

QUESTIONS? CALL 800-998-2400

# SIDEKICK

GETTING STARTED WITH  
YOUR MOBILE MEDICAL ALERT



**LifeStation**

# Quick Start Guide

1. Insert the charging cable into the enclosed plug.

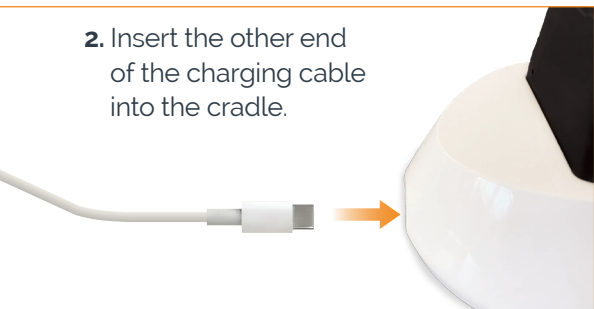


3. Plug it into an electrical outlet.



4. Place the Sidekick FIRMLY into the charging cradle with the help button facing forward. You will hear **“Charging”**.
5. Test the SideKick by pressing and holding the help button until you hear **“Help button activated”**. When asked if you need help, state that you are testing your device.

2. Insert the other end of the charging cable into the cradle.



While charging, the **RED** light on the cradle will turn on.

When the Sidekick is fully charged, the **RED** light on the cradle will turn off.

# Know Your Device/Buttons



The **Sidekick** can be worn in the shower but should not be submerged in water.

QUESTIONS?

# Lights



## STATUS LIGHT

Light blinks **GREEN** when the Sidekick is working properly.

## LOCATION LIGHT

Light blinks **BLUE** when location services are available.

## POWER LIGHT

Your Sidekick needs to be charged when the power light blinks **RED**.

# In Case of Emergency

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



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## IMPORTANT

To cancel an accidental activation, press and release the help button when prompted.



### **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.

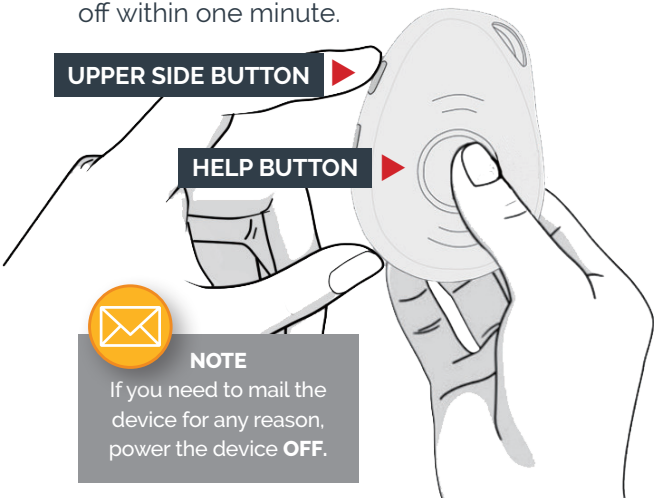
For best results, wear your help button on the lanyard and outside of all your clothing.

All falls may not be detected. If able, users should always push their button when they need help.

# Turning Off/On

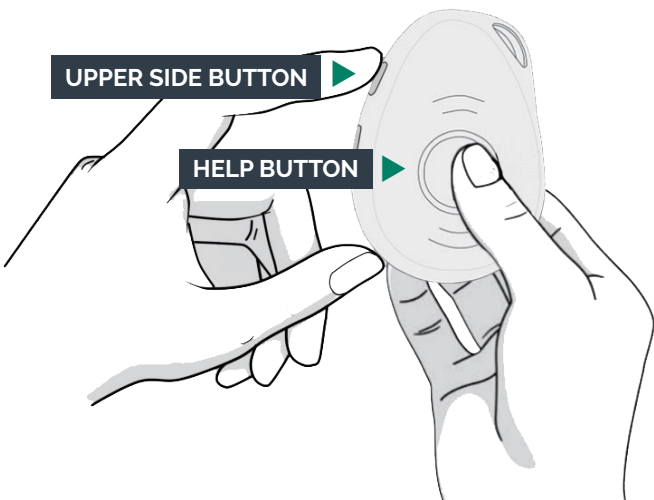
Your Sidekick should always be kept on. If you need to turn your Sidekick **OFF** press and **HOLD** the upper side and help buttons together until you feel a vibration.

All lights on the device should turn off within one minute.



QUESTIONS?

To turn your Sidekick back **ON** you can press the upper side and help buttons together, or place the device in the charging cradle.



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# Testing Your Device



## UPPER SIDE BUTTON

To test your Sidekick, press and hold the button on the side of your Sidekick. You will be connected to our test center.



### NOTE

For best results, test your **Sidekick** monthly.

QUESTIONS?

# FAQ

## **Battery Life**

For best results, charge your SideKick every night. The battery should last, for most users, up to 3 days. It should take, on average, up to 3 hours to fully charge.

## **Cellular Coverage**

The SideKick connects to the cellular network on its own and does not need to be paired with a phone.

Where network coverage exists, the SideKick will work in all 50 US states, Puerto Rico and most US territories.

## **Enhanced Location Services**

In the event of an emergency, the Sidekick uses advanced location data, where available, to help our Care Specialists pinpoint where you are.

# Find My Loved One

**Instantly locate loved ones with a text message.**

Your medical alert comes with Find My Loved One, an exclusive LifeStation feature. Now, you can keep track of independent loved ones and earn peace of mind with a simple text\*.



QUESTIONS?

## How It Works

1. Text "**Find [User's First Name]**" to 855-999-3224.
2. If their device is on and charged, our technology will locate the participant using their device's GPS indicator.
3. You'll receive a text with a link to the loved one's exact location on a map.

*\*You need to be listed as an emergency contact on your loved one's account and use the cell phone number registered in the account.*

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CALL 800-998-2400

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

## **LifeStation**

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