

Active Guardian

User Manual & Quick Activation Guide



STEP 1:

Complete and mail back the enclosed Service Agreement.



STEP 2:

Set up and install your device.



STEP 3:

Call us to activate:
1-800-553-2212

Thank you for choosing Medical Guardian!

As a member of our family, you're empowered to keep living life the way you want to, and with our round-the-clock monitoring services, you will always be able to get help when you need it – that's our promise.

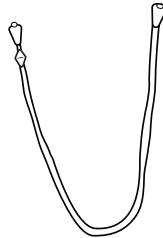
If you have any questions during the activation process, please call our Customer Care Team at **1-800-553-2212**. Our office hours are Monday through Friday, from 9:00AM to 9:00PM EST, and on Saturday and Sunday, from 9:00AM to 5:00PM EST.

What's in the Box

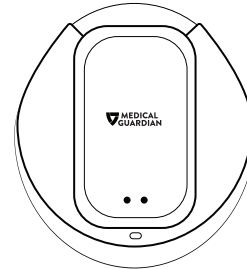
Your Active Guardian Base Package Includes:



All-in-One Device



Adjustable Lanyard



Charging Cradle

Please reference the installation instructions for any requested add-ons inside your Welcome Kit.



STEP 1: Complete and mail back Service Agreement.

Complete and mail back the enclosed Service Agreement.

Once you've confirmed that all of the information is correct, please sign and date the bottom of the Service Agreement, where indicated, and return it to us in the prepaid envelope provided **within seven (7) business days**. Please keep the second copy for your own personal records.

MEDICAL GUARDIAN Medical Alert System SERVICE AGREEMENT
 1818 Market Street, Suite 1200
 Philadelphia, PA 19103
 Phone: (800) 553-1811

PLEASE SIGN TWO COPIES, RETAIN ONE FOR YOUR RECORDS, AND RETURN THE OTHER WITHIN SEVEN (7) BUSINESS DAYS. SIGN AND DATE IN PREPAID ENVELOPE PROVIDED.

Account Number: _____

Customer:

Name	_____
Address	_____
City	_____
State	_____
Zip	_____
Phone	_____
Cell Phone	_____
Work Phone	_____
Home Phone	_____
Business Email	_____
Home Email	_____

Please list up to 4 emergency contacts below in the order to be contacted.

Emergency Contact #1 (required)

Name	_____	Relationship	_____
Address	_____	City	_____
State	_____	Zip	_____
Phone	_____	Cell Phone	_____
Work Phone	_____	Home Phone	_____
Business Email	_____	Home Email	_____
This key to Home: <input type="checkbox"/>			

Emergency Contact #2 (optional)

Name	_____	Relationship	_____
Address	_____	City	_____
State	_____	Zip	_____
Phone	_____	Cell Phone	_____
Work Phone	_____	Home Phone	_____
Business Email	_____	Home Email	_____
This key to Home: <input type="checkbox"/>			

Emergency Contact #3 (optional)

Name	_____	Relationship	_____
Address	_____	City	_____
State	_____	Zip	_____
Phone	_____	Cell Phone	_____
Work Phone	_____	Home Phone	_____
Business Email	_____	Home Email	_____
This key to Home: <input type="checkbox"/>			

Emergency Contact #4 (optional)

Name	_____	Relationship	_____
Address	_____	City	_____
State	_____	Zip	_____
Phone	_____	Cell Phone	_____
Work Phone	_____	Home Phone	_____
Business Email	_____	Home Email	_____
This key to Home: <input type="checkbox"/>			

SIGN HERE ↓

Name: _____ Signature: _____ Date: _____

Terms and Conditions of Use

By using our services, you agree to the following terms and conditions. These terms and conditions apply to all users of our services, regardless of whether you are a customer or a non-customer. If you do not agree to these terms and conditions, you should not use our services.

1. Acceptance of Terms: By using our services, you accept these terms and conditions. If you do not agree to these terms and conditions, you should not use our services.

2. Modification of Terms: We reserve the right to modify these terms and conditions at any time without notice. You will be notified of any modifications to these terms and conditions.

3. Termination: We reserve the right to terminate your access to our services at any time if you violate these terms and conditions.

4. Intellectual Property: All rights in our services and the content thereof are reserved. You may not copy, distribute, or otherwise use our services or the content thereof for any purpose other than that for which they were intended.

5. Limitation of Liability: We shall not be liable for any damages, including direct, indirect, special, or consequential damages, arising out of or in connection with the use of our services.

6. Governing Law: These terms and conditions shall be governed by the laws of the State of Pennsylvania.

7. Entire Agreement: These terms and conditions constitute the entire agreement between you and us.

8. Assignment: You may not assign these terms and conditions to any third party.

9. Force Majeure: We shall not be liable for any delays or non-performance of our services due to force majeure.

10. Notices: All notices shall be given in writing to the address set forth in your account information.

11. Severability: If any provision of these terms and conditions is found to be unenforceable, the remaining provisions shall remain in effect.

12. Waiver: No failure to exercise a right or remedy shall constitute a waiver of that right or remedy.

13. Binding Effect: These terms and conditions shall be binding on you and your heirs, assigns, and personal representatives.

14. Construction: These terms and conditions shall be construed against us.

15. Electronic Communications: We may use electronic communications to provide you with notices and other information. You agree to receive such communications.

16. Privacy Policy: Our privacy policy is available at [www.medicalguardian.com/privacy](#).

17. Security: We use reasonable measures to protect your information. However, we cannot guarantee the security of our services.

18. Third-Party Services: Our services may use third-party services. We are not responsible for the actions of these third parties.

19. Updates: We may update our services from time to time without notice.

20. Contact Us: If you have any questions, please contact us at [www.medicalguardian.com](#) or call (800) 553-1811.

21. Acknowledgment: We acknowledge that our services are provided on an "as is" basis.

22. Release of Information: We may release information about our services to our affiliates and service providers.

23. Arbitration: Any dispute arising out of or in connection with these terms and conditions shall be resolved by arbitration.

24. Assignment of Rights: We reserve all rights not expressly granted.

25. No Endorsement: Our services are not endorsed by any government agency.

26. No Warranty: We make no warranty of any kind for our services.

27. No Liability: We shall not be liable for any damages, including direct, indirect, special, or consequential damages, arising out of or in connection with the use of our services.

28. No Representations: We make no representation or warranty of any kind for our services.

29. No Reliance: You shall not rely on our services for any purpose other than that for which they were intended.

30. No Advice: Our services are not intended to provide any advice or recommendations.

31. No Professional Services: Our services are not intended to provide any professional services.

32. No Guarantees: We make no guarantee of any kind for our services.

33. No Warranties: We make no warranty of any kind for our services.

34. No Licenses: We do not grant any licenses for our services.

35. No Rights: We do not grant any rights for our services.

36. No Claims: We do not make any claims for our services.

37. No Defenses: We do not make any defenses for our services.

38. No Exceptions: We do not make any exceptions for our services.

39. No Limitations: We do not make any limitations for our services.

40. No Restrictions: We do not make any restrictions for our services.

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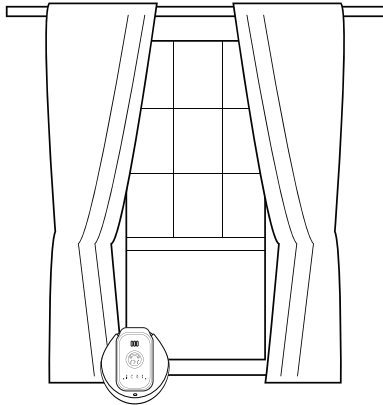




STEP 2: Set up and install your device.

(2a) Choose a location for the charging cradle.

We recommend placing the charging cradle near a window for quicker activation.



(2b) Plug in and charge the device.



PLEASE NOTE: DO NOT PLUG THE CHARGING CRADLE POWER CORD INTO AN ELECTRICAL OUTLET THAT IS CONTROLLED BY A LIGHT SWITCH OR INTO A POWER STRIP TO AVOID ACCIDENTALLY TURNING IT OFF.



- Plug the provided power cord into both the back of the charging cradle and into an outlet.
- Make sure that the charging cradle is receiving power by checking that the red LED light on the front of the charging cradle is illuminated.
- Place the device into the charging cradle.



PLEASE NOTE: WHEN THE ACTIVE GUARDIAN IS CHARGING, THE RED BATTERY LIGHT ON THE DEVICE WILL FLASH. WHEN FULLY CHARGED, THE RED LED BATTERY LIGHT REMAINS SOLID.

STEP 3: Call us to activate.



**CALL US TO ACTIVATE
1-800-553-2212**

One of our friendly Customer Care Specialists will help you:

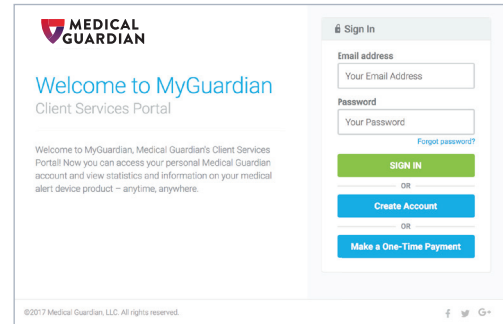
- Verify account information.
- Test your device.
- Explain best practices and product features.
- Answer any questions you may have.

About Our MyGuardian Portal

As a member of the Medical Guardian family, you have access to MyGuardian, a portal specifically designed with your needs in mind. In addition to providing information on your device and educational e-books, this portal also allows you to update your billing information.

Here's how you can set up your MyGuardian account:

1. Visit <https://www.medicalguardian.com/client-services-portal>.
2. Select Create Account.
3. Enter the email address that is associated with your Medical Guardian account. You will then be prompted to create a password.
4. Open your email account, and click on the link provided in the confirmation email from our Customer Care Team to complete setting up your MyGuardian account.
5. Enter your email address and password, and click SIGN IN.



The screenshot shows the MyGuardian Client Services Portal sign-in page. At the top left is the Medical Guardian logo. The main heading is "Welcome to MyGuardian Client Services Portal". Below this is a welcome message: "Welcome to MyGuardian, Medical Guardian's Client Services Portal! Now you can access your personal Medical Guardian account and view statistics and information on your medical alert device product – anytime, anywhere." On the right side, there is a "Sign In" form with fields for "Email address" (containing "Your Email Address") and "Password" (containing "Your Password"). There is a "Forgot password?" link next to the password field. Below the fields are three buttons: a green "SIGN IN" button, a blue "Create Account" button, and a blue "Make a One-Time Payment" button. At the bottom of the page, there is a copyright notice: "©2017 Medical Guardian, LLC. All rights reserved." and social media icons for Facebook, Twitter, and Google+.



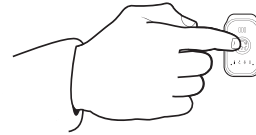
PLEASE NOTE: IF YOU HAVE ANY DIFFICULTY SETTING UP YOUR MYGUARDIAN ACCOUNT, PLEASE CALL OUR CUSTOMER CARE TEAM AT 1-800-313-1191.

Tips and Best Practices



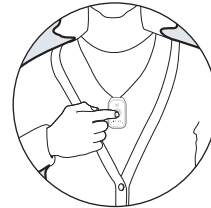
Tip for Monthly Testing:

1. Press the Call Button.
2. Tell our emergency operators that you are testing your device.



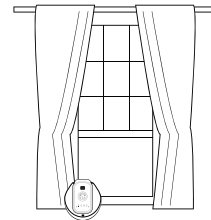
Tip for Wearing Your Neck Pendant:

For optimal protection and to lower the risk of false alarms, the device should rest on your breastbone.

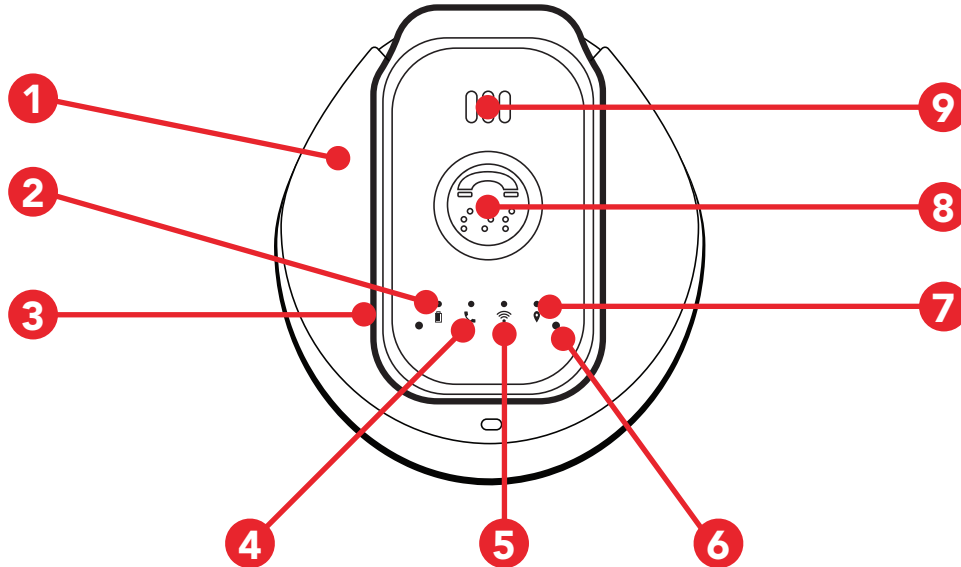


Tips for Charging Your Device:

- Keep the charging cradle near a window in your bedroom.
- Place the Active Guardian into the charging cradle each night so that it is fully charged throughout the day.



Active Guardian Features



- 1 Charging Cradle**
This charges the device in just 3 hours.
- 2 Battery Light**
You will be notified by a flashing red light when the device needs to be charged.
- 3 On/Off Button**
Use this button to turn your device on and off.
- 4 Call Light**
This indicator will light up blue to confirm that you're being connected to our monitoring center.
- 5 WiFi Light**
This indicator flashes blue to confirm that the WiFi is on.
- 6 Microphone**
Speak with an emergency operator using this microphone.
- 7 GPS Light**
This indicator flashes blue to confirm that there is a GPS signal.
- 8 Call Button**
Press this button in an emergency to contact our monitoring center.
- 9 Speaker**
You will clearly hear the emergency operator through this powerful speaker.

Active Guardian Light Indicators

While On Charger

Red Battery Light		Blue Call Light		Blue Wi-Fi Light		Blue GPS Light	
Flash every 2 seconds	Charging	Flash every 5 seconds	Normal	Off	Wifi off	Off	GPS off or no signal
Solid red	Charging			Flash every 5.5 seconds	Wifi on	Flash every 1 second	GPS signal

Off the Charger

Red Battery Light		Blue Call Light		Blue Wi-Fi Light		Blue GPS Light	
Off	Normal	Flash every 5 seconds	Normal	Off	Wifi off	Off	GPS off or no signal
Flash every 1 second	Low Battery			Flash every 5.5 seconds	Wifi on	Flash every 1 second	GPS signal

During a Call

Red Battery Light		Blue Call Light		Blue Wi-Fi Light		Blue GPS Light	
Off	Normal	Solid blue	Normal	Off	Wifi off	Off	GPS off or no signal
Flash every 1 second	Low Battery	Solid blue for 5 seconds then off.	Call failed	Flash every 5.5 seconds	Wifi on	Flash every 1 second	GPS signal

Powering On/Off

Red Battery Light		Blue Call Light		Blue Wi-Fi Light		Blue GPS Light	
When powering on, solid red for 8 seconds then off.		When powering on, solid blue for 8 seconds then off.		When powering on, solid blue for 8 seconds then off.		When powering on, solid blue for 8 seconds then off.	
When powering off, solid red for 15 seconds then off.							

About the Active Guardian's Fall Detection Capabilities



PLEASE NOTE: THE ACTIVE GUARDIAN DOES NOT AUTOMATICALLY COME WITH FALL DETECTION. IF YOU WOULD LIKE TO ACTIVATE THE DEVICE'S FALL DETECTION CAPABILITIES, PLEASE CALL OUR CUSTOMER CARE TEAM AT **1-800-313-1191**.

How Fall Detection Works

1. Should you ever need help, press and hold the Call Button until the Call Light indicator lights up blue to contact our monitoring center.
2. If you are unable to press the Call Button and a fall is detected by the Active Guardian, an alert is sent to the monitoring center just as it would for an emergency button press.



PLEASE NOTE: THE ACTIVE GUARDIAN DOES NOT DETECT 100% OF FALLS. IF YOU ARE ABLE, YOU SHOULD ALWAYS PRESS THE BUTTON WHEN YOU NEED HELP.

Important Safety Information

- Due to the parameters of the device, you cannot test the Active Guardian's fall detection feature by dropping it or throwing it on the floor.
- If you accidentally set off the fall detection alarm, simply let the alarm go through to our monitoring center. Once you're connected to our monitoring center, tell our emergency operators that it is a false alarm, and no dispatch will be made.
- The Active Guardian **must** be worn around the neck if its fall detection capabilities are activated. Adjust the lanyard so that the device rests on your breastbone, and wear it outside of your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected.

Frequently-Asked Questions About Your Device

How do I call for help?

- Should you ever need help, simply press and hold the Call Button until the Call Light indicator lights up blue. After a short delay, you will hear tones or ringing, and the device will vibrate. Once you are connected to one of our highly-certified emergency operators, you can then speak with an operator directly through the device and request emergency services or a member of your Care Circle to come and help you.

Can I cancel an emergency call in progress?

- No. You cannot cancel an emergency call in progress. If you accidentally press the Call Button, simply tell our emergency operators that it is a false alarm, and no dispatch will be made.

How long will the Active Guardian's battery last?

- The Active Guardian's battery can last up to 5 days per charge depending on usage and whether its fall detection capabilities have been activated.
 - Battery life with fall detection: 3 days
 - Battery life without fall detection: 5 days
 - Recommended: charge daily for optimal battery life
- The red Battery Light will begin flashing to show that you need to charge your device. The Active Guardian is charging when the red Battery Light is flashing, and after about 3 hours, the light will become solid to show that the device is fully charged.

Do I need to have WiFi in order for the Active Guardian to work?

- No. Your home does not need WiFi in order for the Active Guardian to work. Our emergency operators will be able to pinpoint your location using the Active Guardian's GPS and WiFi capabilities should you ever need help.

Can I wear my button in the shower?

- Yes. The wearable buttons are highly water-resistant so you can wear your neck pendant or wristband in the shower, but it should not be submerged in more than 3 feet of water for more than 30 minutes and should not be used in salt or chlorine water.

Can I wear the Active Guardian with a pacemaker?

- Yes. Review your pacemaker materials regarding interaction with cell phones, and take the same precautions the materials recommend for the Active Guardian.

Technical Information

Active Guardian is a 3G emergency alert pendant designed to expand users' horizons and enable them to live independently with confidence by offering help at the press of a button, anywhere in the US where there is AT&T 3G coverage. Active Guardian connects users to emergency care specialists at a UL-Listed, CSAA-Certified Five Diamond central station 24/7, and users speak with specialists via powerful built-in two-way voice technology. Specialists can send loved ones or emergency services to users.

General

- **Communication Modes:** GPRS/HSDPA packet data, TCP/IP, UDP and SMS
- **Operating Voltage:** 4.35 volt internal battery pack

Cellular

- **Data Support:** SMS, GPRS, HSDPA packet data
- **Operating Bands (MHz):** GSM/GPRS: 850/900/1800/1900, WCDMA: 850/1900
- **Transmitter Power:** GSM/GPRS: 850/900 - 32.5dB, 1800/1900 - 29.5dB, HSDPA/UMTS: All band - 23dB
- **HSDPA Data Rates:** 384Kbps upload/3.6 Mbps download
- **HSPA Fallback:** GPRS/GSM quad band

Environmental

- **Temperature:** -20° to +70° C (operating); -40° to +85° C (storage)
- **Humidity:** 95%RH@ 50° C non-condensing
- **RoHS Compliant**
- **Waterproof** (rated IP67) enclosure

Electrical

- **Operating Voltage:** 4.35V internal battery
- **Power Consumption:** Typical 200µA@ 4.2V (deep sleep), Typical 3 1.5 mA@ 4.2V (SMS+UDP connection)

Physical

- **Dimensions:** 2.7 x 1.7 x 0.7" (67.9x 42.9x 17.4mm)
- **Weight:** 2.0 oz, (56 g) (internal)
- **Connectors, SIM Access:** SIM Access Internal
- **Certifications:** CE, FCC, IC, GCF, P TCRB, AT&T
- **Battery and Charger:** Certifications - UL-Listed

QUESTIONS?

Call our Customer Care
Specialists at

1-800-313-1191

HOURS AVAILABLE:

Mon - Fri, 9am - 9pm EST

Sat - Sun, 9am - 5pm EST



1818 Market Street, Suite 1200
Philadelphia, PA 19103

www.MedicalGuardian.com