



# Home 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.

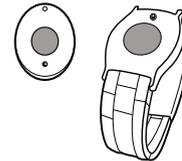
If you have any questions during the activation process, please call our Customer Care Team at **1-800-553-2212**. Our office hours are Monday through Friday, from 9:00AM to 9:00PM EST, and on Saturday and Sunday, from 9:00AM to 5:00PM EST.

## What's in the Box

Your Home Guardian Base Package Includes:



**Base Station**



**Neck Pendant and/  
or Wristband**

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) 553-1311

**PLEASE SIGN TWO COPIES, RETAIN ONE FOR YOUR RECORDS, AND RETURN THE OTHER WITHIN SEVEN (7) BUSINESS DAYS. PRINT NAME AND ADDRESS OF ADDRESSEE AS REQUESTED.**

Account Number: \_\_\_\_\_

**Customer:**

Name	_____
Address	_____
City	_____
State	_____
Zip	_____
Phone	_____
E-mail	_____
Work Address	_____
Work Phone	_____
Work E-mail	_____

**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**

**1. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**2. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**3. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**4. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**5. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**6. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**7. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**8. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**9. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**10. Description of the Service:** The Service is a medical alert system that provides a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center. The Service is provided to the user for the purpose of providing a means of communication between the user and the monitoring center.

**BUSINESS REPLY MAIL**  
 PERMIT NO. 1000 PHILADELPHIA, PA 19103

POSTAGE WILL BE PAID BY ADDRESSEE

**MEDICAL GUARDIAN**  
 ATTN: CUSTOMER AGREEMENT  
 SUITE 1200  
 1818 MARKET STREET  
 PHILADELPHIA PA 19103-8703

NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES

11111

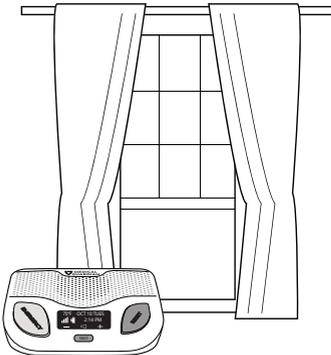
POSTNET barcode



## STEP 2: Set up and install your device.

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

We recommend placing the base station near a window in a central location of the home to receive the best cellular signal strength.



### (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 TO AVOID ACCIDENTALLY TURNING IT OFF.**



- Plug the base station power cord into an outlet.
- Turn on the base station using the power switch located on the bottom of the device.
- When fully powered up, the screen on the front of the base station will display the current date, time, temperature, and signal strength.
- If the base station is ready for activation, it will say "System ready."



**PLEASE NOTE: IF THE SIGNAL STRENGTH SHOWS NO BARS, PLEASE CALL OUR CUSTOMER CARE TEAM AT **1-800-553-2212**.**

**STEP 3: Call us to activate.**



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

One of our friendly Customer Care Specialists will help you:

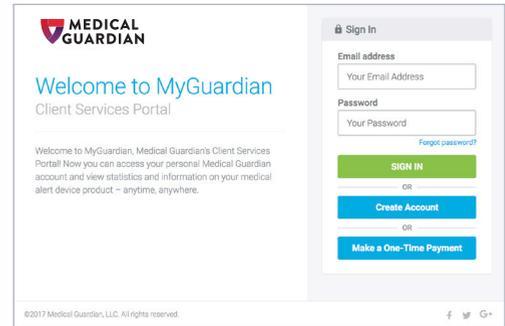
- Verify account information.
- Test your device.
- Explain best practices and product features.
- Answer any questions you may have.

# 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. On the left, the Medical Guardian logo is at the top, followed by the text "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." At the bottom left of the page, it says "©2017 Medical Guardian, LLC. All rights reserved." and there are social media icons for Facebook, Twitter, and Google+.

On the right side, there is a "Sign In" form. It has a "Email address" field with the placeholder "Your Email Address" and a "Password" field with the placeholder "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. There is an "OR" separator between the "Create Account" and "Make a One-Time Payment" buttons.



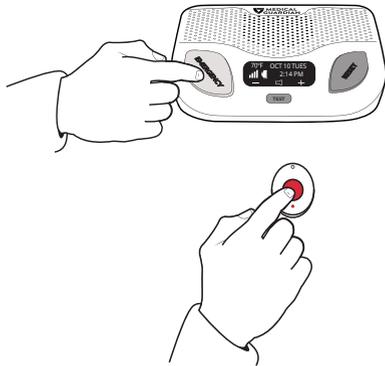
**PLEASE NOTE: IF YOU HAVE ANY DIFFICULTY SETTING UP YOUR MYGUARDIAN ACCOUNT, PLEASE CALL OUR CUSTOMER CARE TEAM AT 1-800-313-1191.**

# Tips and Best Practices



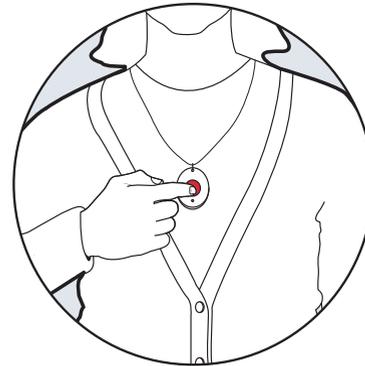
## Tip for Monthly Testing:

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



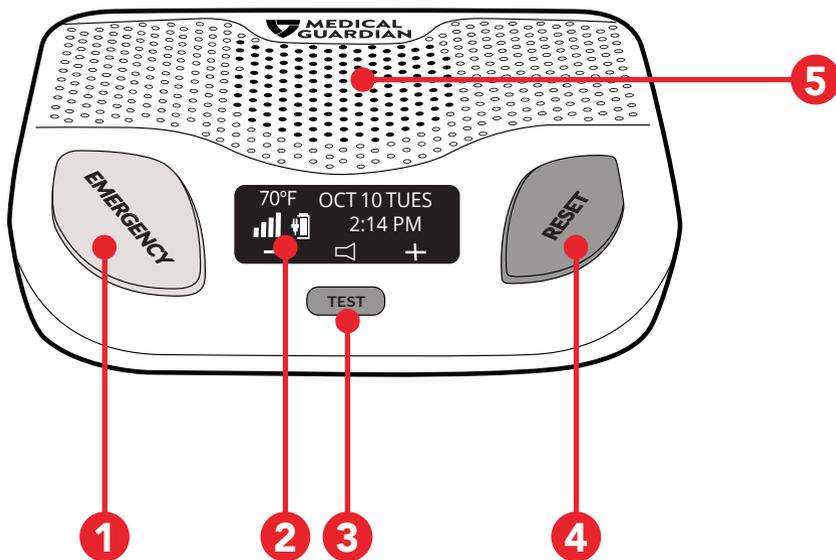
## Tip for Wearing Your Neck Pendant:

For optimal protection and to lower the risk of false alarms, adjust the lanyard so that the neck pendant rests on your breastbone.

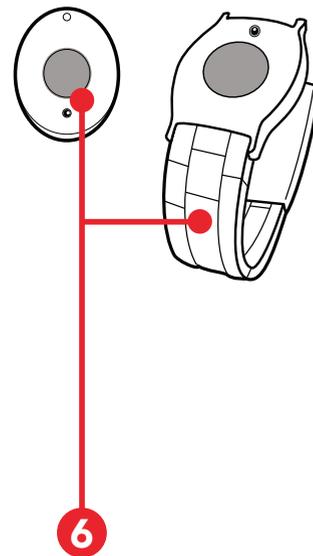


# Home Guardian Features

Base Station



Wearable Button



## Base Station

- 1 Emergency Button**  
Press this button in an emergency to contact our monitoring center.
- 2 LED Screen**  
The date, time, temperature, signal strength, and battery charge is displayed here, and you can also adjust your volume to a desired setting.
- 3 Test Button**  
The Test Button initiates a call with an automated test operator.
- 4 Reset Button**  
The Reset Button is used to complete a soft reset of the base station.
- 5 2-Way Speaker**  
You can clearly hear and speak with an emergency operator using this speaker system.

## Wearable Button

- 6 Neck Pendant or Wristband**  
These water-resistant, wearable buttons can trigger an emergency call up to 600 feet away from the base station.

# Home Guardian Base Station Announcements

<b>Announcement</b>	<b>What It Means</b>	<b>What To Do</b>
"System ready."	The base station is connected to a power supply, and its LED screen is displaying the date, time, temperature, and signal strength.	If this is the first time using your device, call our Customer Care Team to activate it. Otherwise, your device is ready for use.
"Call in progress."	The base station is connecting you to our 24/7 monitoring center.	Don't worry – the base station will connect you to our monitoring center shortly.
"Please stand by for an operator."	Your unique information has been sent to our monitoring center.	Speak with an emergency operator and request help.
"Power not detected." (Both the red Emergency and blue Reset buttons will be flashing.)	The base station is not connected to an electrical outlet or power to the outlet has been lost.	Check that the base station is ON and correctly plugged into an electrical outlet.
"Power restored."	The base station is now connected to power supply.	Don't worry – your base station is working properly.
"Low battery."	The base station's battery level is very low.	Check that the base station is ON and correctly plugged into an electrical outlet.

# 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 button on the base station or press your wearable button. The base station will say “Call in progress” several times, and once your information has been sent to our monitoring center, the base station will announce “Please stand by for an operator.” One of our operators will then ask if you need help, and you can 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 600 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 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 Home Guardian has a 30-hour backup battery so you will always be able to receive help in an emergency, even during a power outage.

## How can I change the base station's volume?

- To adjust the volume to a desired setting, simply press the plus (+) sign to increase the volume or the minus (-) sign to lower the volume. These icons are located near the megaphone icon on the bottom of the base station's LED screen.

## 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

Models	Input	Output	Current Rating
IGB-01, IGB-02	115 V	12 VDC	1.5 A
IGB-01, IGB-02	Battery Backup	9.6 VDC	1.5 A
IGM-01, IGM-02	Internal	3.7 VDC	930 mAh
WBS	115 V	5 VDC	3000 mA
WBS	Battery Backup	4.2 VDC	3000 mA
IGPFD-01	Internal	3.6 VDC	1200 mAh
IGP-01	Internal	3 VDC	230 mAh
IGPWS-01	Internal	3 VDC	230 mAh
IGPWS-02	Internal	3 VDC	230 mAh
IGPWC-01	115 V	5 VDC	1000 mA
IGMCA-01	12 V	5 VDC	1A
MCC-02	115 VAC	5 VDC	1A

## Radio Frequency (RF)

All devices frequency transmission = 433MHZ

## FDA

MobileHelp is a FDA registered medical device manufacturer. MobileHelp quality system complies with regulation 21CFR 820 of the FDA Current Good Manufacturing Practice. The FDA is the official regulatory agency of all food, dietary supplements, medical devices, cosmetics and veterinary products in the United States.

## FCC Statement

Product	Base	Pendant	Watch
FCC ID	PXTWBS-01	VDQIGP-01	VDQIGP-02

This device complies with Part 15 of the FCC Rules. 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.

### 15.105(b)

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 into 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.

## 15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

### **RF Exposure Information**

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

In any circumstance the device is not placed in the specific supplied holster, ensure to maintain 2cm separation to your body in usage for RF exposure compliance.

## **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](http://www.MedicalGuardian.com)