



MobileHelp SOLO Mobile On-the-Go System User Guide

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MobileHelp SOLO Mobile On-the-Go System



We encourage our valued customers to use the testing processes outlined to allow operators more time to handle actual emergencies. Rest assured, a live operator will always be available to answer your call if an emergency were to occur.

Product Information

The product being offered is a system that provides an extra layer of protection and discounts for the user's equipment. The Connect Premium plan is included with the most popular system plans, and it can save the user up to \$300. The Fall Button is an additional feature that can be added for \$11/month, which automatically detects a fall even if the user can't press their button. The Monitoring Center Phone Number provided should be saved in the user's phone contacts to ensure they don't miss an important call from the monitoring center. The Mobile On-the-Go System (SOLO) includes a mobile device, neck pendant or wrist button, and cradle charger.

Product Usage Instructions

To set up the Mobile On-the-Go System, plug the power cord into an electrical outlet that is not controlled by a light switch. Place the mobile device on the cradle charger, and it will turn on within a few seconds. The LED indicator around the emergency button will illuminate, and it will take 30-60 seconds for the device to register with the cellular network. When the Mobile Device is set up correctly and connects to the cellular network, it will announce "system ready," and the LED indicator around the emergency button will illuminate red, indicating that the device still needs charging. It takes up to 3 hours for the device to be fully charged.

To test the Mobile On-the-Go System, press and hold the test button on the side of the device labeled with the letter T.

If you want to add the Fall Button, it can detect a fall even if you can't press your button, but it does not detect 100% of falls. If possible, users should always push their help button when they need assistance. The Fall Button is not intended to replace a caregiver for users dealing with serious health issues.

The Monitoring Center Phone Number provided should be saved in the user's phone contacts, and emergency contacts should be asked to do the same. If you or your emergency contacts receive a call from this number, please answer. If needed, call back the same number appearing on the Caller ID as not to cause any delay in processing an alarm. Please note, there is no need to return the call unless requested by the monitoring center or if you have a question about an alarm.



Connect Premium

NOW INCLUDED with our most popular system plans, for the ultimate protection and discounts for yourself and your equipment! Take advantage of this exclusive new program that provides you with an extra layer of protection AND can save you up to \$300!

- Protect yourself from costly replacements of lost or damaged equipment through our Connect Premium Program
- Up to 50% off select features, accessories and services
- 25% off Fall Detect Pendant service

- One FREE standard Help Button

Only \$6/month additional

(if not included in your plan)



Fall Button™

Add the Fall Button for \$11/month in addition to your plan. Our unique Fall Button automatically detects a fall even if you can't press your button.*

- Comfortable & Lightweight
- Wearable as a pendant
- Waterproof, for use in places like the shower or pool

*Fall Button does not detect 100% of falls. If able, users should always push their help button when they need assistance. Fall Button is not intended to replace a caregiver for users dealing with serious health issues. Equipment may vary from images shown. Prices subject to change without notice.

Only \$11/month!

(in addition to your plan)

Monitoring Center Phone Number

SAVE THIS NUMBER IN YOUR PHONE CONTACTS TO ENSURE YOU DON'T MISS AN IMPORTANT CALL FROM OUR MONITORING CENTER



1-800-932-3822

Please do not call prior to reading steps below.

Follow these steps below:

1. Add this phone number as a contact in your cell phone.
2. Ask your emergency contacts to do the same.
3. If you or your emergency contacts receive a call from this number, please answer!
4. If needed, call back the same number appearing on the Caller ID as not to cause any delay in processing an alarm.

Please note, there is no need to return the call unless requested by the monitoring center or if you have a question about an alarm.

QUICK SETUP

Your System is “ACTIVE” and READY TO USE

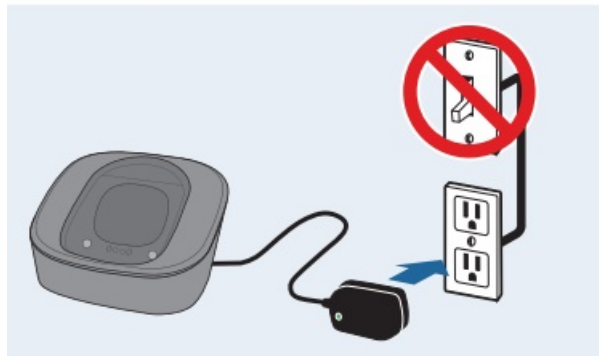
- **Mobile On-the-Go System**

Includes a Mobile Device, Neck Pendant or Wrist Button, and cradle charger.



- **Plug the power cord into an electrical outlet**

The electrical outlet should NOT be controlled by a light switch.



- **Place the Mobile Device on the Cradle Charger**

The Mobile Device will turn on within a few seconds and the LED indicator around the emergency button will illuminate. It normally takes 30-60 seconds for the Mobile Device to register with the cellular network.

When the Mobile Device is setup correctly and connects to the cellular network, it will announce “system ready”.

The LED indicator around the emergency button will illuminate red, indicating that the device still needs charging. When the device is fully charged, the LED indicator will change from red to green and will remain green until the device is removed from the charging cradle. It will take up to 3 hours for the device to be fully charged.



TESTING

Mobile On-the-Go System

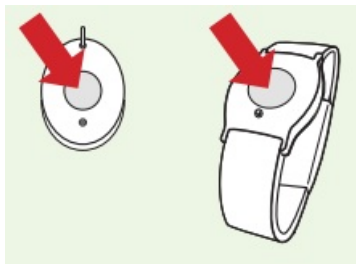
1. Press and hold the test button

This is located on the side of the device and is labeled with the letter T
The will instruct you to press the emergency button or pendant



2. Press the pendant -OR- press and hold the emergency button for 2 seconds

The will announce, "Test Call sent to Emergency Response Center"



3. If the test was successful...

The Mobile Device will announce, "Thank you for testing your device"





4. If the test was unsuccessful...

The will announce, "User auto-test failed, please contact Customer Support"



PLEASE REFER TO THE TECHNICAL SUPPORT NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.

Documents / Resources

	<p>MobileHelp SOLO Mobile On-the-Go System [pdf] User Guide SOLO Mobile On-the-Go System, Mobile On-the-Go System, On-the-Go System, Go System</p>
	<p>MobileHelp SOLO Mobile On-the-Go System [pdf] User Guide SOLO Mobile On-the-Go System, SOLO, Mobile On-the-Go System</p>