



Bay Alarm Medical



SOS Mobile

MEDICAL ALERT SYSTEM

User Guide

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Contact

Customer Service & Tech Support
1-877-522-9633

Instructional Videos
www.BayAlarmMedical.com/videos

**Emergency dispatchers may call.
Save this number for caller ID
recognition: 1-844-996-0208**

What's Included



SOS
Device



Charging
Cradle



Neck
Lanyard



Belt
Clip

Service Packages



SOS Mobile
Device



SOS Mobile
with Fall Detection

Device Features



- 1-Speaker
- 2-Microphone
- 3-Emergency HELP Button
- 4-Lanyard Loop
- 5-Charging Port

Setting Up Your SOS Mobile



Stay protected & wear your device often.

1. Plug the charging cradle's power cord into the power outlet. Place the device on the charger. It will turn on automatically.

NOTE: It takes about **3 hours to charge**, depending on the current battery life.

2. While charging, the light will **flash RED** every 5 seconds. Allow the device to fully charge before using. When fully charged, the light will be **solid RED**. ■

Battery Life

The SOS Mobile device can last up to 6 days from a full battery charge.

NOTE: Factors that effect this: low cell coverage & how often the device is activated, like from any false alarms.

Only charge as needed. Although the device can be charged daily, as this has no effect on the internal battery, we don't advise it.

Red Light / Charging Light

While off the charging cradle, if the battery is low or has reached 10%, the red light will **flash every 26 seconds**.

If you press the **HELP** button, the device will announce, "**Battery low, please charge.**" It'll then place the call.

Blue Light / Call Light

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

While off the charging cradle, the blue light will **flash every 26 seconds**. This confirms that the device has adequate charge & cell coverage. ■



Test the Device

Calling for Help & testing the device both involve the same steps.

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

1. Press & hold the “**HELP**” button for 3 seconds. It will announce, “**Placing an Emergency call now.**”

NOTE: It can take up to 60 seconds for a live dispatcher to connect over the 2-way speaker. The speed of connection depends on the network coverage in the area.

2. The **Monitoring Center** will connect over the 2-way speaker. Let the operator know that you are just testing the device. Follow their instructions from there.

NOTE: If the call cannot be placed due to poor connection or other issues, it'll announce, “**Call failed.**” Please try again.

If a false alarm occurs

Sometimes false alarms can happen even while taking the necessary precautions.

If this happens, please let the call go through to the **Monitoring Center**.

A representative will respond from the speaker on the **SOS device**.

Please respond back to let them know that you're okay, that it was a false alarm. ■

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. ■



FAQs

Q: Can the SOS Mobile device connect to a cellular phone?

No, this device is separate. Communication is provided by coverage we service with a sim card through AT&T or Verizon cellular service.

Q: Is it okay to wear the SOS Mobile device if I have a pacemaker?

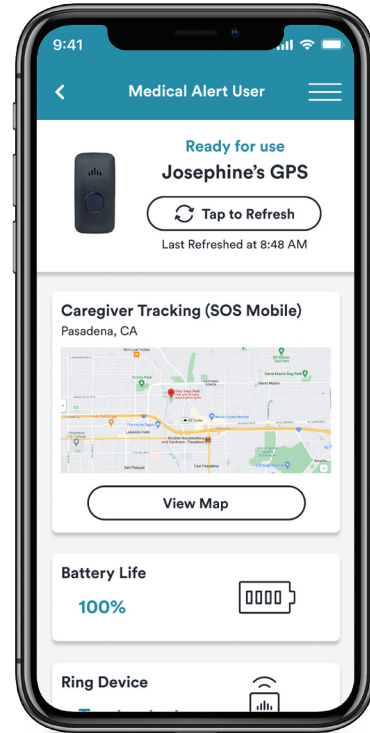
There is a magnet in the device that could possibly affect the pacemaker, we highly recommend following up with your doctor to determine if this device can be used. ■

Clean the Device

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. ■



Bay Alarm Medical Caregiver Tracking App

Stay in the know. See the current location of your loved one in real-time. Access location history & get notified if the battery gets low.

Free download for all SOS Mobile users.



User Agreement

By using this device, you acknowledge & 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 & 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 & 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 submersed in water. It is not waterproof. If exposed to water, the device should be towel-dried.

Pacemakers

Individuals with pacemakers should consult their physician & review their pacemaker materials regarding interaction with cell phones, & 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, & 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 & to the Monitoring Services, or any other person or entity you specifically designate & only for the purpose of providing & improving the Monitoring Services.

ANY & ALL LOCATION-BASED
INFORMATION IS MADE AVAILABLE FOR

INFORMATIONAL & PLANNING PURPOSES ONLY & 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, & TRAFFIC CONDITIONS, GEOPOLITICAL EVENTS, & 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, & (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 & 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 & can radiate radio frequency energy and, if not installed & 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 & 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 & 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. ■

Refer A Friend, Reward Yourself

Receive a **FREE** month of service if you have a friend sign up with Bay Alarm Medical.

How do I get my free month?

After 60 days following your friend's activation, we will process a credit for a **free month of service to you.**

In order to receive your credit, please make sure they mention your full name at the time of order.

Is there a referral limit?

Not at all! Tell as many friends as you'd like. Receive a free month **for each friend that signs up with a new subscription plan.**

If 12 friends sign up & stay with us for 60+ days, then you could earn 12 months of free service! ■





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