

ihelp+ 3G™



Owner's Manual
iHelp+ 3G™
Mobile Medical Alert System

Manufactured by
Wearable Health Solutions, Inc.

Thank you for choosing the iHelp+ 3G™ mobile medical alert system. The iHelp+ 3G™ is the latest technology in medical alert system devices. Each iHelp+ 3G™ unit has been carefully tested and inspected to meet the highest quality standards. The iHelp+ 3G™ mobile medical alert was designed to give you the mobility and freedom to go virtually anywhere you want, without ever worrying about getting help in an emergency.

With the iHelp+ 3G™, you never have to let the fear of a fall, a medical emergency, or any unsafe situation keep you from doing the things you enjoy. iHelp+ 3G™'s wireless medical alert system uses a nationwide wireless network to instantly contact our team of emergency operators

when you need assistance. Simply press the button on your iHelp+ 3G™ unit to be connected to an operator, 24 hours a day/7 days a week.

The iHelp+ 3G™ Mobile Medical Alarm - Experience the Difference™

For more information on the iHelp+ 3G™ mobile medical alert, call your dealer, or go to www.iHelpAlarm.com.

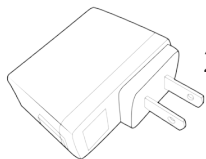
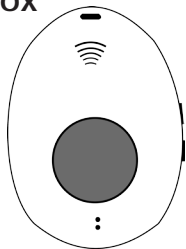
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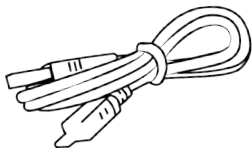
What's Included in the Box

1. iHelp+ 3G™ Medical Alert Unit/Pendant with Pre-installed Rechargeable Battery



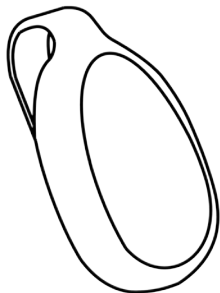
2. Wall Power Adapter

3. Charging Cable

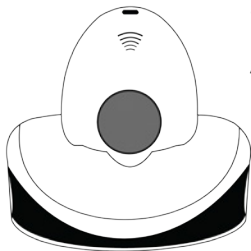


4. Car Charging Adapter

5. Breakaway
Neck Lanyard



6. Holster



7. Cradle Charger
/ Desktop Charger

iHelp+ 3G™ Product Features

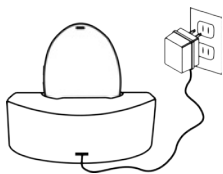
Your iHelp+ 3G™ mobile medical alert is designed to provide you with a simple and reliable way to get help in the event of an emergency and/or unsafe situation.

- One-Touch Operation - Press the button two (2) seconds and your call is placed. Anti-cancel prevents cancelling the call if the button is pressed again.
- Lightweight - 1.5 ounces - comfortable to carry or wear.
- Small In Size - 2.5" x 1.8" x .67 - compact yet powerful.
- Loud - Crystal Clear Audio Quality - No need to hold to your ear or mouth to listen or speak.
- Voice Prompts - Lets you know the status of your call. Ex. Your emergency call is now being dialed, please stand by.

- Direct GPS Location - Sends your position directly to the monitoring center and/or a loved one.
- 72 Hour Use Per Battery Charge - For maximum use between charges. Note: Enabling all functionality on unit will drain battery quicker. We recommend charging the unit daily.
- Wireless Network For 3G Nationwide Coverage - Take it wherever you go.
- Battery Status Indicator - Visual and audio indicator of battery status.
- Battery Charging Indicator – Flashes blue when charging, turns solid blue when charging is complete, and goes out when the charger is unplugged.

- Fully Supervised Battery – When the battery is low, the pendant will announce that the battery is low and the unit will notify the monitoring center and loved ones (if enabled) that the battery is low as well.
- Wearable Remote Button - (comes with the accessory kit). Small wearable button that communicates with the docking station, so there's no need to wear the pendant.
- Special-Version Docking Station with Battery Backup - (comes with the accessory kit). Allows the user to speak and listen to the operator directly through the docking station when the pendant is dropped correctly into the charger and the remote button is pressed.

- Waterproof IPX7 for pendant;
Wear it in the bath or shower where most accidents occur.
- Fall Detection- Notifies the monitoring center/loved ones if you fall.
- Geo-Fencing - Notifies friends/family if you enter or exit your pre-programmed 'safe zone' .
- Snap-On Belt Clip (holster) – Won't fall out.
- Complete Accessories - Includes car charging adaptor, neck lanyard, wrist band, and holster - all are included with pendant purchase.
- Accessory kit with remote button and docking station available.
Contact your local dealer for more information.



Setting up Your iHelp+ 3G™

Charge Battery Fully Before Using This Device

Plug in desktop charger and drop pendant into charger. The blue charging lights in a ring around the button on your pendant, will flash every 5 seconds, indicating that the unit is charging. The unit is fully charged when the blue lights stay illuminated, and no longer flash. Battery charge takes about 2-3 hours to complete.

When you use your iHelp+ 3G™ unit for the first time, you must test your unit to ensure workability. The large grey button on the front



of your iHelp+ 3G™ activates the system and automatically dials the emergency center. To test **for the first time**, simply press the large grey button for two (2) seconds and then release.

- You will hear the unit's voice prompt say, "your emergency call is being placed now - please standby."
- If there is cellular network coverage and GPS signal coverage, and the unit is working properly, the unit will then connect, and you will hear the call center operator greeting you. Simply tell the operator that you are just testing your system at this time.



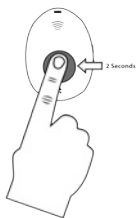
NOTE: If an emergency call is attempted to be placed, and no wireless coverage is available,

the unit will announce 'no wireless coverage, the call cannot be placed'.

The **green** light around the button on your iHelp+ 3G™ indicates the unit is in use.

We recommend you test your iHelp + 3G™ medical alarm on a weekly basis to ensure the unit is working properly.

In An Emergency



In the event of an emergency, press the large grey button on the front of your iHelp+ 3G™ unit for two (2) seconds and release. When the emergency operator

answers, speak in a normal voice and explain the nature of your emergency. There is no need to put the unit up to your ear unless you are having trouble hearing.

There is no need to hold the unit up to your mouth. You will be clearly heard, even if the unit is an arm's length away.

Your iHelp+ 3G™ mobile medical alarm is a two-way device, which means that you can speak to the operator through the iHelp+ 3G™ unit and he/she will hear you; and the operator can speak to you and you will hear him/her through your unit as well.

NOTE: IF THERE IS AN ACCIDENTAL, UNWANTED ACTIVATION, you can simply tell the operator that there is no emergency and that you DO NOT need help.

NOTE: If you press the button but are unable to speak, the operator can still listen in for sounds of distress.

If no voices/sounds are detected, the operator will dispatch help.

How to hold the iHelp+ 3G™ For the Best

Audio - The operator should be able to hear you if you are wearing the iHelp+ 3G™ unit on your arm, neck, or belt. However, for optimal audio, it is best to hold the iHelp+ 3G™ approximately 10 inches in front of your mouth.



Testing Your Unit

It is recommended that you test your unit weekly. There are two (2) options for testing the unit:

1. Test to notify designated loved ones AND the monitoring center - Press the large grey button on the front of your iHelp+ 3G™ unit for two (2) seconds and then release.

The voice prompt on the unit will say "your emergency call is now being dialed, please stand by."

2. Test to notify ONLY the monitoring center - 'Tap' the large grey button on the front of your iHelp+ 3G™ unit two (2) times and then press the button again for two (2) seconds and then release. The voice prompt on the unit will say "your test call is being placed now, please stand by."



Tracking Loved One (TRACK): - this is an optional feature by dealer

In the event a loved one wants to locate you, they can do so by texting the word 'TRACK' (without quotes and not case sensitive) to your iHelp+ 3G™ assigned phone number. The

person requesting your iHelp+ 3G™ location will receive a text message with a link. They will be able to click on the link, and their phone will display your location along with an address, if available. Your loved ones must have a smart phone equipped with texting and Internet service to utilize this service (no app is required).

Ring the Unit (RING): - this is an optional feature by dealer

In the event you have misplaced your pendant, text the word 'RING' (without quotes and not case-sensitive) to your assigned iHelp+ 3G™ phone number. The unit will emit an audible ringing sound. Ring will time out (turn off) after 12 rings.

Fall Detection: - this is an optional feature by dealer Automated fall detection will measure your sway, orientation, and impact with a

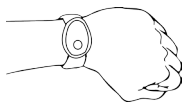
surface. If the unit detects that you have fallen, it will automatically call the monitoring center to report the fall. If you are unable to speak, the operator will send help. If you would like to cancel the fall detection call, you have a twenty (20) second grace period in which you can cancel the call. Simply press the grey button on the front of your pendant to cancel. If you have fallen, but you are okay, or you miss the grace period to cancel, simply let the operator know that you are okay.

NOTE: Fall detection is not 100% accurate; the call button should be pushed in an emergency if a fall is not detected.

Geo-Fencing: - this is an optional feature by dealer

A geo-fence is a virtual border that

you and your loved one create using the iHelp+ 3G™. If the iHelp+ 3G™ user crosses that invisible circular border, loved ones can be instantly notified via text. To increase or decrease this invisible border, please call your dealer.



Docking Station and Remote Button (with accessory kit only)

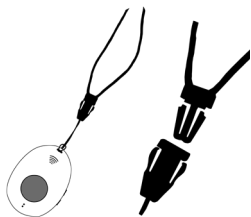
The wearable remote button enables you to 'dock' your pendant in the smart charger and wear a tiny,

remote button in place of the iHelp+ 3G™ pendant. In order to use the remote button, simply place your iHelp+ 3G™ pendant in the docking station. The remote button may be worn around the wrist or around the neck with the lanyard. In an emergency, simply press the remote button for two (2) seconds. This will activate the pendant in the docking station and call the monitoring center. There is a built-in speaker in the docking station which enables you to respond to the monitoring center and have a two-way conversation with the operator.

Wearing your iHelp+ 3G™

Your iHelp+ 3G™ unit should be worn at all times. You have the option of wearing it around your neck, on the attached holster, around your wrist, or simply carrying

it in your pocket.



Attaching the Lanyard to Your iHelp™

Our lanyard is designed with a break-away safety feature to

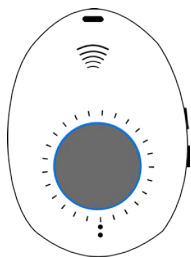
help avoid accidents.

NOTE: By using any type of lanyard, you run the risk of choking, including the possibility of serious injury. The lanyard can get entangled on wheelchairs, walkers, bed with guard rails, jewelry, clothes, or other objects that could entangle with a neck cord. Please exercise caution when using this feature.

Call Indications

When you place a call, the three (3) lights on the ring around the

button on your pendant will turn **green**. That means your call is in progress.



Battery Cell Status Indicator

When the unit restarts, all the lights on the ring around the button on your pendant will flash

blue once.

- When battery capacity decreases to 40%, an audio voice prompt will notify the user, 'Battery is low. Please charge as soon as possible'.

- When the battery capacity decreases to 20%, an audio voice prompt will notify the user - 'Battery is very low, please charge now,' and a text message will be sent to your designated loved ones.

Quiet Hours

- When the battery capacity decreases to 5%, an audio voice prompt will notify the user - 'Battery is drained. Unit cannot call.' A text message will be sent to your



designated loved ones, and the monitoring center will be notified.

To check to see if your unit is on, 'tap' the large grey button on your pendant one (1) time, and release. If

there is power, a red light will illuminate around the button.

To check your battery capacity and cellular signal strength, 'tap' the large grey button on your pendant two (2) times and release. Voice prompt will announce status.



Battery is charging.

The battery is charging when the lights on the ring around the button on your pendant flash **blue** every five (5) seconds.

Battery is fully charged.

The battery is fully charged when all three (3) lights on the ring around the button on your pendant are illuminated **blue**.

NOTE: When the battery is drained, your iHelp+ 3G™ unit **WILL NOT** be able to contact the emergency call center until the battery is charged.

NOTE: A fully charged iHelp+ 3G™ unit 'that is not using Fall Detection or Geo-Fencing', will function for approximately 72 hours (3 days).

It is recommended, however, that you charge your iHelp+ 3G™ unit so you don't have to worry about the battery running too low.

Terms and Conditions

Installation and operation of the iHelp+ 3G™ unit is the sole responsibility of the User. It is the User's exclusive responsibility to test all functions and ensure the equipment is in good working condition. User or purchaser is solely responsible for testing the iHelp+ 3G™ equipment as described in the instruction manual. Wearable Health Solutions is not responsible for misuse or improper operation of the unit. Before using, it is required that you perform the proper tests in order to determine the unit's operation at the location(s) where it will be used. If you fail to properly test the unit, it may fail or otherwise become

inoperable. In that case, the User may not receive the medical attention sought and risks serious personal injury or death.

Wearable Health Solutions is not responsible for the reliability or quality of the cellular phone service with which its products are used. It is the User's sole responsibility to determine where the iHelp will operate. Refer to the instruction manual for setup, operation and proper testing of the unit. It is understood by both User and Purchaser that any signals transmitted are totally beyond Wearable Health Solutions control. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by Wearable Health Solutions. Wearable Health Solutions

cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by Wearable Health Solutions that does not properly transmit or fails to transmit proper signals from the unit to a call center operator, a 911 center, or friends and family members as programmed by the User.

Purchaser and User acknowledge that Wearable Health Solutions uses an independent, third party call center to receive all emergency calls from the unit. Wearable Health Solutions is not responsible for the performance of and the response times of those operators, and is not responsible for the performance of and response times of any emergency services dispatched by the independent call center, including police, fire, and medical services.

User and Purchaser both understand and acknowledge that the iHelp+ 3G™ unit requires AC power and Cellular Phone Service.

Electrical outlets used to charge the iHelp+ 3G™ cannot be on a 'hot switch' where they can be accidentally turned off. It is User's responsibility to provide electrical service in order for the iHelp+ 3G™ to fully charge in order to function.

Wearable Health Solutions neither warrants nor represents that the iHelp+ 3G™ will prevent any damage, injury, or loss to either person or property, or that the iHelp+ 3G™ unit will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that Wearable Health Solutions is not an insurer, and that User and Purchaser assume any and all risk of loss or

injury to User's property or person. No representation or warranties express or implied are made by Wearable Health Solutions other than those expressed herein and Wearable Health Solutions expressly disclaims any warranty of fitness or merchant ability for any particular use.

After the laboratory measurement, this phone max SAR value is 1.27W/kg. The iHelp+ 3G™ device complies 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. Operation is subject to these 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. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment. This product 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 product does cause harmful interference to radio or television reception, 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 your 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.

3. Wearable Health Solutions warrants this product and all parts, thereof, only to the original purchaser to be free from defective materials and workmanship from the date of the original purchase for the period of one (1) year. If your product is found to be defective within the warranty period,

Wearable Health Solutions will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Parts used for replacement are warranted only for the remainder of the Warranty Period. If your product is found to be defective, please contact the dealer you purchased your product from for warranty repair instructions.

Safety Precautions and General Warnings

A minimum separation of six (6) inches should be maintained between a handheld wireless mobile device and an implantable medical device to avoid potential interference with the device.

Persons who have such devices:

- Should ALWAYS keep the mobile device more than six (6) inches

from their implantable medical device when the mobile device is turned ON.

- Should not carry the mobile device in a breast pocket.
- Should use the ear opposite the implantable medical device to minimize the potential for interference.
- Should read and follow the directions from the manufacturer of your implantable medical device.

If you have any questions about using your wireless mobile device with an implantable medical device, consult your health care provider. It is the sole responsibility of the User to charge the iHelp+ 3G™ when necessary to ensure that the batteries and other functions/features are working properly. See the Instructions for how to perform

these tests. It is advised to charge the iHelp+ 3G™ daily until fully charged.

Wearable Health Solutions represents that the iHelp+ 3G™ unit is waterproof with an IPX7* rating.

*IPX7 rating states product is protected against high pressure water jets from any direction. Limited ingress permitted (ex. shower). Protected against short periods of immersion for 30 minutes (- ex. bath).

Based on its operating frequency, iHelp+ 3G™ should not interfere with pacemakers or common household appliances. No other power source may be used for this product other than the one specifically supplied by Wearable Health Solutions. Use of any other power source will void all

warranties, and could also damage your unit and cause serious safety issues including personal injury, property damage, and cause the unit to malfunction resulting in the failure to obtain medical attention.

The iHelp+ 3G™ should be unplugged from an electrical outlet before attempting to clean it. A damp, soft cloth can be used to clean/wipe down the unit if it becomes dirty. No liquids or cleaners can be used for cleaning or the warranty will be voided.

If damage does occur to your unit, do not attempt to repair it. Please return the entire unit, postage paid, to your local dealer for warranty service or replacement as stipulated in the warranty section of this manual.

Please use a lanyard with a break-away cord, like the one supplied with your iHelp+ 3G™ unit. By using a lanyard that doesn't have a break-away cord, you run the risk of choking, including the possibility of serious injury. The lanyard can get entangled on wheelchairs, walkers, bed with guard rails, jewelry, clothes, or other objects that could entangle with a neck cord.

Regulatory Notifications

IC ID: 8730A-PD

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'encrompromettre le fonctionnement.

This device complies with Industry Canada's licence-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.

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.

FCC ID: XWI-CS399

NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void the user's 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.

Body-worn Operation

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a

minimum separation distance of 2.0 cm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

Specific Absorption Rate (SAR) information:

Systems operating under the provisions of this section shall be operated in a manner that ensures that the public is not exposed to radio frequency energy level in excess limit for maximum permissible exposure. In accordance with 47 CFR FCC Part 2 Subpart J, section 2.1091

this device has been defined as a mobile device whereby a distance of 0.2m normally can be maintained between the user and the device.

NOTE: Working temperature ranges
-4 Fahrenheit ~ 140 Fahrenheit

C €1588

NOTES:

ihelp+3G™

