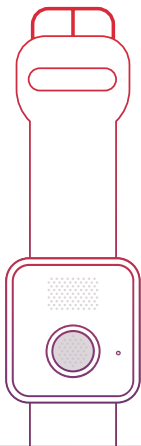




MG**Mini***lite*



**Protected and Connected,
Wherever You Go**

Powered by **4G LTE**

Get to Know Your Device



1 Help button

2 Green call light / Red battery light

3 Speaker

4 Microphone

5 Metal charging pins

*XL wristband included at the bottom of the box
— See “How To Change Your Wristband” section.

Device Indicator Lights (Around the Help Button)

LED Color	When It Appears	What It Means & Action Needed
Red (Solid) 	While charging	Charging. Please keep on charger until light turns green.
Green (Solid) 	When placed on a charger and fully charged –or– if off the charger, the help button was pressed and device is connected to our Monitoring Center	Device is fully charged and you may remove from charger –or– call is connected and an operator will help you.
Amber (Solid) 	Device is booting up (after turning on via Help Button or placing in charger)	Device is powering on. No action needed.
Red (Quickly Blinking) 	Battery below 20% (when off charger)	Low battery warning. You'll hear "Battery is very low, please charge your device immediately" . Place device on charger.
Green (Slowly Blinking) 	Device powered on and connected to the cellular network	Normal operation. No action needed.
Amber (Slowly Blinking) 	Device powered on but not connected to the cellular network	Device is searching for a cellular signal. Please try moving to a different location. <i>Contact member support if this persists in your home.</i>

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(Continued chart)

All Three Colors 	Firmware update	Your device is updating. No action needed.
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Charging Cradle Indicator Light

LED Color	What It Means & Action Needed
Green (Solid) 	Charger is plugged in properly and receiving power. No action needed.
No Light	Charger is not plugged in or receiving power. Check power source & connection.

Cleaning Your Device

We recommend that you clean your device weekly to ensure proper charging.

Take a soft cloth, such as an eyeglass cleaning cloth, and gently rub the metal charging pins on the device and charging cradle to remove dirt, oil, and debris.

You can also spray household cleaner onto the cleaning cloth to remove debris (Avoid use of any products containing bleach or ammonia, and do not spray directly onto the device or cradle).

Charging Your Device

IMPORTANT: Charge your device fully before your first test to ensure it is set up and connected.

Assemble the charger:

- Connect the USB-C cable from the charging cradle to the charging brick.
- Plug the charging brick into a wall outlet that is not controlled by a light switch to ensure continuous power.

Check for the green indicator light on the charging cradle:

- A solid green light on the cradle confirms the charger is connected properly and receiving power. If you do not see this light, please check the outlet and ensure all components are securely connected.

Place the device on the charging cradle:

- Align the metal charging pins on the back of your device with the metal charging pins on

the charging cradle.

- You will hear a **“Charging”** message, confirming proper placement.

Battery Life & Charging Recommendations:

- Please charge your device daily to ensure it's always sufficiently powered and ready to help in an emergency.
- We recommend placing the charger on a nightstand or other easily accessible spot where the device can stay nearby while charging.



How to Test Your Device & Call for Help

Regular testing helps ensure your device is always ready to use. It is recommended to test **once a month** so you feel confident using your device in any situation.

How to Perform a Test Call

1. Press and hold the help button for three seconds, then release. The device will state, **"Initiating help. Press and hold the help button to cancel"**. Your device will flash green every few seconds while ringing and state **"Call in progress"** until the call is connected. Once connected, the light will turn solid green and state **"Call connected"**.
2. Once connected you will be asked if you need help or are just testing.
3. If testing, simply say **"Just testing"** and follow voice prompts. **If you are unable to respond or state that you do need help, our 24/7 emergency operators will assist you and connect you with the right care for each situation, whether its dispatching emergency services or notifying an emergency contact.**

If the device does not connect properly during a test, please contact Member Support for assistance.

How to Change Your Wristband

- Turn your device over to see the underside of the band.
- Slide the spring bar toward the middle to release the band.
- Gently pull the band away from the device to remove it.
- Align one end of the new band's spring bar with the attachment point on the device.
- Slide the spring bar inward to secure the new band in place.

Your new band should fit securely. *Video tutorials are available on our support site if you need additional guidance.*



Turning Your Device On and Off

The device will stay powered on at all times, but if you ever need to turn it off or back on, follow these steps:

Turning Off Your Device

- Quickly press the help button four times in a row (each press lasting **less than 2 seconds**).
- You will hear an audio message confirming the device is **“Powering Off”**.

Turning On Your Device

If you’ve just turned the device off, wait at least one minute before turning it back on.

- Press and hold the help button for 2–3 seconds, then release.
- The device will start booting up, and once ready, you will hear a **“Device Ready”** message.
- Alternatively, place the device in the charging cradle, and it will power on automatically.

If your device does not turn on as expected, place it on the charger and check for a green light to confirm it is receiving power. If you need assistance, please contact Member Support.

Fall Detection

If you've added fall detection to your device, it will connect you to our 24/7 monitoring team when a fall is detected. If you are unable to respond, our team will send help. *To check if fall detection is enabled or to add it, log into your Web Portal or contact Member Support.*

 **Important:** This device may not detect all falls. If you fall or need help and are able to do so, always press the emergency button to request assistance.

Canceling a False Alarm

- Press and hold the help button until you hear **"Call Cancelled."**
- If you do not hear this message, the call will continue to the monitoring team, where you can let them know it was a false alarm and that you do not need help.

For more information and safe testing instructions, visit our support site for video tutorials.

Things you should know

Connected Web Portal & Mobile App

Your device comes with a web portal and mobile app, where you can:

- Update your personal information and manage emergency contacts—add, re-order, and set notification preferences.
- Check battery life and cellular status to ensure your device is ready.
- Track your step count & access additional features.

Coverage

This product requires adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. If you experience coverage issues, please contact Member Support immediately.

Water-resistant

Your device is IP67 water-resistant, meaning it is safe to wear in the shower and while washing your hands. However, it should not be submerged in water for extended periods, such as in a bath or pool. If your device gets wet, gently towel-dry it to remove excess moisture.

Pacemakers

Individuals with pacemakers should consult their physicians and review their materials regarding interactions with cell phones, and take the same precautions the materials recommend for this device.