You should have:

1. **The myConnect mPERS device**.
2. **A Lanyard:** This attaches to myConnect to wear it around your neck (has a magnetic clasp).
3. **The Charging Cradle:** Used to charge the myConnect.
4. **A Belt Clip:** Easily attach to your belt or pants.

Specific parts of the myConnect:

1. **The Speaker:** This is used to hear the monitoring center.
2. **The Help Button:** This is used to call the monitoring center to test, or for help.
3. **The Status Light:** This light will indicate various conditions the myConnect unit is in. For full details on status light see chart.
4. **The Microphone:** This is used to talk to the monitoring center operators when a call has been placed.
5. **The Charging Contacts:** These contacts are found on the back of the device and are used to charge myConnect when it is properly placed.
6. **Battery Test Button:** Used to check battery level.



FallNet

Cloud Based Mobile Emergency Response System

Fall Call MyConnect

Quick Start Guide

Mobile Emergency Response System

"Peace of mind, at home or on the go"

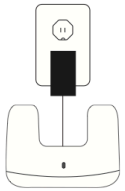


- Small lightweight design
- Water resistant
- Long lasting battery
- Easy to charge
- Clear two-way voice
- Fall detection technology
- Wi-Fi and GPS location services
- Full coverage in North America
- Easy to update remotely
- Activity tracker

Note: All "myConnect" references Should be changed to a capital M: "MyConnect"

Installation of the myConnect is easy!

1. Plug the charging cradle into power. Make sure the outlet is **NOT** controlled by a light switch. Make sure the power cord does not cause any trip hazards.



2. Place myConnect into the charging cradle. Once properly placed, you will hear a chime, and myConnect will announce **"Charging"**.



3. Perform a test into the monitoring center by **pressing and holding** the help button until you hear "calling for help." After a short pause you will be able to talk to a monitoring center representative.



Status Light Chart

Status Light	Definition	Visual
Solid Red	Fully Charged	
Flashing Red	Charging	
Solid Blue	Placing a call	
Flashing Blue	Normal operation mode for Advanced mode.	
No Light On	Normal operation in Basic Mode or device battery is depleted and needs to be charged.*	
Flashing Red, Blue, Red	Low Battery	

***Steps to confirm battery status:**

1. Place the device in the charging cradle until it announces "charging."
2. Remove device from cradle.
3. Press the battery test button.
4. Device will state "Battery Low" or "Battery Okay."

Advanced mode characteristics

- 2-5 days of battery life.
- myConnect makes outbound call within 6 seconds after help button is pressed.
- Allows for Fall Detection to be enabled.
- Power off feature (contact your provider for instructions)

Basic Mode characteristics

- 45+ days of battery life.
- Fall detection feature cannot be used when myConnect is in Basic mode.
- myConnect makes outbound call approximately 30 seconds after help button is pressed.

Tips and reminders

1. It is essential to test your myConnect device monthly to ensure it is functioning properly.
2. Your myConnect device may have fall detection included as an option. No fall detection device can detect 100% of falls. You should always push the button for help.
3. Your myConnect device is water resistant. However, it should never be fully submerged in water. Ensure your myConnect is dry prior to placing it in the charging cradle.
4. 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.