

[Skip to content](#)

Manuals+

User Manuals Simplified.

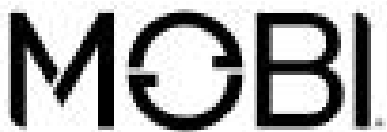


MOBI 20201109-01 Support Monitoring System User Guide

[Home](#) » [MOBI](#) » MOBI 20201109-01 Support Monitoring System User Guide

Contents [hide](#)

- [1 MOBI 20201109-01 Support Monitoring System](#)
- [2 What's in the Box](#)
- [3 Before Getting Started](#)
- [4 Download the MOBI PLUS APP](#)
- [5 Register](#)
- [6 Creating Your Health Profile](#)
- [7 Contact Setup](#)
- [8 Initial MOBI Hub Setup](#)
- [9 Wi-Fi](#)
- [10 Hub Connection](#)
- [11 Success](#)
- [12 Connecting Your Help Button](#)
- [13 Help Button Battery Install](#)
- [14 Lanyards](#)
- [15 Using Your Help Button](#)
- [16 Professional Support](#)
- [17 Setting up a MobiCam on MOBI Plus](#)
- [18 Smart Sensor Setup](#)
- [19 Creating Automations](#)
- [20 Light, Water & Door sensors](#)
- [21 LIMITED PRODUCT WARRANTY](#)
- [22 Documents / Resources](#)
- [23 Related Posts](#)



MOBI 20201109-01 Support Monitoring System



What's in the Box

1. Instruction manual
2. MOBI Hub
3. Help Button
4. Detachable wrist and neck lanyard
5. Battery

Before Getting Started

1. Ensure you have access to your email to verify and activate your MOBI Plus Account
2. Have your 2.4GHz Wi-Fi Network Name and Password ready. Network passwords are case, space, and number sensitive.
3. Check your Wi-Fi Connection – MOBI Smart products are designed to utilize a 2.4GHz(2G) Wi-Fi Frequency. Before setup, please confirm your device is connected to your 2G Wi-Fi frequency. When the MOBI PLUS App requests your Wi-Fi information, please ensure that you are also entering the credentials for the 2.4GHz connection. If unaware of how to connect to or make visible your 2.4Ghz connection, your internet service provider can assist with establishing this line.

Download the MOBI PLUS APP



Register

Open The MOBI PLUS App and tap register.
Agree to the privacy policy Terms.
Enter your email address tap “Get Verification Code”.

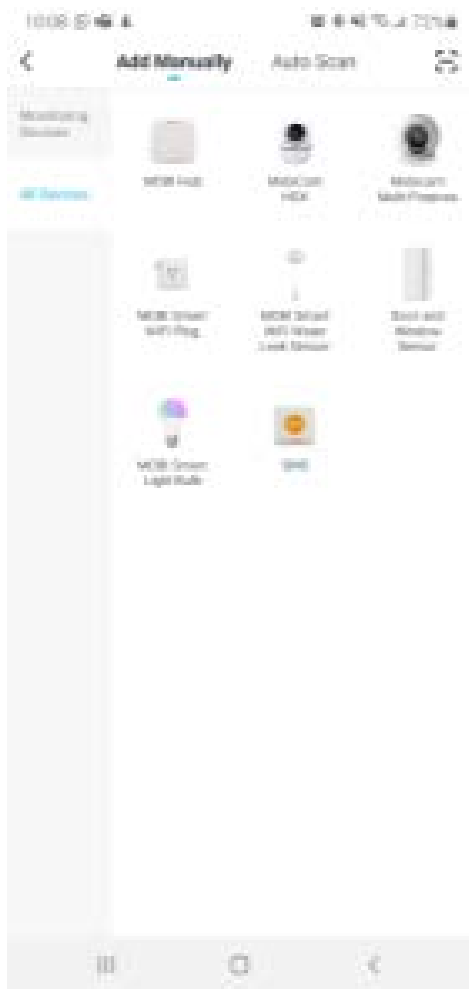


Check your email for the verification code and then create your password.

Adding Your Device

Tap “Add Device”, then select your MOBI Hub Device. (You may also tap the plus sign ‘+’ in the upper right-hand corner to add a device)

NOTE: Smart Hub should be used in dry places. Please use Smart Hub in a safe environment.



Creating Your Health Profile

Please enter all information that is under the highlighted blue section

11:35

MOBI Health

Medical Profile

Save

Enter name

Enter the title

Address of Condition

Address & Location

Medication

Weight (kg)

Enter Height, Examples - BMI

Height (in)

Enter Height, Examples - BMI

Doctors

Emergency Contacts

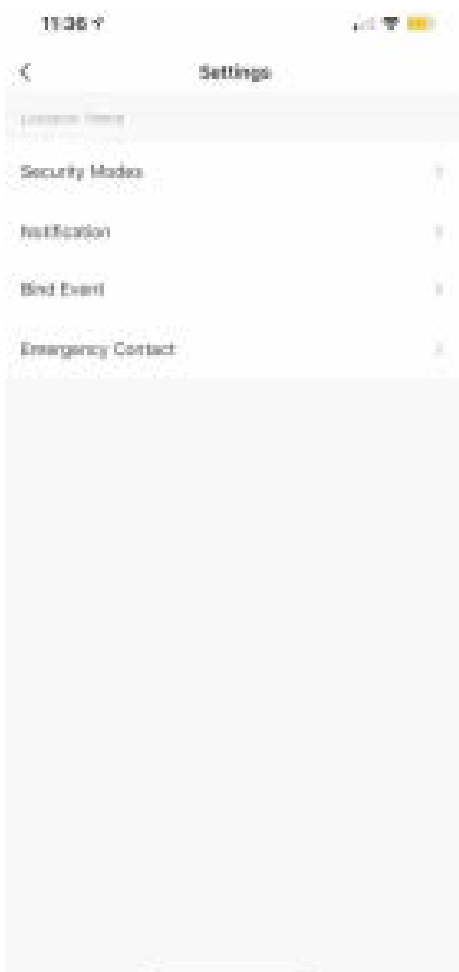
No emergency contact added

Home Activity Devices Sleep Me

Must include up to 3 Emergency contacts and 3 primary care physicians.

Contact Setup

After purchasing your Monitoring services do not forget to add the contacts who you would like to be reached out to in case of an emergency



Can enter up to 4 safety contacts

Initial MOBI Hub Setup

Power on your MOBI Hub. The LED indicators will blink blue, the blue light will indicate power, the red light will be blinking signifying pairing mode is active.

Confirm pairing mode and move to the next step.

Wi-Fi

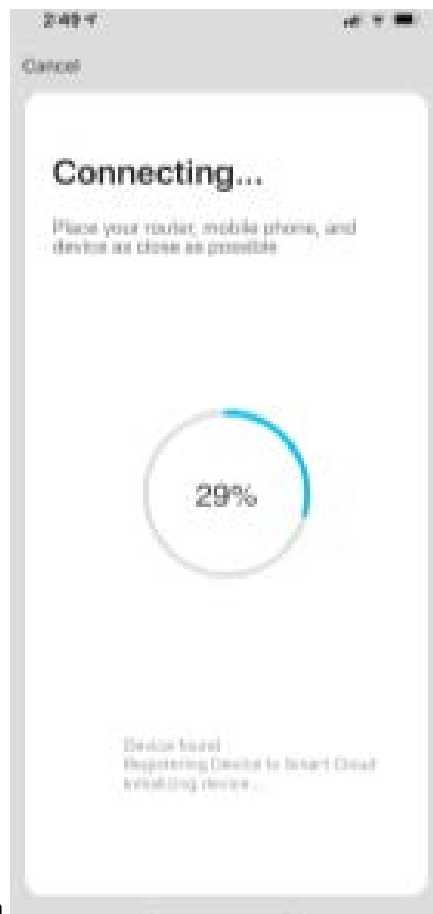
Ensure your mobile device is connected to your 2.4GHz WiFi Network. Enter/Select your 2.4GHz Wi-Fi Network Name and Password. Then tap "Confirm".



NOTE: Wi-Fi name and password are case, space and number sensitive.

Hub Connection

Place your phone as close to the Hub as possible.
In-app will show the connection progress.



Once at 100% you will be redirected to the next screen.

Success

You have now successfully connected your MOBI Hub. Your device will display in-app – Here you can rename your Hub for easier management. Tap “Done” to be taken to the Hub controls.

NOTE: After the Hub is added to a network successfully you do not need to reinstall it after a “power off”. It will connect to the previous network automatically.

Connecting Your Help Button

Remove the battery plastic protection then power on the help button by
Ensure your smart device is connected to Wi-Fi and the MOBI Hub is connected successfully.
Open the MOBI Plus App and open the MOBI Hub page.

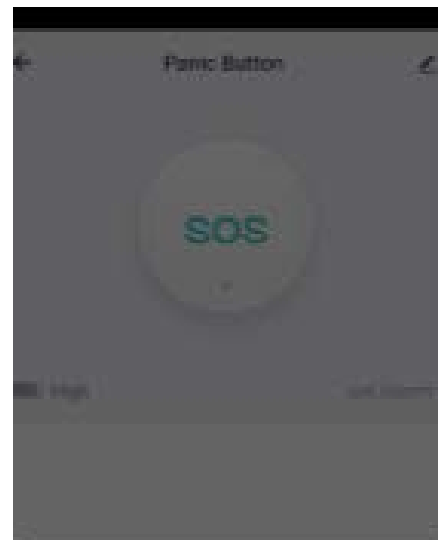


Tap “add sub-device”.

Use a pin to press and hold the reset button until green light is ‘flashing’ indicating the device is in pairing mode.

On the MOBI PLUS App press ‘LED already blinking’ the application will auto scan for the help button..

Once found tap “done”



NOTICE

Battery Low



Alarm



Phone call

The service is not ready, click to order



Added page will appear displaying the device was added successfully.

Help Button Battery Install

Using a flat object, follow the ridges of the button to pop open the Battery Compartment. Then remove the safety tab, exposing the battery to power the device.

The Life span of the battery should last 3-6 Months.
To switch batteries after they are no longer in use,



please follow the same steps as used to power device on to remove the batteries

Lanyards

Includes an adjustable wrist and neck lanyard for your best comfort

To change lanyard please use a flat object, follow the ridges of the button and pop off the cap, you will then be able to



remove the lanyard and replace it with which ever one suits best.

Using Your Help Button

Carry the 'help' button with you around the house or use the lanyard to wear the device. When in need, press the help button for a notification to be sent to the management application/device. This button is intended to send out an alert for emergencies or to contact someone when In need of help.



When pressing the button, a LED light will light up green to verify the device is

connected to the MOBI Hub and notification has been sent.



A red LED light signifies the device

is out of range or disconnected from the Hub.



Professional Support

Tap "Profile"

Tap "Service Plan"

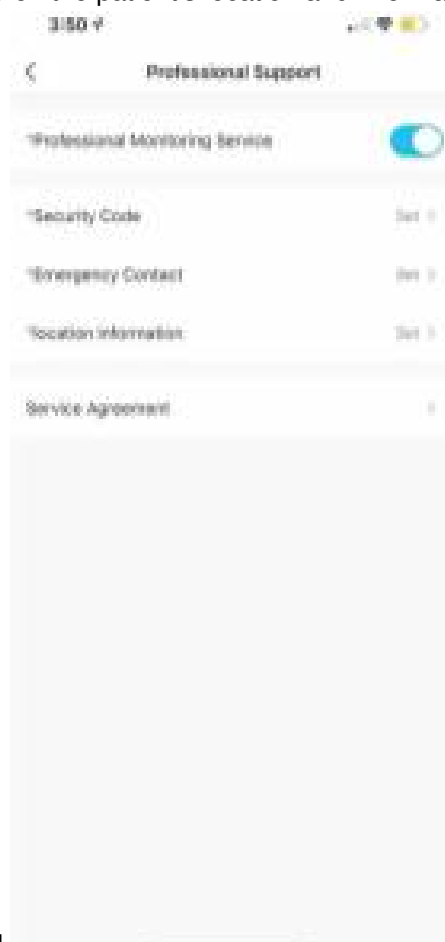
Tap "Professional Support". You may choose between a monthly or annual support plan.



The MOBI Support Monitoring System has the option for professional support.

When activated, MOBI's Care Agent will notify the user's primary contacts, when Help button is pressed.

If the primary contact cannot contact the user, or the MOBI Agent cannot contact the primary contact, the MOBI Agent will dispatch emergency services based on the patient's location and information collected in the application.



User receives the assistance they need.

Setting up a MobiCam on MOBI Plus

When setting up your MobiCam ensure you have the proper 2.4 GHz connection
Then Enter the “Devices” Page, to add your Camera Select “Add Device”
You will now select from the options depending on the device you have purchased.



Follow the steps on your application to connect your device.

Smart Sensor Setup

Please go to the “Add devices” Page and click on the device you have purchased
Make sure the device is powered on and has been reset
Then follow the instructions in the app after selecting what device you will be connecting.



Creating Automations

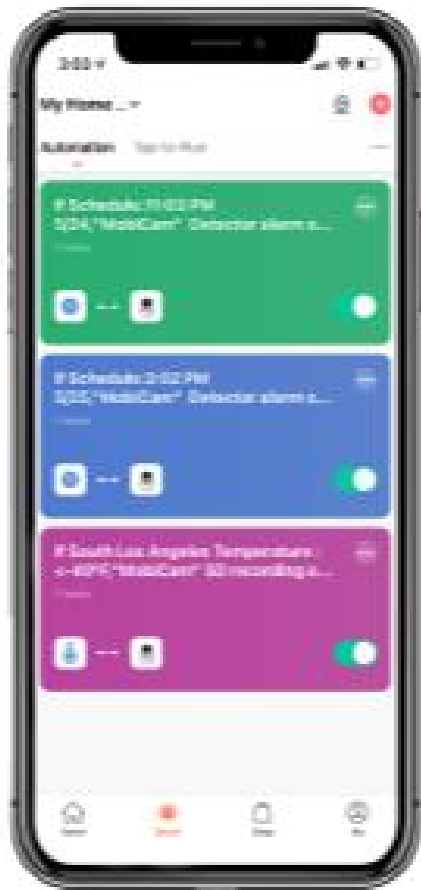
Don't forget that our products work best when paired with each other

Our cameras can alert you and send you an instant image or live footage when the user presses on the help button. Multiple angle view cameras around the house can help you determine the reason behind the alert.



Other irregularities can also be detected through our unique sensors

Light, Water & Door sensors



The light sensor allows you to control or dim any shining lights that may bother. It also allows you to change the tone of the light

The plug allows you to shut anything off with a push of a button in the MOBI plus app

The leak sensors will detect any water leaks from any drain, pipe, or sink.\

LIMITED PRODUCT WARRANTY

MOBI® warrants its products to be free from defects in material and workmanship for period of 90 days from the date of purchase. Should the product prove to be defective at any time during the warranty period, we would either replace or repair the product at our option without charge. After the warranty period, a service charge will apply for replacement of parts and labor costs. To obtain warranty service, you must return the product complete with its original parts & accessories along with a copy of the original purchase, gift or registry to us. This warranty does not cover damage caused by any tampering, accident, misuse, abuse, improper maintenance, unauthorized modification, or connection to an improper power supply. There will be a charge for repair caused for such damage . This warranty excludes all incidental or consequential damages and any liability other than stated above. MOBI reserves the right to modify or discontinue offer at any time by posting notice on the app or website.

www.getmobi.com

(323)-904-3000 .

Documents / Resources



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Quick Start Guide

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