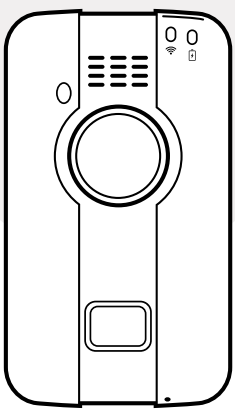
MEDICAL GUARDIAN



OWNER'S MANUAL

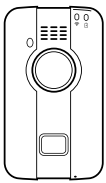
Elite 911

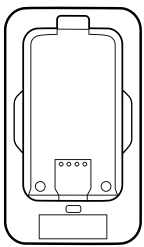
Emergency Notification System

About Your Elite **911**

What's in the Box

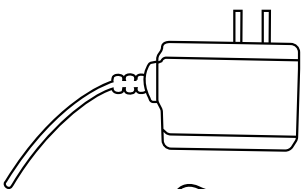
Elite 911
Emergency
Notification
System

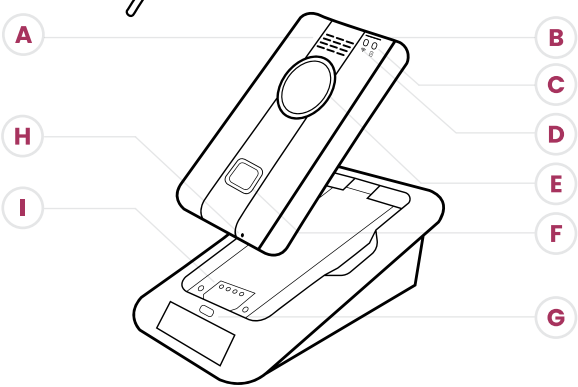




Charging Cradle

Power Cord Adapter





Product **Details**

A **Speaker**

B **Power Button**

C **Power LED**

A solid red light means low battery and that *Elite 911* must be charged. A blinking red light means *Elite 911* is charging. It will also announce "Your device is now charging" when placed correctly on the cradle. No LED means *Elite 911* is properly charged.

D **Network LED**

A solid green light means *Elite 911* is registered to the network and able to make calls. A blinking green light means *Elite 911* is attempting to register to the network.

E **Help Call Button**

A red ring will blink around the button while making a call. It will turn solid red when the call is connected, and shuts off at the end of a call.

F **Test Button**

Press for 3 seconds to test your speaker and microphone in addition to locating the device.

G **Power LED Cradle Indicator**

A solid Green means the cradle is plugged in with power. No LED light means the cradle has no power.

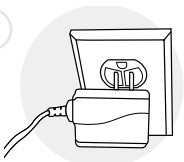
H **Microphone**

I **Charger Pins**

1. **Preparing** Your System

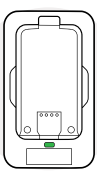
Locate a place in your home that is central and is near a standard wall outlet. It should be easy to access for daily charging and to allow you to take the 911 device with you when you leave.

1



Plug the Power Cord Adapter into a wall socket **NOT** controlled by a switch and the small end into your Charging Cradle.

2



The Green LED on the Charging Cradle will light up solid Green to show you that the Cradle is plugged in correctly.

3

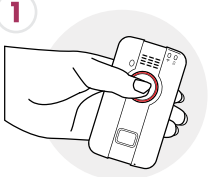
Place the *Elite 911* in the Cradle. The *Elite 911* will take a few moments to wake up. It will announce "Your device is now charging." The Network LED will blink Green while it is attempting to find your network and will turn solid when your *Elite 911* is connected to the network and ready to make emergency calls.

4

The Power LED on the *Elite 911* will blink Red while it is charging and will be off when fully charged.

2. Making **Emergency Calls**

1



Press and hold the **Help Call Button** for three seconds. You will hear a tone, and when you release the button, the Red lights around it will turn on.

2 *Elite 911* will announce:

**"Preparing to call emergency services.
We will first attempt to locate your device.
Please standby."**

Once the device is located, the device will then announce:

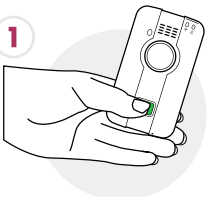
"Device located. We will now dial emergency services."

This statement will be followed by ringing before the call is connected to local 911 operator.

PLEASE NOTE: The microphone is at the bottom of the *Elite 911*. Be sure that your hand is not covering the microphone when you speak with the call center operator. When you leave your home, don't forget to take your *Elite 911* with you.

3. Making **Test Calls**

1



At any point, the *Elite 911* can be tested. Press and hold the **Test Button** for three seconds.

2 *Elite 911* will announce:

“Welcome to the device verification process. We will be testing your speaker and microphone and will attempt to locate your device. Please say your name now.”

Once you speak your name, the device will play back the audio and announce:

“We heard your name as [your name]. If you did not hear your voice played back, please contact *Medical Guardian*. Now please wait while we determine your location. Your most recent location is [current location of the device]. This concludes your device verification. Thank you.”

This statement will be followed by ringing before the call is connected to local 911 operator.

Important **Tips + Reminders**

Important
Your *Elite 911* requires adequate battery charge and cellular signal to make an emergency call.

- Please test your system at least once a month.
- *Elite 911* utilizes both Global Positioning System (GPS) and Cellular Based Location Services (CBS) and a WiFi receiver in order to find user's current location. By activating the product, User agrees to allow Call Center and their affiliates to use this information to provide services to him or her in the case of an emergency response.
- As with all location-based services it may not always be possible to determine your location. Multi-level buildings, obstructions, dense urban areas, the weather and other conditions can make it difficult for GPS satellites and cellular services to locate your exact location.
- Our products are tested, as are other cellular and wireless communications products licensed in Canada and the United States. Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this device.

Customer Service

If you have questions, we are here to help. Our team is standing by to provide you with the help and support you need by phone or online.

1 (800) 313-1191

Monday - Friday
9:00am - 8:00pm (Eastern Standard)

Saturday
9:00am - 5:00pm (Eastern Standard)

Support is also available via
medicalguardian.com/support

Email
customercare@medicalguardian.com

If you are happy with your *Elite 911*, please tell us about your story and share your experiences on:

/MedicalGuardian

@MedicalGuardian

@MedicalGuardian

Regulatory Compliance FCC/IC

The user's manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes, or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the United States FCC regulations and has an Industry Canada registration (IC ID) of 20951-ANH0319.

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.

For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

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 and the IC 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. 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

- 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.

This equipment has been tested and found to comply with the limits pursuant to Part 15 Subpart B, Part 22, and Part 24 of the FCC rules and the IC Rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not used in accordance with instructions, can cause harmful radiation to radio communication. However, there is no guarantee that interference will not occur in a particular installation.

Regulatory Compliance: RF Exposure

Your device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emissions limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and Industry Canada of the Canadian Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by the U.S. and international standards bodies. The standards include a substantial safety margin designed to assure the safety

of all persons, regardless of age and health.

The exposure standard for wireless RF devices, such as the device, employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg. SAR values at or below that limit are considered safe for the general public.

Before a wireless RF device is made available for sale to the Public, it must be tested and certified to the FCC/IC that it does not exceed the SAR limits established by the FCC/IC. Tests for SAR are conducted using the positions and locations (e.g., at the ear or worn on the body) as required by the FCC/IC for each device model.

The device has been tested and meets the FCC/IC RF exposure guidelines when used against the body under normal usage conditions.

To comply with FCC/IC RF exposure requirements, a minimum separation distance of 10mm must be maintained.

ENGLISH: This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- This device may not cause interference; and
- This device must accept any interference, including interference that may cause undesired operation of the device.