



www.MedGuardAlert.com

1125 Middle Street  
Middletown, CT 06457

800-716-1433



**Medical Alert  
Device**

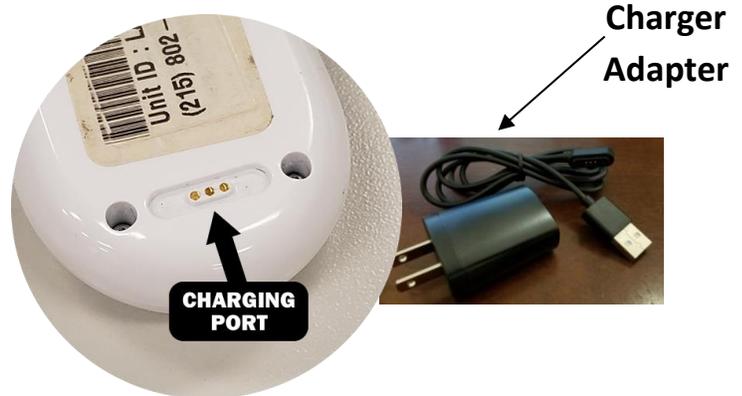


### QUICK SET-UP GUIDE

#### STEP 1 – Set up and charge the device

Connect Charger as shown in the diagram to the right. **NOTE: This device uses a magnetic charging adapter.** It will turn on, indicating that the device is charging.

- For the first time use, please fully charge the battery for approximately 2-3 hours.
- While charging, the RED LED light will be on.
- After fully charged the GREEN LED light will light up.
- **Please note:** Blinking RED LED light indicates battery is low and needs to be charged. Blinking GREEN indicates device is looking for cellular connection



#### STEP 2 – Switching the device on and off

- **To turn device ON:** Press in and hold the “HELP” button until device lights turn on.
- **To turn device OFF:** Press and quickly release your “HELP” button 3 times.
- Please note: Device is designed to stay ON. Should only be turned off if you are taking your device on an airplane.

#### STEP 3 – Calling for Help

- Press and hold the “HELP” button for at least 2 seconds. The device will announce “Placing emergency call now.”
  - To CANCEL a call: Press and hold the “HELP” button for 2 seconds after call was made.
- \*Reminder: Device requires adequate battery charge and cellular signal to make a call.

**STEP 4 – Please promptly complete and return the enclosed forms to us at:**

**MedGuard Alert, Inc.  
1125 Middle Street  
Middletown, CT 06457**



### **How To Test and Use Your Medical Alarm System:**

1. Press and hold the “HELP” button on your device for 2 seconds; device will beep, and you should hear the device announcing the call. The device will then announce, “Please wait, we are now connecting you to an operator.”
2. Once activated, you will experience a brief period of silence, but then you will hear a dial tone from the device verifying that your alarm signal has been sent to the central monitoring center. You may also hear your device beep and/or hear your device contacting the central station.
3. In approximately 60 seconds an operator will respond to your alarm signal through the speaker/ microphone in your device and verify your identity.
4. Simply tell them you are testing your device if there is no emergency. If it is an actual emergency, advise the operator accordingly and if possible, verify your location.
  - If the operator does not hear a response from you, they will immediately call the home phone or whichever number was provided for contact. If still no response, they will dispatch EMS and call the responders that are listed on the forms you submitted.
  - Remember, as a cellular device, your OnTheGo is subject to the same operating constraints and issues with radio reception and as a standard cell phone. Please ensure that it is not installed next to large metal objects, like kitchen appliances or near radio emitting devices like computers, WI-FI routers, cell phones, or cordless phones.
  - Please note that this unit is water resistant and can be worn in the shower.

#### **Locate Loved One Feature:**

1. Download the app ‘RemoteCare 24/7’
2. Call Customer Service and provide a valid email to activate the account
3. Register on the account using that email, and a valid phone number capable of receiving texts
4. Next page of registration will ask for the Device ID; input the unit ID of the device
5. Registration should be complete. Within the app you will be able to:
  - Locate the device
  - Monitor the current battery life and signal strength of the device
  - See microphone and speaker levels
  - Track weather of the Device’s location
  - Check the history of the device’s last known location (Up to last 7 days)

**Please remember to test your system once a month  
(You do not need to call us when doing so.)  
Refer to the steps listed above.**

***Thank you for choosing MedGuard Alert for your protection.***