

# Mobile Alert GPS Tracker User Manual



Thank you for choosing the Mobile Alert GPS Smart Tracker.

Each device has been carefully tested and inspected to meet the highest quality standards.

Our mobile alert tracker was designed to give you the mobility and freedom to go virtually anywhere you want, without ever worrying about getting help in an emergency.

Our mobile alert tracker uses a nationwide wireless 4G network to contact a team of emergency operators, caregivers, or loved ones with the touch of a button 24 hours a day, 7 days a week.

For more information about the mobile alert tracker call your authorized dealer or go to [www.mobilealertsolutions.com](http://www.mobilealertsolutions.com).

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## **What's Included in the Box**

1. Mobile Alert Tracker with Pre-installed Rechargeable Battery
2. Wall Power Adapter
3. Charging Cable
4. Charging Cradle
5. Breakaway Neck Lanyard
6. Holster

## **Mobile Alert GPS Smart Tracker Product Features**

The Mobile Alert GPS Smart Tracker is designed to provide you with a simple and reliable way to call for help in the event of an emergency.

### **One-Touch Operation**

- Press the large red button for two (2) seconds and your emergency SOS call is placed. Anti-cancel prevents canceling the call unless the button is pressed again and held continuously for three (3) seconds until a voice prompt announces, "The emergency call has been cancelled."

### **Fall Detection**

- Notifies the monitoring center and loved ones if you fall.

### **Wireless 4G Network**

- Nationwide Coverage - Take it wherever you go.

## **GPS Location**

- Sends your last known position directly to the monitoring center, caregiver and/or loved one.

## **Hands-free Mobile Phone**

- Place outbound and receive inbound calls from up to 5 pre-programmed phone numbers of caregivers, family members or loved ones.

## **Activity Tracker**

- Built-in pedometer tracks steps and allows for setting goals with automatic notifications when goals are attained.

## **Daily Alarm**

- Audible alarm can be programmed as a daily reminder for appointments, exercise or to take medication.

## **Geo-Fencing**

- Notifies friends and family if you wander away from your home or any pre-programmed 'safe zone.



## **Waterproof IP67 for Shower**

- Wear it in the shower or bath.

## **14 Voice Prompts**

- Lets you know the status of your device (i.e., "Your emergency call is now being placed; Congratulations, you have reached your goal for the day; Your device battery is getting low", etc.).

## **Loud**

- High quality hands-free audio quality. No need to hold to your mouth or ear to speak or listen.

## **Lightweight**

- 1.9 ounces, comfortable to carry or wear.

## **Small in Size**

- 1.88" x 1.81" x 0.74," compact yet powerful.

## **Battery Usage**

- Up to 6 days standby time.
- Normal use is generally 2-3 days.
- All functions enabled will decrease battery life significantly.
- It is recommended to charge device daily.

## **Battery Status Indicator**

- Visual battery % indicator and voice prompt announcement when battery is low and when battery is critically low.

## **Battery Charging Indicator**

- Display illuminate's battery indicator bars to confirm device is charging. Display will turn off and voice prompt will announce "device is fully charged" when charging is complete.

## **Fully Supervised Battery**

- When the battery is low, the device will announce the battery is low. If enabled, the device will also notify the monitoring center and loved ones the battery is low.

## **Breakaway Magnetic Neck Lanyard**

Lightweight

- Easy to take on and off

## **Leather Belt Clip (holster)**

- Won't fall out and allows full feature and functionality.

## **Setting-up the Mobile Alert GPS Smart Tracker**

### **PRIOR TO FIRST USE:**

**Carefully read the instructions below, then place the device in the charging cradle before first use, then leave in charging cradle until device is fully charged.**

- Plug one end of the charging cable into the back of wall adapter and the other into back of the desktop charger.
- Plug the wall power adapter into a standard outlet.

- Place the Mobile Alert GPS Tracker device into the desktop charger. You should feel a magnetic pull as you slip device into the charger

The display will illuminate indicating the device is charging. The device is fully charged when the display turns off and the device voice announces. "Your device is full charged." A full battery charge takes about 2-3 hours to complete.

Also, the indicator light on the base of the cradle will turn from red to blue when the device is fully charged.

When you use your device for the first time, you must test your device to ensure workability. The large red SOS button on the front of your device activates the system and automatically dials the emergency center.

To test for the first time, simply press the large red SOS button for two (2) seconds and then release.

- You will hear the voice prompt say, "An emergency SOS call has been activated." To cancel emergency call press and hold the SOS button for three (3) seconds. Do not cancel the test call.
- You will hear a beep sound for 20 seconds allowing you to cancel the alarm notification. Do not cancel your first alarm activation test call.
- After the beeps stop the voice prompt will tell you the call is being connected. Wait a few moments to hear the operators voice through the device, identifying themselves and asking you if everything is ok.

If you do not get connected to an operator or if the call fails, press and hold the large red button for three (3) seconds then repeat the steps above. For further assistance please call your authorized dealer where the device was sold.

NOTE: If an emergency call is attempted to be placed, and no wireless cellular coverage is available, the device will announce "Your call cannot be placed at this time."

We recommend you test your device on a weekly basis and whenever you are in a location where you have not been with the device previously to ensure it is working properly.

### **In an Emergency**

In the event of an emergency, press the large red SOS button on the front of your device for two (2) seconds and release. When the emergency operator answers, speak in a normal voice and explain the nature of your emergency.

There is no need to put the unit up to your ear unless you are having trouble hearing. There is no need to hold the unit up to your mouth. You will be clearly heard, even if the device is an arm's length away.

Your Mobile Alert Tracker is a two-way device, which means that you can speak to the operator through the unit and he/she will hear you and the operator can speak to you and you will hear him/her through your unit as well.

**NOTE:** IF THERE IS AN ACCIDENTAL UNWANTED ACTIVATION, simply tell the operator that there is no emergency and that you DO NOT need help.

**ALSO:** If you press the button but are unable to speak, the operator can still listen in for sounds of distress. If no voices/sounds are detected the operator will dispatch help.

### **To Cancel an Alarm Activation**

To cancel a fall detection or SOS activation, press and hold the large SOS button continuously for three (3) seconds until you hear the voice prompt say, "Your emergency call has been cancelled," then release the button.

## Testing Your Unit

It is recommended that you test your unit weekly.

1. Test to notify designated loved ones AND the monitoring center:

- Press the large red SOS button on the front of the device for two (2) seconds and then release.

- The voice prompt on the unit will say, "An emergency call has been activated." "To cancel, press and hold the SOS button for three (3) seconds."

There will then be a continuous beeping for 30 seconds until the device connects you to an operator or announces the call attempt failed. Do not cancel the test alarm activation.

Once you have connected to the operator and the operator confirms they have your location you know your device is able to communicate properly. If at any time a test call fails, try again and if still not successful call your authorized dealer immediately.



## **Finding You**

In the event your authorized caregiver or a loved one wants to locate you, they can do so by texting the capital letter "F" to your assigned device phone number. The person requesting your location will receive a text message with a link to Google Maps showing your last known location.

Your loved one's phone number must be pre-programmed in your device and they must have a smart phone equipped with texting and internet service to utilize this feature (no app is required, however, standard text messaging rates will apply).

## **Finding (Ringling) Your Device**

In the event you have misplaced your device, text the capital letter "R" to your assigned device phone number from any phone number that has been pre-programmed into your device.

The device will emit an audible ringing or beeping sound for 3-4 minutes or until the large red SOS button on the front of the device is pressed.

### **Fall Detection**

Fall detection is a feature that is turned "On" by factory default, but may be de-activated by your authorized dealer.

Automated fall detection is designed to detect the probability that you have fallen. The device will announce "A fall has been detected" and the device will automatically call the monitoring center to report the fall. If you are unable to speak, the operator will send help.

If you would like to cancel the fall detection call, you have a twenty (20) second grace period in which you can cancel the call. Simply press the SOS button on the front of your device and hold for three (3) full seconds until the voice prompt says, "The emergency call has been cancelled."

If you have fallen, but you are okay, or you miss the grace period to cancel, simply let the operator know that you are okay.

**NOTE: Fall detection is not 100% accurate or reliable. The call button should be pushed in an emergency if the device does not announce "A fall has been detected."**

### **Audible Alarm Notification**

Your device has an alarm feature that will set off a reminder once per day. The time of day may be changed to your preference, or the alarm reminder may be turned "Off", either through the mobile app or by calling your authorized dealer. If the alarm reminder is turned "On" for a specific time of day, a voice prompt will sound at that time and will be followed by an intermittent beeping sound that will continue for about 3 to 4 minutes or until the large SOS is pressed for one second.

## **Activity Tracker**

Your device has a built-in pedometer that tracks movement displayed as the number of steps walked throughout the day. The device comes with an arbitrary preset daily goal of 6000 steps which is simply the factory default setting. You may change the goal (number of steps) through the mobile app or by calling your authorized dealer.

Please check with your health care provider to determine what the proper step goal would be for you.

The Activity Tracker automatically resets to zero steps every day at midnight. During the day as the device tracks the number of steps the voice prompt will announce when 50% of the goal has been reached and when 100% of the goal has been reached. You can turn the Activity Tracker "On" or "Off" through the mobile app or by calling your authorized dealer.

## **Using the Device as a Hands-Free Mobile Phone**

Your device works as a hands-free mobile phone. Calls may be placed and received via the 4g LTE Wireless Cellular Network. This feature allows you to call up to 5 pre-selected phone numbers of caregivers, loved ones and family members. Please contact your authorized dealer to have your desired phone numbers programmed into the device.

Once the phone numbers are programmed in the device, you can place outbound calls and receive calls from those selected phone numbers. Your monthly rate plan may vary and may restrict calls. Please check with your authorized dealer for activation of this feature and the restrictions of use based upon your plan.

## **Placing Outbound Calls**

To place an outbound call simply press and hold the top button on the right side of the device for about 1 second until the device makes one beep sound then release the button. The display will show the phone numbers programmed in your device. To scroll down the list simply press and quickly release the bottom button on the right side of the device until the phone number you want to dial is high-lighted.

Then press the large SOS button for 1 second and the device will call the number selected. Remember to be careful not to press and hold the bottom button or it will power off your device. If the device does power off simply press the button again for 2 seconds until the device vibrates slightly and turns back on. Then wait for the device to complete the power-up cycle and it will be ready for use.

TIP: Request the number of the person you will call most often to be the first number in the call list, that way when calling that person you would simply press and hold the top button on the side of the device until you hear a beep, then press the large red SOS button and your call will be placed.

### **Receiving an Inbound Call**

Any of your caregivers, loved ones or family member's phone numbers you have authorized to be programmed in your device may call your device from their phone. In the event a call is made to your device it will ring three times and then the device will automatically answer the call.

You do not need to press any buttons, but simply wait until after the third ring and start speaking normally. The device has hands free speaking and listening, so you do not need to bring the device to your mouth to speak and there is no need to bring it to your ear to listen.

To end the call simply press the large SOS button.

### **Geo-Fencing**

Geo-fencing is a feature that is turned "Off" by factory default, but may be activated through the mobile app or by your authorized dealer. A Geo-fence is a virtual border that can be created through the mobile app or by calling your authorized dealer.

You, your caregivers or loved ones may want to create a virtual border around your home or other area. If the device user wanders off or crosses that virtual border, a notification is automatically sent to caregivers and loved ones with a link to Google Maps showing the location of the device.

### **Wearing Your Mobile Alert Pendant**

Your pendant should be worn at all times. You have the option to wear it around your neck, in the attached holster, or carrying it in your pocket.



## **Attaching the Lanyard to the Mobile Alert Tracker**

Our lanyard is designed with a magnetic break-away safety feature to help avoid accidents.

There is a small nylon loop that clips to the lanyard. The loop attaches to the device by passing it through the hole on the top of the device and then by pulling the clip through the loop until secure. Then clip the lanyard to the clip on the small loop. Pull the magnets apart to open and place back to close.

**NOTE:** By using any type of lanyard, you run the risk of choking, including the possibility of serious injury. The lanyard can get entangled on wheelchairs, walkers, beds with guard rails, jewelry, clothes or other objects that could entangle with a neck cord. Please exercise caution when using this accessory.

## **Battery Cell Status Indicator**

When battery capacity decreases to 20%, an audio voice prompt will notify the user, "Battery is low. Please charge as soon as possible." A notification will automatically be sent to your designated caregivers and loved ones.

When the battery capacity decreases to 5%, an audio voice prompt will notify the user, "Battery is critically low, please charge now," and a notification will be automatically sent to your designated caregivers and loved ones.

## **Battery is Charging**

The battery is charging when the device is properly inserted into the charging cradle that is plugged in to an electrical outlet, the display is illuminated, and the battery bars are slowly flashing.

## **Battery is Fully Charged**

The battery is fully charged when the display is no longer illuminated and the light on the base of the charging cradle turns from red to blue. The voice prompt will also announce "your device is now fully charged."

**NOTE:** When the battery is drained, your device WILL NOT be able to contact the emergency call center until the battery is charged.

**NOTE:** A fully charged battery in a device that is connected to the portal for mobile app access, and is not using Geo-Fencing, will function for up to 3 days. If the device is only used as an SMS/text device the battery life will last up to 6 days.

It is recommended, however, that you charge your device daily, so you don't have to worry about the battery running too low.