	<b>Blinking</b> Your device is working to find cellular connectivity (upon turning off/on, give it a couple of seconds to connect) <i>If blinking persists, call 1 (800) 645-2060.</i>
<b>Red</b>	<b>Blinking</b> The battery is under 20% charged <i>Please check that the power adapter is plugged into a working outlet.</i>
<b>All Colors</b>	<b>Solid</b> A brief software update is in progress



# Installation

## 1 Prepare the charge

Upon receiving your device, plug the power adapter into the wall outlet. To avoid accidentally turning off your device, **do not plug it into an electrical outlet that is controlled by a light switch.**

## 2 Power device on

The info button will blink amber when attempting to connect. Once connected to the network, the info button will light up solid green and state **“device ready.”**

## 3 Adjust volume

The berry-colored button on the back of the unit will emit a beep to indicate the volume of the device. There are 4 levels of volume which will each be indicated by a beep. Press the volume button until you've reached your desired volume.

# Info and testing

## Pressing your info button

Press the info button for 1 second to initiate reporting. After 1 beep, the device will verbalize **“Release for device information or continue to hold for the next option.”**

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## Testing your device

- 1** Press and hold the info button until you hear the audio **“Release for Testing Device.”** During this time if the button is released, the device will state **“Entering test mode. Press the help button to connect to the test center.”**
- 2** Press the help button on the device or accessory button for three seconds to test with the automated Interactive Voice Response (IVR). The IVR will prompt you to state your name to test the two way microphone communication.
- 3** When the test call is complete, the device will verbalize **“Call Completed.”**



## Additional functionality

Best practice	What to do	What you'll hear
Get device information updates	Press and hold the info button until you hear "Release for device information." Release button.	"Cellular signal good" / "Battery level poor" / "Please charge your device."
Test mode announcement	Hold the info button until you hear "Release for testing device." Release button.	"Entering test mode. Press the help button to connect to the test center."

If there is an issue with the device, the device will announce a code that will help our Member Support team identify the issue. Please give us a call.

## Pairing your device with accessories

Press the pairing button on the device to initiate the verbal cue "Entering pairing mode. Press the button on the accessory to connect to the device." The info button will flash blue during pairing. Press the accessory button for 3 seconds, which will initiate a pairing signal to the unit. When the pairing has been completed, the device will state "Pairing Completed."

## Using your device in an emergency

- 1 A 3 second button press on the help button on the device or on the paired button will initiate an alarm on the device.
- 2 After the help button or accessory button is pressed, the device will state **"Initiating Help"** or **"Fall Detected"** depending on how the alarm was initiated.
- 3 There will be a series of 5 beeps before the unit connects to the call center. If there is no signal issue, the voice prompts will state: **"Connecting."**
- 4 The device will state, **"Call in Progress"** every 10 seconds.
- 5 Once the call has successfully made contact with the Monitoring Center, the unit will state **"Connected."**
- 6 After the operator ends the call with the customer, the unit will state **"Call Completed."**

## Canceling an alarm

During the series of 5 beeps you hear after “Initiating Help”, if the help button is pressed and held for 5 seconds, you can cancel an alarm.

- If the 5 beeps have already played, it's too late to cancel an alarm.
- If the alarm is canceled, the unit will state “Call Canceled.”
- If the alarm is not canceled, the unit will have a beep every 10 seconds.

## IMPORTANT!

If there is a connection issue preventing your connection to the call center, there will be a voice prompt that states “**Poor cellular connection, please call 911.**” This will repeat two times.

### WARNING

There is a mild strangulation and choking hazard, due to the very nature of wearing a neck pendant. Injury is unlikely, and the neck pendant has been designed to break away when tugged.

**This device complies to Part 15 of the FCC Rules. Operation is subject to the following two conditions:**

This device may not cause harmful interference, and this device must accept any interference received, including interference that may cause undesired operation.

### CAUTION

To assure continued compliance, any changes or modification not expressly approved by the party responsible for compliance may void the user's authority to operate this equipment. Use only shielded interface cables when connecting to computer or peripheral devices.

If you need additional assistance, our Member Support team can be reached at **1 (800) 645-2060**.

M-F 8:00AM – 8:00PM EST for all Account Support & S-S 9:00AM – 8:00PM EST for Technical Support.

*A member who is dissatisfied with services or has a grievance may contact our Member Support Department at 800-645-2060, M-F 8:00AM – 8:00PM EST, or contact the Compliance Department in writing via email at [gsdcompliance@medscope.org](mailto:gsdcompliance@medscope.org) or via mail at:*

Attention: Compliance  
Department/Grievance  
MedScope America, LLC  
1818 Market Street, Suite 1200  
Philadelphia, PA 19103