



Important: Read this first

Getting started

Please read the Quick Start Guide included before using your Mobile Alarm pendant. You may need to charge the pendant for about one hour in the charging station before use.

Your pendant is relying on the AT &T Mobile Network through H2O Wireless to perform the text and call functions. If you run out of prepaid credit the only help function that will operate will be using it to call **911** (if **911** is one of your contacts programmed). When you top up the prepaid credit those functions will automatically then return to normal after a short delay.

H2O Wireless SIM card activation

We have installed an H2O SIM card in your pendant and activated it. Please refer to the enclosed 'packing slip' for the details of your mobile number and H2O Wireless login and password. Everything has been setup, ready for you to use with your pendant.

H2O \$10 prepaid credit

We have loaded your SIM card with \$10 of prepaid credit from H2O Wireless. This is from a prepaid *voucher we purchased* for you. You will see the *H2O SIM starter pack* in your bag. You don't need to do anything with this. Keep the account details for your records.

When to check and top up your prepaid credit

The prepaid credit from H2O has an expiry date of 90 days. You should check your credit balance regularly to ensure you do not run out. At a minimum you will need to top up your prepaid credit before it expires or runs out. If you use your mobile alarm pendant purely as a medical alert the \$10 prepaid credit should be easily adequate for the first 90 days. Please be aware that our pre-delivery testing of your SIM card in your pendant may have used up a small amount of your credit (around \$1.00) before you receive your alarm.

Please note: The number of days before expiry starts from SIM activation which may be a few days ago, so you should allow for 85 days as a precaution.

How to top up your prepaid credit

Please keep a record of your mobile number, account number and account password as you will need these to top up. The easiest way to top up your credit is to add your credit card to your H2O Wireless account and use the '**auto recharge**' facility. This means you will never run out of credit. There are a number of other ways to top up your prepaid credit. You can visit H2O Wireless online and ask questions via their online chat: www.h2owirelessnow.com



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3G Mobile Signal in your home and other locations

Your H2O Wireless SIM card gives you full coverage across the AT & T Mobile Network. The AT & T Network gives you wide coverage and covers 95% of the US's population.

Before we processed your order we did a check on the H2O Wireless coverage map to ascertain if there was coverage at your home. Most of the time checking the coverage map will be adequate to ascertain whether the mobile alarm will have a strong enough signal inside the home of the user. However as we know some homes can fall within coverage blackspots due to hills, buildings and other obstructions. This is a common characteristic of all mobile networks.

Therefore we cannot guarantee your H2O Wireless signal will be strong enough at that location. If you have problems with the mobile alarm getting a strong enough signal inside your home you should consider testing a AT & T connected mobile phone at that location to see if you can get at least 1-2 bars consistently.

If you experience signal problems please contact us to discuss other SIM card options.

Emergency contacts who have voicemail enabled

Some of the people you nominated as emergency contacts to be called by the mobile alarm may have voicemail enabled on their phone. Some carriers allow a voicemail message of up to five minutes to be left by callers.

If this is the case, when the SOS/Help sequence is activated it could be that there is a time of over 5 minutes before the mobile alarm moves on to the next number in the sequence. During this time it may appear that nothing is happening, when in fact the alarm is just waiting for the voicemail message time to expire. It should be apparent during your testing which contacts have a long voicemail message service activated on their phones.

If an emergency contact wishes to disable long voicemail messages then they just need to call their phone provider and ask for '10 second voice to text' or 'call catcher' or a similar service. Their message time for callers will then be around 10 seconds meaning the alarm can move on to the next contact on your list much quicker.



You will need to take the alarm outside to get the first GPS fix. It can take up to ten minutes to connect to satellites the first time. Call us if you need any help.