

# Getting Started

## Instructions:

- 1 Plug in Adapter**  
Plug in Magnetic Charger to the Device. It will vibrate, indicating that the device is charging.



**i** We recommend placing the device face down and then attaching the magnetic charging adapter to the back of it (as illustrated)

For the first time use, please fully charge the battery for approximately 2-3 hours.

**CHARGE YOUR DEVICE EVERY 24-48 HOURS**

- 2 Turn On Device**  
Press the Side Upper button for 1 second; all the LED's will flash rapidly, and the unit will vibrate. The device can also be turned on automatically by charging via magnetic USB cable.

*To Turn Off The Device - Press and hold the SOS button for 3 seconds until the LED lights turn off.*



- 4 Sign Your Forms**



Please promptly complete and return the enclosed forms to us at:

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

- 3 Calling For Help**  
Press and hold the SOS button for 3-4 seconds to make an emergency call.

Voice prompt will state that call is being made.



**If you need assistance setting up the device or help using the device, please call us!**

# 1-800-716-1433

## Testing and Using Your Medical Alarm System

- Press and hold the SOS button on your device for 3 - 4 seconds; you should feel the device vibrate if it is on and properly charged.
- Once your device has been activated, you will hear a voice prompt stating that a call is being made, and that an attempt is being made to connect to the monitoring center. You may also hear your device beep and/or hear the sound of your device contacting the monitoring center.
- In approximately 60 seconds an operator will respond to your alarm signal through the speaker in your device and verify your identity. They will then ask if you are having an emergency or in need of medical assistance.
  - 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 SmartGo is subject to the same operating constraints and issues with radio reception as a standard cell



### Locate a Loved One Feature

Be able to track the location of your GPS by following these simple steps below:

- Call us at **1-800-716-1433** and we'll provide you the 10-digit phone number assigned to your device.
- Text 'LOC' (no apostrophes) to the device 10-digit phone number that we provided you.
- You will receive a text message with a link to Google Maps
- Click on the link to open the GPS coordinates of the device

**\*Link will show current location or last known location in which device had enough GPS coverage\***