



Classic 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.

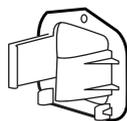
If you have any questions during the activation process, please call our Customer Care Team at **1-800-553-2212**. Our office hours are Monday through Friday, from 9:00AM to 9:00PM EST, and on Saturday and Sunday, from 9:00AM to 5:00PM EST.

What's in the Box

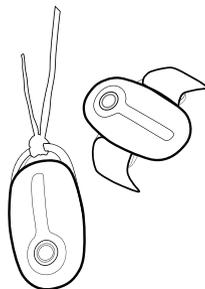
Your Classic Guardian Base Package Includes:



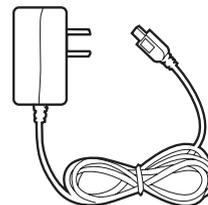
Base Station



UL Bracket



**Neck Pendant and/
or Wristband**



Power Cord



6-foot Phone Cord

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) 555-1818

PLEASE SIGN TWO COPIES, RETAIN ONE FOR YOUR RECORDS, AND RETURN THE OTHER WITHIN SEVEN BUSINESS DAYS, CROSSED OFF AND NAME AND ADDRESS AS NOTED.

Account Number: _____

Customer:

Name	_____
Address	_____
City	_____
State	_____
Zip	_____
Phone	_____
E-mail	_____
Business Hours	_____
Emergency Hours	_____

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

Emergency Contact #1 (required)

Name	_____	Relationship	_____
Address	_____	Phone	_____
City	_____	State	_____
Zip	_____	Has key to home	<input type="checkbox"/>

Emergency Contact #2 (optional)

Name	_____	Relationship	_____
Address	_____	Phone	_____
City	_____	State	_____
Zip	_____	Has key to home	<input type="checkbox"/>

Emergency Contact #3 (optional)

Name	_____	Relationship	_____
Address	_____	Phone	_____
City	_____	State	_____
Zip	_____	Has key to home	<input type="checkbox"/>

Emergency Contact #4 (optional)

Name	_____	Relationship	_____
Address	_____	Phone	_____
City	_____	State	_____
Zip	_____	Has key to home	<input type="checkbox"/>

SIGN HERE ↓

Name _____ Signature _____ Date _____

Terms and Conditions of Use

The Medical Alert System, including the Service Agreement, is provided to you as a service. The Service Agreement is a contract between you and Medical Guardian. It is important that you read and understand the terms and conditions of the Service Agreement before you use the Medical Alert System. The Service Agreement is a legal document and it is your responsibility to read and understand it. If you do not agree to the terms and conditions of the Service Agreement, you should not use the Medical Alert System. If you do use the Medical Alert System, you are deemed to have accepted the terms and conditions of the Service Agreement. The Service Agreement is a contract between you and Medical Guardian. It is important that you read and understand the terms and conditions of the Service Agreement before you use the Medical Alert System. The Service Agreement is a legal document and it is your responsibility to read and understand it. If you do not agree to the terms and conditions of the Service Agreement, you should not use the Medical Alert System. If you do use the Medical Alert System, you are deemed to have accepted the terms and conditions of the Service Agreement.

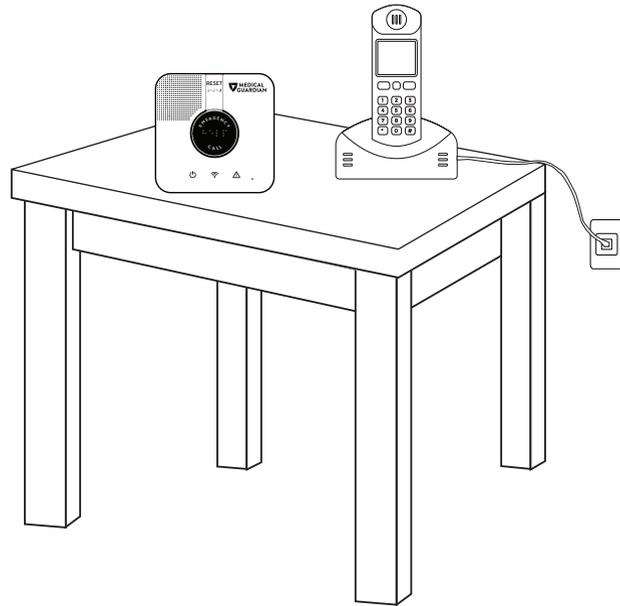




STEP 2: Set up and install your device.

(2a) Choose a location for the base station.

We recommend placing the base station close to the main landline telephone wall jack or modem in your home using the provided six (6) foot phone cord.



(2b) Plug in and turn on the base station.



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



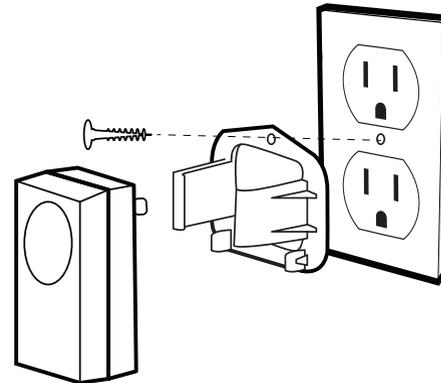
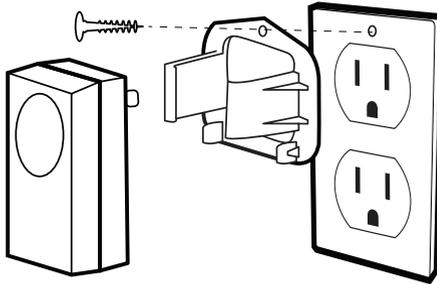
- Unplug the phone cord from the landline telephone and plug it into the “LINE IN” socket located on the back of the base station.
- Using the provided 6-foot phone cord, plug one end into the landline telephone and the other into the “TO PHONE” socket located on the back of the base station.
- **Optional:** If you choose to install the provided UL Bracket to ensure that the base station cannot be disconnected from the power supply, please skip to (2c).
- Plug the base station power cord into a power outlet.
- Turn on the base station using the power switch located on the bottom of the device.
- Wait for the Power and Communication Indicators on the front of the base station to turn solid and stop flashing. Please review the Base Station Indicators Table on pages 11 and 12 for reference.



PLEASE NOTE: IF THE MALFUNCTION INDICATOR LIGHTS UP RED, PLEASE CALL OUR CUSTOMER CARE TEAM AT **1-800-553-2212**.

(2c) Optional: install the UL Bracket.

- Remove the screw from the power outlet's faceplate.
- Slide the UL Bracket over the base station power brick.
- Align the UL Bracket's screw-hole with the faceplate's screw-hole.
- Plug the base station power cord into the power outlet, ensuring that the faceplate is lined up properly.
- Screw both the faceplate and the UL Bracket back onto the power outlet.
- Turn on the base station using the power switch located on the bottom of the device.
- Wait for the Power and Communication Indicators on the front of the base station to turn solid and stop flashing. Please review the Base Station Indicators Table on pages 11 and 12 for reference.



STEP 3: Call us to activate.



CALL US TO ACTIVATE 1-800-553-2212



PLEASE NOTE: IF A CELL PHONE IS AVAILABLE, THIS IS THE PREFERRED METHOD FOR CALLING IN TO ACTIVATE SO THAT YOUR CALL WITH OUR CUSTOMER CARE SPECIALISTS WILL NOT BE DISCONNECTED ONCE YOU BEGIN TESTING YOUR DEVICE.

One of our friendly Customer Care Specialists will help you:

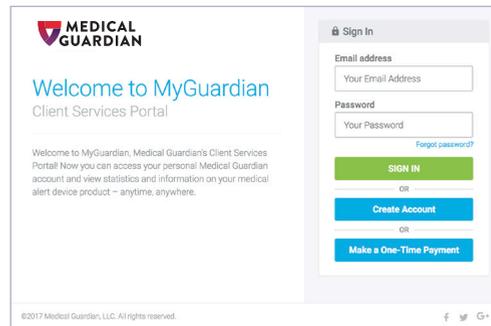
- Verify account information.
- Explain best practices and product features.
- Test your device.
- Answer any questions you may have.

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 Medical Guardian Client Services Portal. On the left, there is a welcome message: "Welcome to MyGuardian 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, there is a "Sign In" form with fields for "Email address" (containing "Your Email Address") and "Password" (containing "Your Password"). Below the password field is a "Forgot password?" link. There 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+.



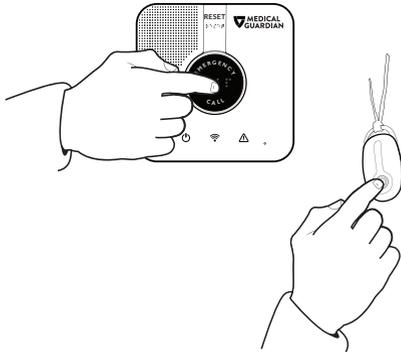
PLEASE NOTE: IF YOU HAVE ANY DIFFICULTY SETTING UP YOUR MYGUARDIAN ACCOUNT, PLEASE CALL OUR CUSTOMER CARE TEAM AT 1-800-313-1191.

Tips and Best Practices



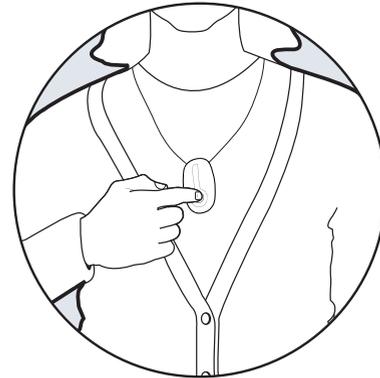
Tip for Monthly Testing:

1. Press your wearable button or the Emergency Call button on the base station.
2. Tell our emergency operators that you are testing your system.



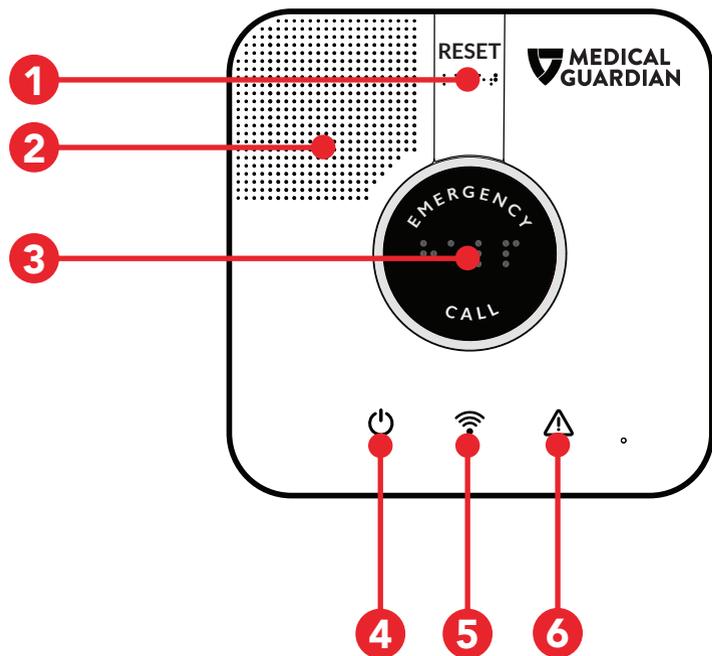
Tip for Wearing Your Neck Pendant:

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

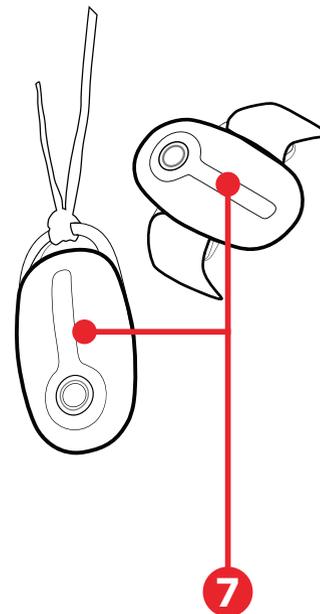


Classic Guardian Features

Base Station



Wearable Button



Base Station

- 1 Reset Button**

The Reset Button is used to complete a soft reset of the base station.
- 2 2-Way Speaker**

You can clearly hear and speak with an emergency operator using this speaker system.
- 3 Emergency Call Button**

Press this button in an emergency to contact our monitoring center.
- 4 Power Indicator**

This indicator confirms that the base station is powered on.
- 5 Communications Indicator**

This indicator confirms that the base station is connected to your landline telephone.
- 6 Malfunction Indicator**

This indicator lights up red if there is an issue with your system.

Wearable Button

- 7 Neck Pendant or Wristband**

These water-resistant, wearable buttons can trigger an emergency call up to 1,300 feet away from the base station.

Classic Guardian Base Station Indicators

Feature	Symbol	Color	Display	What It Means
Power Indicator		Green	On	The base station is connected to a power supply.
			Blinking	The base station is operating on its backup battery.
			Off	The base station has no power.
Communication Indicator		Green	On	The base station is connected to your landline telephone.
			Blinking	The base station has a poor phone line connection.
		Red	On	The base station is not connected to your landline telephone correctly.
			Blinking	The base station has a poor phone line connection.
		Orange	On	You are connected to our monitoring center.

Feature	Symbol	Color	Display	What It Means
Malfunction Indicator		Red	On	There is an issue with your system.
			Blinking	The base station has a low backup battery level.
Emergency Call Button		Red	On	Our monitoring center has received your emergency call.
			Blinking	There's an emergency call in progress.
			Off	No emergency call has been placed.
Reset Button		Orange	On	The Emergency Call button or the wearable button has been pressed.

Notes

Frequently-Asked Questions About Your Device

How do I call for help?

- There are two ways you can call for help: you can either press the Emergency Call button on the base station or press your wearable button. A confirmation siren will sound, and the Emergency Call button will light up red. Once you're connected to our monitoring center, one of our emergency operators will ask if you need help. You can then request emergency services or a member of your Care Circle to come and help you.

Can I speak to an emergency operator through my wearable button?

- No. You can only speak to an operator through the base station. If you are unable to speak with our operators, don't worry – they will immediately send local emergency personnel to your home.

How far away from the base station will my wearable button work?

- Your button will work within 1,300 feet of your base station. You can be sure of the distance that is covered around your home by completing a range test.

Can I cancel an emergency call in progress?

- No. If you accidentally press the Emergency Call button or your wearable button, simply let the alarm go through to our monitoring center. Once you're connected to an operator, tell them that it was a false alarm, and no dispatch will be made.

How long does the base station's backup battery last?

- The Classic Guardian has a 32-hour backup battery so you will always be able to receive help in an emergency, even during a power outage.

Can I wear my button while sleeping?

- Yes. You can wear your neck pendant or wristband to bed so you can receive help in the middle of the night should you ever need it.

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 replace the neck pendant cord?

- Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces.

Can I replace the wrist button band?

- Yes, you can replace the wrist button band with a standard watch band of your choice.

Technical Information

Item	Data
Weight	1.23lb (0.56Kg), including adapter and battery
Dimensions	6 x 6 x 2.8in (152.4 x 152.4 x 71.12mm)
Mains Power	100-240VAC, 50/60Hz, 500mA
Reporting Mode	SIA to standard receivers (V.90 for Monitoring Station configuration) For UL listing: the Control Panel must communicate with a SIA compatible UL listed central station receiver
Frequency	868.3 MHz in Europe and FM 916.5 MHz in America (Factory configured)
Communication Channels	PSTN
Color	White and Grey
Backup Battery	32 hours backup
Battery Type	Li-Po, 3.7V, 1.4Ah
Peripheral Devices	Up to 64 peripheral devices can be assigned
Operating temperature	32°F to 120°F (0°C to 49°C)

FCC Part 68 Compliance

The required customer information is provided in the Installation and Operation Guide.

1. This equipment, EverGuard-Care, model ES6502HC, complies with Part 68 of the FCC Rules and the requirements adopted by the ACTA. On the rear side of this equipment is a label, that contains among other information, a product identifier in the format US:85IMM00BES6502HCP. If requested, this number must be provided to the telephone company.
2. This equipment is designed to be connected to the telephone network using a RJ11 connector which complies with Part 68 rules and requirements adopted by ACTA. See Installation Instructions for details.
3. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN of EverGuardCare is part of the product identifier that has the format US:85IMM00BES6502HCP.
4. If the ES6502HC causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, you will be notified as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if it is necessary.
5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
6. If trouble is experienced with the ES6502HC, for repair or warranty information please contact Essence USA Inc., 333 River street apartment 742, Hoboken, NJ 07030, phone number: 917-370-9804, URL: www.essence-usa.com. If the equipment causes harm to the telephone network, the telephone company may request to disconnect the equipment until the problem is resolved.
7. The ES6502HC installation is described in the Installation Manual. Connection to telephone company provided coin service is prohibited. Connection to party lines service is subject to state tariffs.

FCC Part 15 Compliance

This device complies with FCC Rules Part 15 standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

NOTES:

This device complies with FCC Rules Part 15 standard(s). Operation is subject to the following two conditions:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Ltd.) could void the user's authority to operate the equipment

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