



# Congratulations!

You're a few steps away from staying connected to your caregiver and emergency dispatch.



LET'S GET STARTED ▶

## Freedom Alert Max



# Your Freedom Alert Max

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## **INCLUDED ACCESSORIES**

- USB-C Charging Cable and Power Adapter
- Protective Case
- Screen Protector
- Phone Lanyard
- SIM Eject Pin

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# Device Features



Built-In Fall Detection Technology



Direct Connection to 24/7 Monitoring Professionals



Connect to Friends and Family with the Press of a Button



Geofencing



Two-Way Communication



4G LTE Technology



Non-Emergency Calling



GPS Location Services



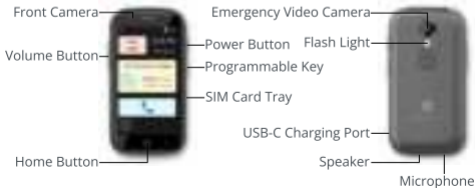
Emergency Caregiver Video Feed



FREE Care Village Mobile App

## DEVICE SPECIFICATIONS

- Connection Type: 4G LTE
- Battery: 2000 mAh
- Weight: 110 g
- Product Dimensions: 95 x 49.4 x 16.5 mm
- Memory: 68 GB
- Screen Resolution: 480 x 854 pixels
- Screen Dimensions: 3 in.
- Device Operating System: Android 12



# Care Village App

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Freedom Alert Max pairs with the Care Village app to allow device users to connect with a caregiver and emergency dispatch at the press of a button.

- Caregiver notifications for when a device user needs help
- 3-way calls with emergency dispatch
- 911 call-forwarding
- Family & friends as emergency contacts
- Battery status monitoring
- Wi-Fi connection monitoring
- Simple set up for everyone
- Contact list
- Non-emergency calling
- Device history
- Device status

**Download the Care Village App for iOS or Android**



# Setting Up New Device

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**STEP 1:** To set up the device, you will need:

- A fully charged Freedom Alert Max
- A mobile phone with access to the Apple App Store or Google Play Store

**STEP 2:** Plug the USB-C charger into the device charging port and allow it to fully charge

**STEP 3:** Use the SIM ejector pin to open the SIM card slot. Place your SIM card in the SIM card tray. Push the SIM card tray back into the SIM card slot to close it flush

**STEP 4:** Download the Care Village companion app on a smartphone from the Apple App Store or Google Play Store

**STEP 5:** Open the app and follow the steps to create an account

**STEP 6:** Follow the in-app instructions to set up or log in to your account

**STEP 7:** The app will ask for a device Serial Number. The code will be on a sticker on the back of your Freedom Alert Max, the yellow set-up screen will stay on the device until you complete the process

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**STEP 8:** Return to the app home screen and follow the prompts to add a device and complete setup

**STEP 9:** The device will begin a test automatically after a successful set up and any time it powers on. To complete the test, press the next button through the results until you reach the home screen

It may take up to an hour for your device to connect to a monitoring service. If it does not connect after an hour, please try again and contact our support team if you need any assistance!

**Congratulations - you have set up your device!**

# Charging Your Device

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USB-C Charging Port

**STEP 1:** Find the USB-C cable and power supply that comes with Freedom Alert Max

**STEP 2:** Plug the cable into the charging USB port on the side of the device. The device will check for updates and will re-start if one is available

We recommend charging your device each day.



# Monitoring Your Device

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## IN-APP DASHBOARD

This tab provides a history of all events and notifications that have occurred with the Freedom Alert Max device paired with your app.

Event notifications include:

- Emergency events
  - Device issues
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## TESTING YOUR DEVICE

**STEP 1:** Press the device test button on the bottom left of the home screen

**STEP 2:** The device will display the following status updates:

- Battery: Ok or Recharge Soon
- Connectivity: Ok, Low, or No 4G or Wi-Fi Coverage
- Fall detection: On or Off
- Version numbers

**STEP 3:** Press the button until you return to the home screen; this means the test is complete

# Emergency Calls

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**STEP 1:** The device will call the monitoring service or the chosen caregiver, based on the selected contact

**STEP 2:** Once the push notification is clicked, the caregiver can “accept” the call or choose to check in. The monitoring service will direct your call to a caregiver or emergency services

**STEP 3:** Once the caregiver clicks “accept”, a two-way call is started. The device user can then relay the emergency

**STEP 4:** To end the call, the user can push the side button for 2 seconds

# Receiving an Emergency Call as a Caregiver

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## In the Event of an Emergency, Forward the Call to Emergency Dispatch

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**STEP 1:** Once a call is started, the caregiver must click on a notification from the Care Village app

**STEP 2:** Choose to “accept” the call

**STEP 3:** If you “accept” the call, you will be connected directly to the device user

**STEP 4:** If the emergency is serious, you can press the call-forwarding button to connect with emergency dispatch

**STEP 5:** A three-way call between the caregiver, device user, and emergency dispatch will begin

**STEP 6:** The device user or caregiver must communicate the emergency and any additional information on the device user’s condition and location

**STEP 7:** Once emergency dispatch hang up, the caregiver and device user can stay on the line until help has arrived

# Customer Support

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## CONTACT US VIA PHONE, EMAIL OR ONLINE

- Go to Your Contacts and Press “Customer Support”
  - Call: +1 (800) 519-2419
  - Email: [info@logicmark.com](mailto:info@logicmark.com)
  - Go to: <https://www.logicmark.com/customer-support/>
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## WARRANTY INFORMATION

To register your FREE 1-year limited warranty, go to:

- <https://www.logicmark.com/warranty-manuals/>
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## DISCLAIMERS

Privacy Policy:

- <https://www.logicmark.com/privacy-policy/>

Terms and Conditions:

- <https://www.logicmark.com/terms/>

# Manufacturer Recommendations and FCC Information

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## MANUFACTURER RECOMMENDATIONS

- Caregivers must have the accompanying app and a smartphone to utilize this device.
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## FCC INFORMATION, FCC ID: TYD-FA45911

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.

**NOTE:** 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.

# Important Product Information

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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.

**NOTE:** The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue.

Device types Connected Personal Emergency Response System (PERS) device (FCC ID: TYD-FA45911) has also been tested against this SAR limit.

This device was tested for typical body-worn operations with the back of the handset kept 5mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 5mm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements and should be avoided.



# Freedom Alert Max

Connected. Safe.  
Independent.



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