Initial System Check

The LED light will turn solid red and the device will announce, “Your device is now charging.” When your device has an adequate battery charge and is connected to the cellular network, it will announce “Your device is now ready. If you need to place an emergency call, please press and hold the HELP button now.”

Charging Your On the Go

Leave your device on the charging cradle until the LED light is green, indicating that your device has completed charging.

Testing Your On the Go

The first time you turn on your system it may announce, “Hello, it is time to test your system to make sure it is working properly. Please press and hold the HELP button for one second now.” Please make this test call when requested.

Plug in Your On the Go

Plug the charging cable into an electrical outlet that is not controlled by a light switch and place your On the Go device in the indicated direction on the charging cradle.

The back of this device contains magnets. Individuals with pacemakers should consult with their physician.

Need Help? Call us toll free at 1-855-428-6530
## Troubleshooting

<table>
<thead>
<tr>
<th>LED</th>
<th>Announcement</th>
<th>What This Means</th>
<th>What You Should Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Solid</td>
<td>“Your device is now charging.”</td>
<td>Device is connected to the charger</td>
<td>Leave on charger until battery is charged and the LED is green</td>
</tr>
<tr>
<td>Red Blinking</td>
<td>“Your device battery is low. For your protection, please place your device on the charger now.”</td>
<td>Your battery is critically low</td>
<td>Place device on charger as soon as possible</td>
</tr>
<tr>
<td>Solid Green</td>
<td>“Your device is now ready.”</td>
<td>Your device is ready to make a call</td>
<td>Press the button if you wish to make a call</td>
</tr>
<tr>
<td>Blinking Green</td>
<td></td>
<td>Your device has adequate charge and is looking for cellular connection</td>
<td>Wait. If this continues, move to another location with better cell coverage</td>
</tr>
</tbody>
</table>

### Tips and Reminders

- Your device requires adequate battery charge and cellular signal to make an emergency call.
- Your device is water resistant and can be worn in the shower or bath.
- Your device uses the cellular network to communicate. The device’s location, network provider service availability, and other issues may disrupt communications.

### On the Go

**Quick Start Guide**

Charge your device daily! Test your system monthly!