



SRDR-00020 Rev. 1

## Touch | User Guide

# SETUP GUIDE FOR TOUCH

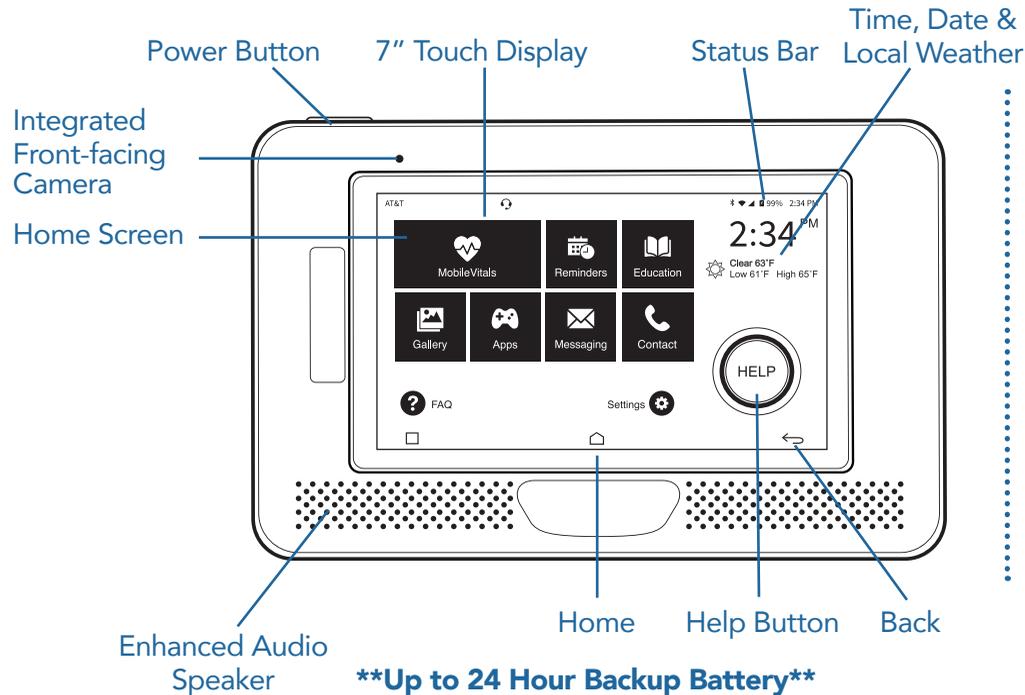
We thank you for choosing a Medical Alert System and welcome you to the family.

***Congratulations on making a smart choice!***

If you have any questions during the setup process, please call Technical Support.

SRDR-00020 Rev. 1

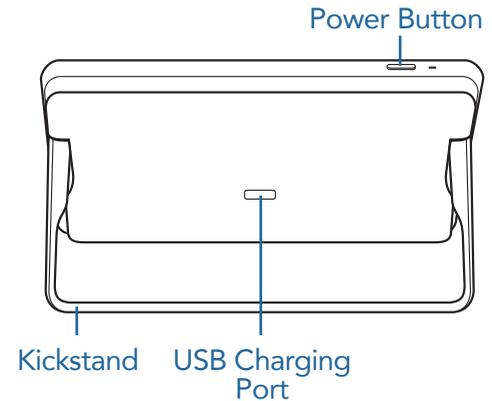
# Touch Features



**\*\*Up to 24 Hour Backup Battery\*\***

SRDR-00020 Rev. 1

## Tablet Back Features



**Android 7.1.2**

**Connectivity:**

- 4G LTE Cellular
- Bluetooth
- WiFi Enabled
- RF 433MHz

## Connecting your Touch

Please perform the following steps when you receive your new Touch:

### Select a Location

(Please refer to figure1)

- Plug the USB charging cord into an electrical outlet that is not controlled by a light switch.
- Plug the other end into the back of the Touch.

(Continued on page 5)

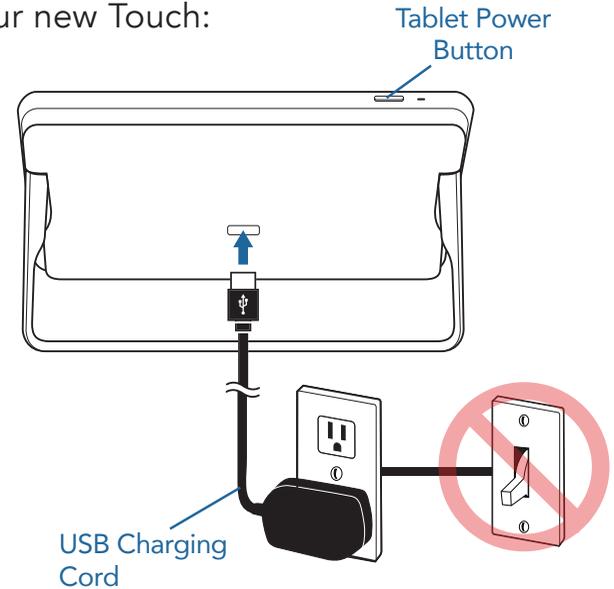


Figure 1

SRDR-00020 Rev. 1

# Turning ON Your Touch

(Please refer to figure 2)

- Press and hold the **Power Button** on top of your Touch for 5 seconds until it powers on.
- In about 60 seconds, your Touch will be turned on and the Home Screen will appear.
- If your Touch tablet does not power on, please contact Technical Support.
- The volume adjustment can be accessed from the **Settings** icon button on the Home Screen.

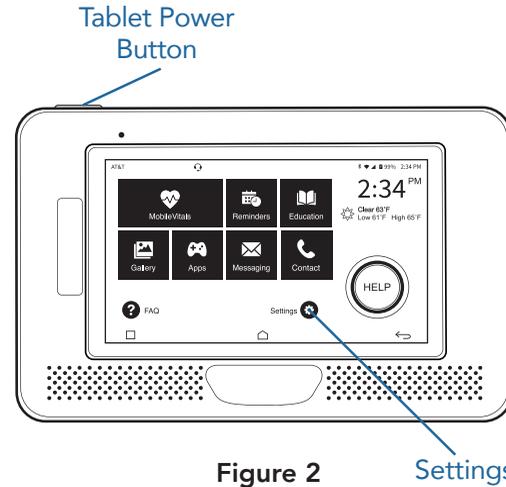
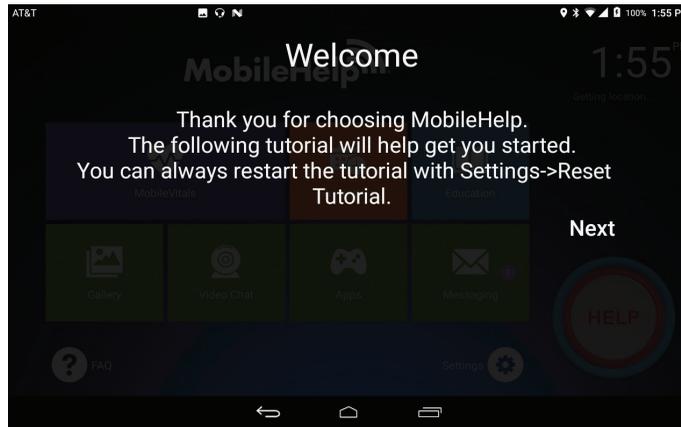


Figure 2

Settings



## Welcome Tutorial

- When your Touch powers on for the first time, it will launch a Welcome Tutorial to get you started.
- You can reset the tutorial at any time by clicking on the Settings icon on the Home Screen and then selecting **Reset Tutorial**.
- Follow the instructions on the screen and click **Next** to go to the next screen until you are done with the tutorial.

SRDR-00020 Rev. 1

## Home Screen

The following icons are available on your Home Screen. For more information, please review the specific sections in the user guide pertaining to the icons. If you have any questions, please call Technical Support.



**MobileVitals** (Optional)



**Messaging**



**Help Button**



**Education** (Optional)



**Reminders** (Optional)



**Gallery**



**Apps**

## Connect: Getting Started

You received an email when you purchased your Touch with the subject line “Welcome to Connect.” Follow the directions provided in this email to login to your Connect account, using a device that is not your Touch.

The Connect web portal powers the Messaging, Gallery, Reminders and MobileVitals (if purchased) apps on your Touch. You will need to login to your Connect account to access these features.

Open the URL and use the User ID and Password we have provided to login to Connect. This Connect account has already synced with your Touch.

A copy of the Connect User guide is located in the “Help” section of your Connect Portal.



The screenshot shows the MobileHelp login interface. At the top center is the MobileHelp logo, with "Mobile" in blue and "Help" in green, accompanied by a green signal icon. Below the logo are two input fields: the first is labeled "Username" and contains the placeholder text "Enter your username or e-mail"; the second is labeled "Password" and contains the placeholder text "Enter your password". Below these fields is a prominent green button with the text "Log In" in white. At the bottom center, there is a link that says "Lost your password?" in a smaller, blue font.

SRDR-00020 Rev. 1

## Connect: Adding Contacts to Your Circle

With Connect and Touch, you are able to invite family members, friends, caregivers, and trusted connections to your "Circle." Once they have accepted your invitation, members of your circle will be able to send and receive SMS text messages and emails to your Touch. They will also be able to view your MobileVitals (optional) readings through the web portal.

While signed into your Connect account web portal, locate "My Circle" by clicking the hamburger menu  icon on the upper left hand corner. Connect allows you to customize your Touch dashboard. For convenience, click on the "+" sign within the blank module on your dashboard and select for "My Circle" to appear on your homescreen. (See Figure 3, Figure 4)

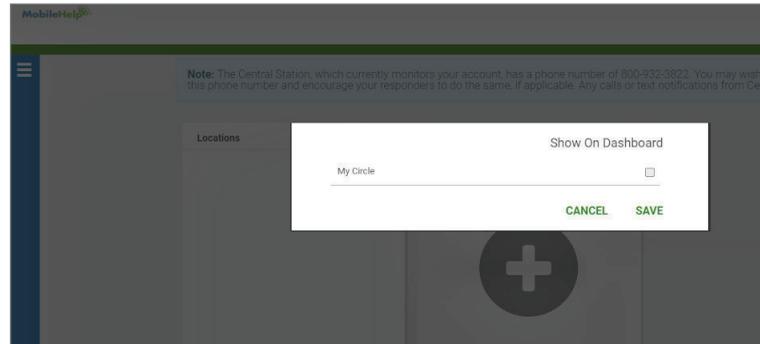


Figure 3

## (continued) Adding Contacts to Your Circle

1. Click on the “Gear” icon to the right of “My Circle” to locate the “Invite Friend” option.  
(See Figure 4)
2. Click “Invite Friend.”  
(See Figure 5)
3. Enter the email address of the contact you’d like to invite to your Circle, then click “Invite.”  
(See Figure 6)

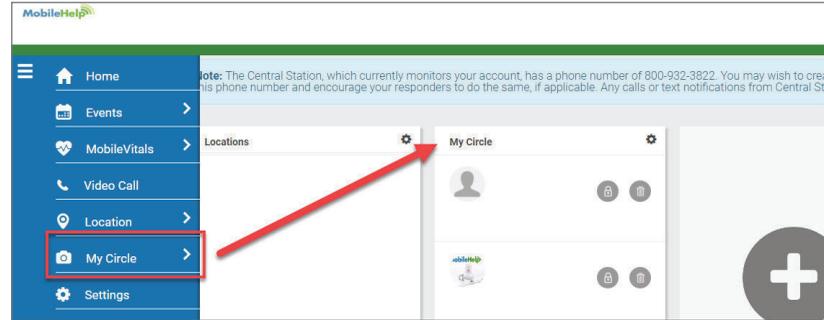


Figure 4

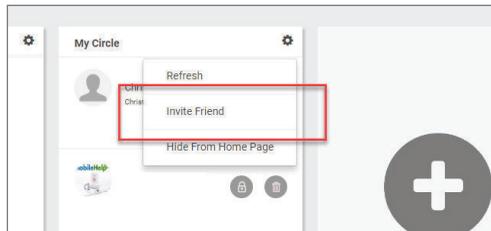


Figure 5

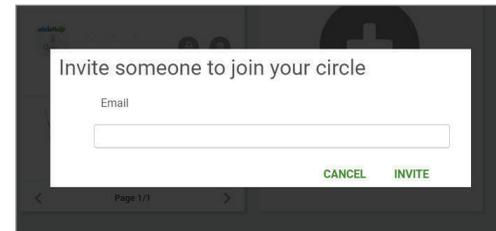


Figure 6

SRDR-00020 Rev. 1

## Connect: Set Up Contact Profile

When you send the invite to join your Circle on Connect, your contact will receive an email that prompts them to create a password for their Connect account.

Once they have created a password and successfully logged into the Connect portal, contacts must complete their contact details and save their phone number to the account.

Tell your contacts to save their phone number to their account as soon as they are logged in by clicking “Settings” under the hamburger menu icon at the top left corner. (See Figure 7)

The Account Settings page will appear, where contacts should confirm their email address correct and save their preferred number to the profile. (See Figure 8)

Once the invited member of your Circle has saved a phone number to their Connect Profile, it will take about 10 minutes for their information to appear on your Touch.

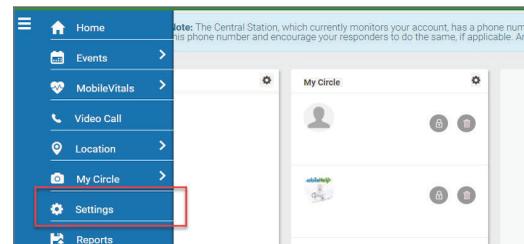


Figure 7

A screenshot of the 'Account Settings' form. The form has a white background with a light gray border. It contains several input fields: 'First name', 'Last name', and 'Account ID'. Below these are two more input fields: 'Mobile Number' and 'Email address'. The 'Mobile Number' and 'Email address' fields are highlighted with a red rectangular box. To the left of the 'First name' and 'Last name' fields is an 'Avatar' section with a person icon.

Figure 8

## *(continued)* Set Up Contact Profile

You will have to verify your phone number. Simply click on the red text “CLICK HERE TO VERIFY”, and an SMS message will be sent to the phone number with a code. A pop up will show requesting the code. Once you enter the code, your phone number will be verified.

## Connect: Send and Receive SMS Messages and Emails

1. Configure your email address to access the Messaging feature by clicking “Settings,” then “Messaging” .
2. Choose a display name. Press the “Update” button.
3. Now your Touch will be ready to send and receive both SMS text messages and emails from authorized contacts that are members of your Circle.

## Using Touch to Send and Receive Messages

1. After you have configured your email address in Touch Settings, enjoy the ability to message the contacts in your Circle directly from your tablet.
2. Click "Messaging."
3. Click the pink circle with a "+" inside of it that appears on the bottom right hand side of the screen.
4. You will see a list of your Connect "My Circle" contacts.
5. Click on the contact name you wish to message.
6. If the contact has verified their phone number through Connect and accepted your invitation via email, you will see both a phone number and email address for the contact.
7. Click on the phone number to send your contact an SMS message.
8. Click on the email address to send your contact an email message.

## Your Touch Phone Number and Email Address

Each Touch has been synced to a specific email address and phone number. You will use both of these to communicate with members of your Circle through Touch.

To view the phone number that contacts will send and receive SMS messages to, click the “About” icon in “Settings.”

Scroll down to “Other info” at the bottom, where you will see the Phone number and email address associated with your Touch.

Inform members of your Circle to save this phone number and email address in their contact list to ensure they don’t miss an important message from you.

## Your Touch Gallery

Touch features a Gallery application that can display images in slideshow form as a screensaver.

To add photographs and images to your Gallery, which you can choose to display in slideshow form as a screensaver in the “Advanced Settings” of your Touch, image files must be sent to the email address of your Touch.

Any image files that you would like to appear in your Touch Gallery must be sent to your Touch email address.

After image files have been received to the email address, they will automatically save to your Touch Gallery.

Click on the Gallery icon from your Home Screen to access photos.

To delete photos, simply long press the image you want to remove and click “Delete.”

## Your Touch Settings

To customize your Touch with specific volume levels for alerts and media, test your Touch, pair pendants, train new pendants, and save display settings for your screensaver, click the “Settings” icon from the Touch Home Screen.

Click “Advanced Settings” from the “Settings” page to customize the screensaver display for your Touch. From this screen, you will have the option to add a Security Pin, set the duration of inactivity that should pass before the screensaver appears, and select whether or not you’d like the screensaver to display a clock and/or pictures.

The screensaver duration uses seconds as the unit of measure. If you’d like 3 minutes to pass before the screensaver is activated, enter 180 seconds in the “Screensaver Duration” field. If you’d like 5 minutes to pass, enter 300, etc. “Screensaver Duration” is the amount of time the screen saver will toggle between showing pictures and displaying a clock.

## About your Security PIN

Your Security PIN will also be utilized for MobileVitals and allows you access to the MobileVitals features.

If a Security PIN is created, when you press the “MobileVitals” icon, a PIN will be requested. You will not be able to enter the MobileVitals screen if a correct PIN is not provided. To create a new Security PIN, please click on “Settings” from your Home Screen and then “Advanced Settings.” Next to Security Options, switch the slide to “PIN” and enter your new PIN twice. Click “Ok” to save your PIN.

SRDR-00020 Rev. 1

## Touch Reminders (optional service)

Schedule reminders in the Connect web portal and receive them directly from your Touch.

1. Login to the Connect web portal account that is synced to your Touch.
2. Left click the hamburger menu on the top left corner of your web portal account.
3. Scroll down and click on “Settings.”
4. Connect will take you to the URL:  
<https://accounts.mobilehelpsys.com/MobileHelpConnect/Settings>
5. Locate and click on “Reminders” in the top bar with a blue background. (See Figure 9)

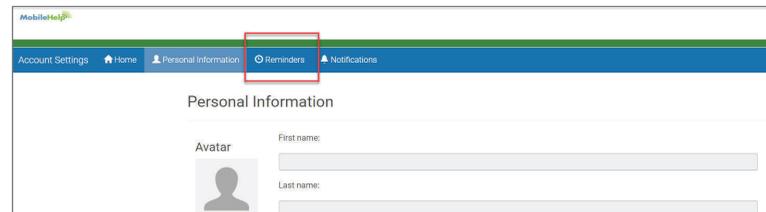


Figure 9

6. On the next screen, click “Add New” to schedule a Medication Reminder that will be received by your Touch. (See Figure 10)
7. Select the Reminder type of “Medication” and complete the field that appear on the pop-up. (See Figure 11)
8. Review to make sure all fields have been completed correctly and click “Save.”
9. Follow the prompts to “Update Your Device” to receive Medication Reminders on your Touch.
10. You will see confirmation that the Medication Reminder is being synced to your device. (See Figure 12)

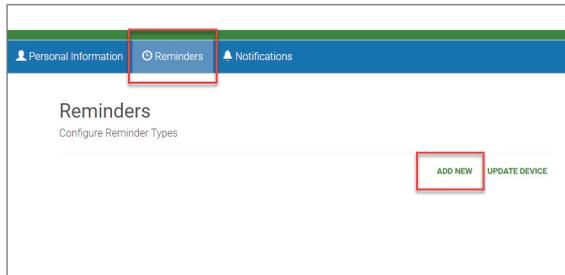


Figure 10

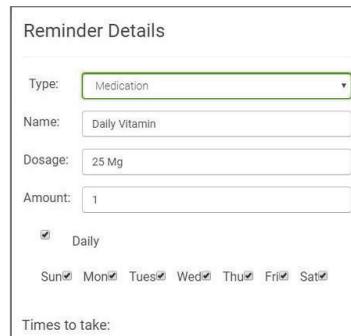


Figure 11

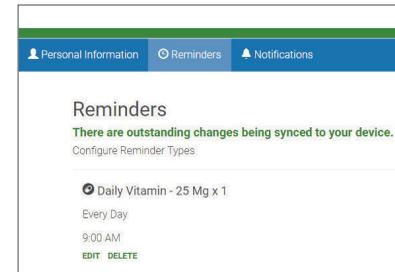


Figure 12

SRDR-00020 Rev. 1

## Touch: Education

Some Touch models will come with pre-installed videos and articles about health and safety. Click on the “Education” icon from the Touch Home Screen to see educational videos, articles, and resources.

## Touch: Apps

Click on the Apps icon from the Touch Home Screen to access cognitive games like Sudoku.



SRDR-00020 Rev. 1

## MobileVitals

If you have MobileVitals, this app will allow you to monitor vital signs using the peripherals included in your system, which will vary based on your program/purchase.

- Weight
- Blood Pressure
- Pulse Oximetry
- Glucose



SRDR-00020 Rev. 1

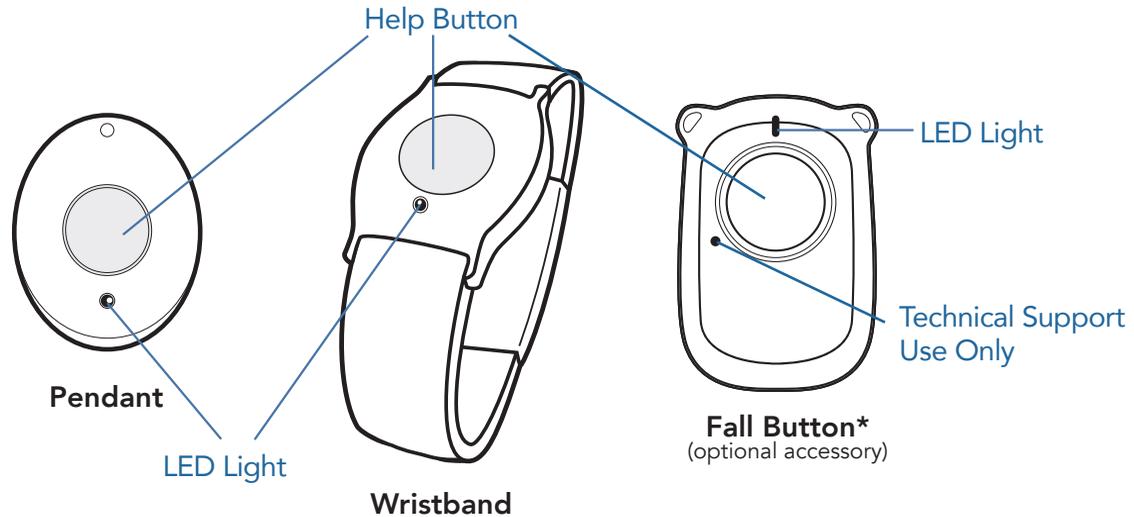
## Help Button

- You may press the Help Button on the tablet or any of your Help Buttons, such as the Neck Pendant, Wrist Button, or Fall Button, at anytime, if you need help or medical assistance.
- You may also press the Emergency Button on your Mobile Device, if you have a DUO system.



SRDR-00020 Rev. 1

# Waterproof Help Buttons

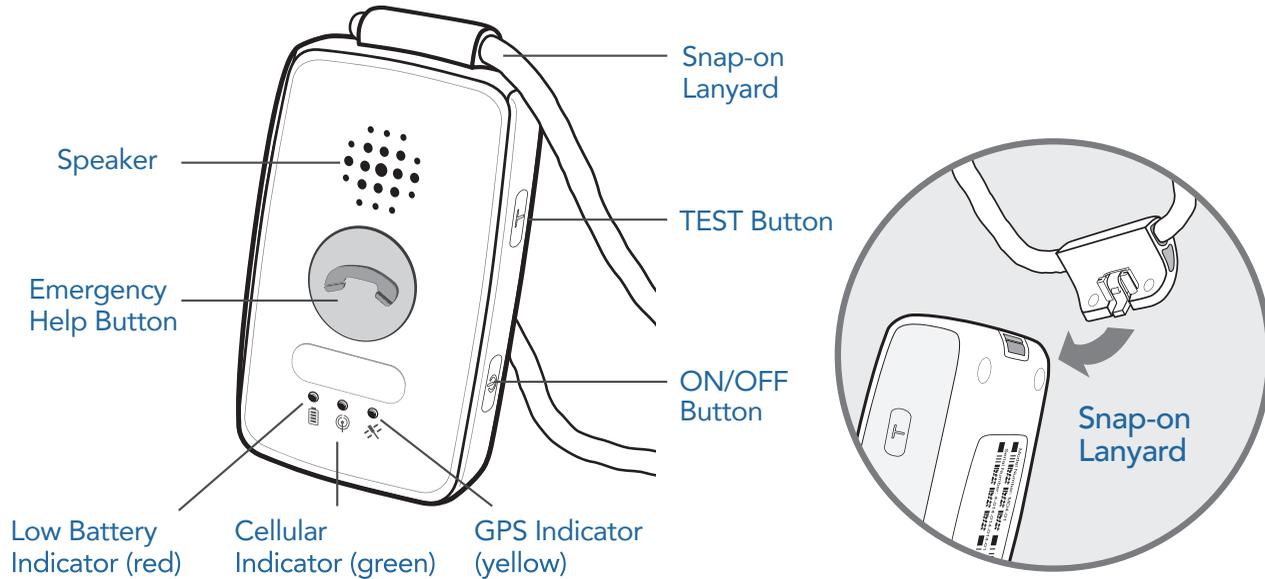


**\*Fall Button does not detect 100% of falls. If able, users should always push their help button when they need assistance. Fall Button is not intended to replace a caregiver for users dealing with serious health issues.**

SRDR-00020 Rev. 1

If your system came with a Mobile Device, please proceed to pages 24 - 30 for setup instructions.

## Mobile Device System Features



SRDR-00020 Rev. 1

## Setting Up Your Mobile Device

### Step 1. Select a Location

- We recommend you place your Mobile Device in your bedroom or any other place around your home where it can be easily accessible.
- Place your Mobile Device's cradle charger near an electrical outlet.

### Step 2. Connect the Cradle Charger (Please refer to figure 13)

- Plug the power cord into an electrical outlet that is not controlled by a light switch.

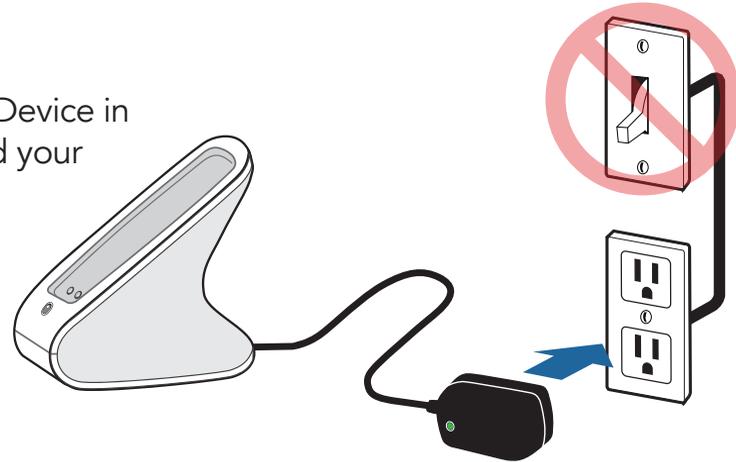


Figure 13



#### **WARNING**

To prevent electrical shock please keep the system away from wet locations.

#### **AVERTISSEMENT**

Pour éviter le choc électrique, SVP tenir le système éloigné des endroits humides.

SRDR-00020 Rev. 1

### Step 3. Charge Your Mobile Device

(Please refer to figure 14)

- Place the Mobile Device in the cradle charger.
- The yellow light on the front of the cradle charger will illuminate. If it does not, make sure you have placed the Mobile Device correctly in the charger.
- The Mobile Device will turn on within 10 seconds and then it will take about 60 seconds for the Mobile Device to register with the network.
- The red battery light will come on, indicating that the device still needs charging. When the device is fully charged, the red light will turn off. It will take about 3 hours for the device to be fully charged.



Figure 14

SRDR-00020 Rev. 1

## Turning your Mobile Device ON or OFF

### To turn on your Mobile Device:

- **Option 1:** Press the **ON/OFF** button and hold for approximately 5 seconds.
- **Option 2:** Simply place Mobile Device in the cradle charger, assuming the cradle charger is plugged in.
- All the lights will turn on and the green light will start blinking. This indicates the Mobile Device was successfully turned on.

### To turn off your Mobile Device:

- Press the **ON/OFF** button and hold for approximately two seconds. The red light will turn on and remain solid (indicating the device is shutting down). Once it completes its shutdown procedure, the device will vibrate and all the lights will turn off.

## Testing your Touch with Test Mode

- Select the Settings icon and press TEST NOW. A self-test pop-up will appear, press “OK, TEST NOW.”
- After selecting “OK, TEST NOW,” you will have to push the help button. Once your test is complete, please select to end the test, otherwise the device will stay in test mode for 2 minutes.
- The screen will display EMERGENCY CALL IN PROGRESS.
- The tablet will beep several times and announce “Call connected, please stand by for operator.”
- If your test was successful, your Touch will announce “Thank you for testing your device. Your test is now complete.”
- If your test was not successful, please contact Technical Support.

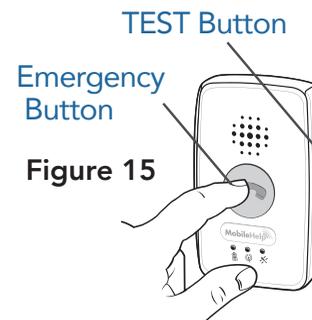


SRDR-00020 Rev. 1

## Testing your Mobile Device with Central Station

For Mobile Device Light Indicator information, please see page 29

- Press and hold the TEST button on Mobile Device (the button on the side with the letter “T”). (Please refer to Figure 15)
- You will hear an announcement over the Mobile Device that will instruct you to press the Emergency Button or Pendant.
- Press the Neck Pendant, Wrist Button OR the Emergency Button on the Mobile Device.
- When testing your Mobile Device, test it in close proximity to your tablet if you are going to test by using a neck pendant or wrist button as the signal will also be received by the Touch when you are testing. If a live operator speaks to you, please state clearly that “THIS IS A TEST.” If you do not explain to the operator that you are okay and that you are testing, EMS will be contacted.
- The Mobile Device will announce “test call sent to Emergency Response Center.”
- If your test was successful, you will hear “thank you for testing your device” from the Mobile Device.
- If the help button on your Mobile Device is not working properly, or if the green light is blinking rapidly (blinking once every second), please call Technical Support.



## Test your Help Buttons

- If your test was not successful, please contact Technical Support.
- Please remember, it is important that you test your system at least once a month.

SRDR-00020 Rev. 1

## Mobile Device Light Indicator

Light Indicator	What it Means
 <b>GREEN</b> 	<b>Blinking slowly:</b> Device is connected to wireless network. <b>Blinking rapidly:</b> Device is NOT connected to wireless network.
 <b>YELLOW</b> 	<b>Blinking:</b> Indicates device is communicating to the GPS satellite.
 <b>RED</b> 	<b>Blinking slowly (off charger):</b> Battery is low - you have about one hour of battery left. <b>On while charging:</b> Battery is charging. <b>Off while charging:</b> Battery is fully charged.
<b>All lights off</b>	Device is turned off.

SRDR-00020 Rev. 1

# Mobile Device 4.0

## Voice Guidance

The Mobile Device 4.0 provides voice announcements. Select announcements are listed below:

Event	Voice Prompt
The emergency call is initiated	"Call in Progress"
The battery is low	"Your battery is low, please connect to a power source."

**Note:** There may be situations where the voice prompts don't complete the entire phrase when another voice event occurs. In this instance, the latter voice prompt event will cut in and the current voice prompt may be terminated prematurely.



## Technical Information

Model Number	FCC Product Code	Input	Output	Current Rating
MD4-01	ZKQ-MHA	Internal	3.7 VDC	1000 mAh

## Radio Frequency

All devices frequency transmission = 433 MHz

SRDR-00020 Rev. 1

## Important Safety Information For All Systems

- You must always carry the Mobile Device with you when going outside of your home.
- Keep electrical cords away from heat sources and sharp edges.
- Locate electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords.
- Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Test your system once a month.
- Do not block the Touch microphone. This will affect your ability to communicate with the Emergency Response Center.
- During a power outage, the Touch battery backup will last up to 24 hours, after it has been charged for 3 hours.
- The Wrist Button and/or Neck Pendant are designed to work at an approximate range of 350 feet from the Mobile Device or 600 feet from the Touch, depending on the size and construction of your home.
- The Touch is not waterproof. Do not expose to water, rain, extreme humidity, sweat, or other moisture. The Mobile Device is water resistant.

SRDR-00020 Rev. 1

- The Mobile Device and Touch contain sensitive hardware, take care when handling and avoid dropping it.
- Do not expose the Mobile Device or Touch to dust, dirt, sand or food.
- The Mobile Device battery is designed to last up to 2 days after it has been charged for 3 hours.
- The Mobile Device has a GPS receiver that works best when it has an unobstructed view to the sky.
- Wear your waterproof Help Button at all times.
- The Help Buttons (Neck Pendant, Wrist Button and Fall Detection Button) are waterproof and can be taken with you in the shower.
- Do not put the Neck Pendant or Wrist Button through the clothes washer or dryer. Do not attempt to dry your button out in the microwave or oven.

### **WARNING**

**Strangulation and choking hazard. The Neck Pendant button lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.**

### **Avertissement**

**Risque de suffocation ou d'étranglement. La lanière pour bouton pendentif est conçue pour se détacher lorsqu'elle est tirée, cependant, l'utilisateur peut subir une blessure ou la mort si la lanière se mêle ou s'accroche à d'autres objets.**

SRDR-00020 Rev. 1

## Frequently Asked Questions

### How do I call for help?

Press your Neck Pendant, Wrist Button, Fall Button, Mobile Device Emergency Button, or the Touch Screen Help Button.

### Who will help me in the event of an emergency?

When you press your Help Button, a trained Emergency Operator will communicate with you, assess your situation, and send the appropriate help to your location.

### Do I need my Mobile Device when I leave my home?

If you purchased the Touch DUO system that includes a Mobile Device, you will need to take it with you when you are leaving your home. Remember to wear your Neck Pendant or Wrist Button at all times, at home or away, so help is never out of reach.

## If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, simply notify the Emergency Operator when they respond that “THIS IS A FALSE ALARM.” The operator will disconnect and no further action will be taken. You may also cancel the alarm by swiping the Cancel button on your Screen.

## How far away from the Touch will my Help Buttons work?

Your Help Buttons are designed to work at an approximate range of up to 600 feet from the Touch, depending on the size and construction of your home.

## What happens if I push the button but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and contact EMS on your behalf. We will also notify the personal contacts listed on your profile.

## FCC Statement

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Note: 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.

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.

SRDR-00020 Rev. 1

## FCC RF Exposure Statement

This product meets applicable national SAR limits of 1.6W/kg.

This specific maximum SAR values can be found in the section of this user guide. When carrying the product or using it while worn on your body, maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not surfing the internet.

**Body SAR:** 1.06 W/kg

**FCC ID:** PXT-DC-TBS2-01

**Contains Transmitter Module FCC:** PXT-201706SC20A

## Industry Canada

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

## CAN ICES-3 (B)/NMB-3(B)

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

- 1) This device may not cause interference, and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

SRDR-00020 Rev. 1

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**Caution:**

**1) The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems; DFS (Dynamic Frequency Selection) products that operate in the bands 5250- 5350 MHz, 5470-5600MHz, and 5650-5725MHz.**

**Avertissement:**

**1) Le dispositif fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;**

**Les produits utilisant la technique d'atténuation DFS (sélection dynamique des fréquences) sur les bandes 5250- 5350 MHz, 5470-5600MHz et 5650-5725MHz.**

IC: 10876A-DC-TBS2-01

Contains IC: 10876A-201707SC20A

SRDR-00020 Rev. 1

## Canadian Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209.

This equipment should be installed and operated with minimum distance 5 mm between the radiator and your body. This device and its antenna(s) must not be colocated or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209.

Cet appareil doit être installé et utilisé avec une distance minimale de 5 mm entre l'émetteur et votre corps. Cet appareil et sa ou ses antennes ne doivent pas être colocalisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

**Body SAR:** 1.06 W/kg

PLEASE REFER TO THE CUSTOMER SERVICE NUMBER ON THE INSERT  
THAT CAME WITH THIS GUIDE FOR ANY QUESTION OR CONCERNS.

SRDR-00020 Rev. 1