

# Premium Mobile

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GETTING STARTED WITH YOUR SYSTEM



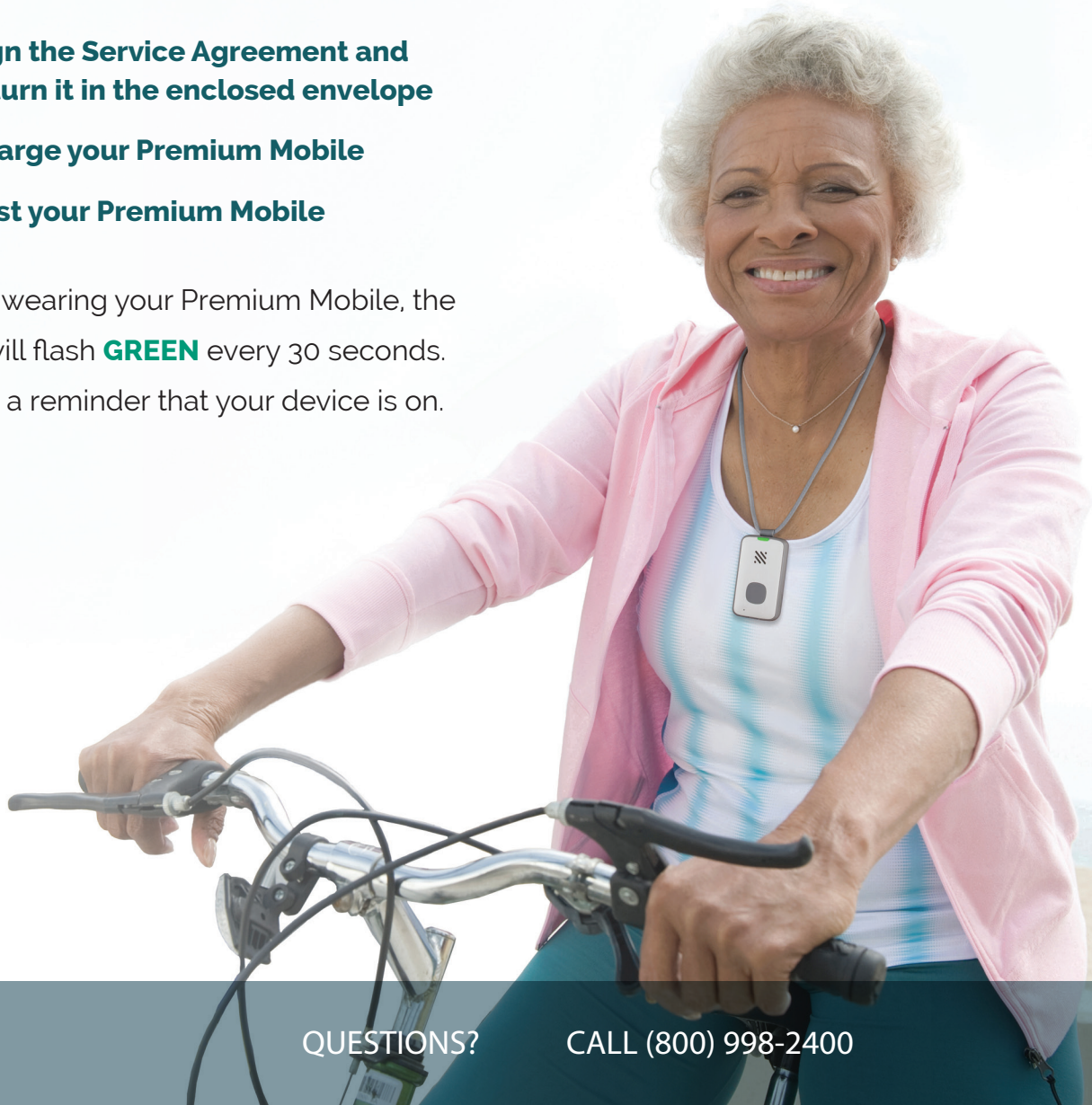
QUESTIONS? CALL (800) 998-2400

# Getting Started

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1. **Sign the Service Agreement and return it in the enclosed envelope**
2. **Charge your Premium Mobile**
3. **Test your Premium Mobile**

While wearing your Premium Mobile, the light will flash **GREEN** every 30 seconds. This is a reminder that your device is on.



QUESTIONS?

CALL (800) 998-2400

# Know Your Device



We recommend that you clean your device regularly to ensure proper charging. Using a soft cloth, such as an eyeglass cleaning cloth, gently rub the gold contacts on the back of the device.

Power Button



**Premium Mobile** can be worn in the shower but should not be submerged.



Status Light

Speaker

Shield Button

Help Button



## FIND MY LOVED ONE

Text Find First Name (e.g., Find Mary) to **855-999-3224** and get a reply with the location of the device.

QUESTIONS?

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# Charging Your Device

For best results, charge your Premium Mobile device every night.



When the Charging Cradle is plugged in, the light on the front of the cradle will turn **RED**. When you place your device in the Charging Cradle, you will hear a tone indicating that your device is charging.

Status	Device Light	Message
Charging	Solid Blue	None
Fully Charged	Solid Green	None
Low Battery	Flashing Blue	Your battery level is low. Charge your device.
Extremely Low Battery	Flashing Blue	Your battery level is very low. Charge your device immediately.

QUESTIONS?

CALL (800) 998-2400

# Testing Your Device

**For best results, follow these three easy steps to test your Premium Mobile device monthly.**



**1**

Press the shield button on the side of your device.



**2**

After a tone, you will hear the battery level of your device.

**3**

Press your help button to connect to the test center.

QUESTIONS?

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# In Case of Emergency

**If you need assistance,  
press and hold the help button  
until you hear the activation tones.**

You will be connected with a Care Specialist who is available to help and can reach out to loved ones and emergency services.



## **Fall Detection** (optional)

For devices with Fall Detection enabled, if you are unable to press the Help Button and a fall is detected, the device sends an emergency fall alert to a Care Specialist.

For best results, wear your help button outside of all your clothes.

Fall Detection does not detect 100% of falls. If able, users should always push their button when they need help.



## **IMPORTANT**

To cancel a help button activation, press and hold the shield button on the side of the device.



QUESTIONS?

CALL (800) 998-2400

**We are here to help.  
Call (800) 998-2400  
for assistance.**



**NOTE**

If you need to mail the device for any reason, please power it off first. To power off the device, press and hold the power button until you hear the Powering Off message.

This device is dependent on cellular coverage to work. Where cellular coverage is limited, you may encounter diminished device capabilities.