



**Bay Alarm Medical**



# SOS Mobile

MOBILE MEDICAL ALERT SYSTEM

User Guide

# Getting Started

## How To Charge

Plug in the charging cradle and place the device into the cradle, as shown.

Typical charging time is 2 to 3 hours.

**Must fully charge before first use.**

## Battery Life

Only charge as needed. Wear your device as often as possible to be protected.

If the battery is low, when you press the call button, the device will display: “Battery low, please charge.” It will then place the call.

**Battery life depends on various usage factors including network connection and cellular signal strength.**





### **Red Light / Charging Light**

While charging, the light will flash red every 5 seconds. When fully charged, the light will be solid red.

If the battery is low, the light will slowly flash red when off the charging cradle.

### **Blue Light / Call Light**

During an SOS call, the light will display a solid blue.

## How to Call For Help

1. Press and hold the call button and count 1, 2, 3, or until the light turns blue, then release the button
2. After a short delay, you will hear a voice message; then tones or ringing
3. The specialist will answer the call
4. The specialist can send emergency personnel or loved ones to help you

If your device does not connect properly, please contact your dealer immediately.

## Test Weekly

**We recommend that you test the device weekly.**

1. To test, press and hold the call button and count 1, 2, 3, or until the light turns blue; then release the button
2. After a short delay, you will hear a voice message and then tones or ringing
3. The specialist will answer the call
4. Tell the specialist you are testing

If your device does not test properly, please contact your dealer immediately.

## Replace Lanyard with Belt Clip

1. Remove the lanyard by twisting and pulling silver clip
2. Pull the lanyard and clip, away from the device
3. Press the belt clip onto the back of device as shown, until it clicks



## Clean Weekly

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



Take a soft cloth, such as an eyeglass cleaning cloth, and gently rub the gold contacts 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 (Don't spray directly onto the device).

## **Additional Information**

**By using this device, you acknowledge and accept all that follows.**

### **Coverage**

This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also affect your coverage.

If you experience coverage issues, please contact your dealer immediately.

### **Charging**

Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Wear your device at all times and only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

### **Water-Resistant**

Although the device is IP67 water-resistant, it should not be submerged. If exposed to water, the device should be towel-dried.

### **Pacemakers**

Individuals with pacemakers should consult their physician and review their pacemaker materials regarding interaction with

cell phones, and take the same precautions the materials recommend for this device.

## **Location-Based Services**

Some of the Equipment uses technology to permit third-parties, including the Monitoring Center, to determine where you are physically located at any given time (the “Location Based Services”). Location Based Services may work even if you are not in communication with the Monitoring Center. The accuracy of the Location Based Services is limited, and the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to identify your location or the location of the Equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company’s interest in and to the Monitoring Services, or any other person or entity you specifically designate and only for the purpose of providing and improving the Monitoring Services.

ANY AND ALL LOCATION-BASED INFORMATION IS MADE AVAILABLE FOR INFORMATIONAL AND PLANNING PURPOSES ONLY AND IS NOT INTENDED TO BE RELIED UPON IN SITUATIONS WHERE PRECISE LOCATION INFORMATION IS NEEDED OR WHERE ERRONEOUS, INACCURATE, TIME-DELAYED

OR INCOMPLETE LOCATION OR MAP DATA MAY LEAD TO DEATH, PERSONAL INJURY, OR PROPERTY OR ENVIRONMENTAL DAMAGE. YOU AGREE THAT LOCATION-BASED INFORMATION MAY VARY FROM ACTUAL LOCATION(S), ROAD, OR TERRAIN CONDITIONS DUE TO FACTORS THAT CAN AFFECT THE ACCURACY OF THE MAP DATA, SUCH AS, BUT NOT LIMITED TO, WEATHER, ROAD, AND TRAFFIC CONDITIONS, GEOPOLITICAL EVENTS, AND CONDITION OR STATUS OF YOUR CELLULAR PHONE OR CELLULAR SERVICES. WE DO NOT GUARANTEE ACCURACY OR COMPLETENESS OF ANY LOCATION-BASED INFORMATION.

## **FCC**

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.



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Rating 5VDC 1A