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**Lifeline<sup>®</sup>**

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## On the Go: What's Included

### ALL IN ONE SYSTEM



## On the Go: Setting Up Your System

- 1 Remove the red band.
- 2 Insert the charging cable in the plug and insert into an electrical outlet not controlled by a light switch.
- 3 Place your **On the Go** system in the indicated direction on the charging cradle.
- 4 The system will announce, *"Your device is now charging."*
- 5 When your system has 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."*
- 6 The first time you turn on your system it may announce, *"Hello, it is time to test your device 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.**
- 7 Leave your device on the charging cradle until your system has completed charging.



**A complete  
charge will take  
approximately  
2-3 hours.**



**Charge your device daily!  
Test your system monthly!**

## On the Go: Using Your System

### Placing an Emergency Call

- 1 Firmly press and hold the HELP button. The system will BEEP and announce, *“Placing an emergency call now. To cancel the call please press and hold the HELP button for two seconds now.”*
- 2 Allow the call to go through and speak to the emergency operator.



### Canceling an Emergency Call

- 1 During the *“Placing an emergency call now...”* announcement, press and hold the HELP button for two seconds when prompted.
- 2 The system will announce, *“Your call has been canceled.”*



**If the call cannot be placed due to poor cellular connection or other issues, the system will announce, *“Call failed.”* Attempt to place the call again or move to an area with better cellular service.**

## On the Go: Using Your System

### Turning OFF Your Device

Press and quickly release the HELP button three times.

- 1 Your system will announce, *“Device is powering off. Please confirm by pressing and holding the HELP button now.”*
- 2 Confirm by pressing and holding the HELP button. The system will announce, *“Powering off now, goodbye.”*



### Turning ON Your Device

Firmly press and hold the HELP button for one second.

## On the Go: Fall Detection

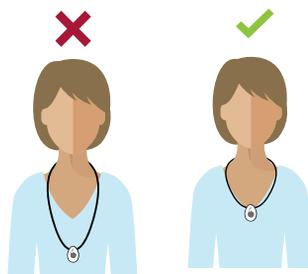
### Fall Detection – How it Works

The Fall Detection only takes a few seconds to interpret the movement and determine if an actual fall has occurred. If a fall is determined, the device will send a signal which will initiate a call to the emergency response center.

**Remember, always press your button if able, as some falls may not be detectable.**

To cancel a call made due to a Fall Detection event, after you hear the announcement, press the HELP button on your main system for two seconds when prompted. The system will announce, *“Your call has been canceled.”*

We recommend that you wear your device around your neck so that it rests at chest level to avoid unnecessary swinging. Make sure the emergency button is facing forward, making it easier for you to press in the event of an emergency. Wear outside your clothing as wearing it inside can reduce the percentage of falls being detected.



**INCORRECT**  
*Below the mid-section or over the stomach.*

**CORRECT**  
*High on the chest on top of the sternum.*

To adjust the lanyard, hold one side of the loop and slide the barrel until the lanyard is at the proper length.

***You must be wearing your On the Go device for fall detection.***

***The Fall Detection Pendant does not detect 100% of falls.***

***Always press your button if you are able, as some falls may not be detectable.***

# On the Go: Troubleshooting

## ADDITIONAL INFORMATION



LED	Announcement	What this means	What you should do
<b>Solid Red</b>	<i>"Your system is now charging."</i>	System is connected to the charger.	Leave on charger until battery is charged and the LED is green.
<b>Blinking Red</b>	<i>"Your system battery is low. For your protection, please place your system on the charger now."</i>	Your battery is critically low.	Place system on charger as soon as possible.
<b>Solid Green</b>	<i>"Your system is now ready."</i>	Your system is ready to make a call.	Press the button if you wish to make a call.
<b>Blinking Green</b>		Your system has adequate charge and is looking for cellular connection.	Wait. If this continues, move to another location with better cell coverage.

## On the Go: Tips and Reminders

- **Your system requires adequate battery charge and cellular signal to make an emergency call.**



- Your system is water-resistant and can be worn in the bath or shower.

- Your system uses GPS technology to identify your location. In good conditions, the product should provide a location that is accurate within 30 feet or less. However, the performance of GPS can be affected by a wide range of factors, including obstructions, metal objects in the vicinity, structures that block the signal from satellites, weather, and other factors.



- Your system uses the cellular network to communicate. The system's location, network provider service availability, and other issues may disrupt communications.
- Button lanyards are designed to breakaway under certain conditions; however, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.
- Your system is designed to always be ON except when taking it on an airplane.
- Remove your device from the cradle periodically to ensure battery integrity.



**If the call cannot be placed due to poor cellular connection or other issues, the system will announce, "Call failed." Attempt to place the call again or move to an area with better cellular service.**

**Please notify us if there are any changes to your address, phone number or emergency contacts.**

## *On the Go:* Important Information

- The back of this system and the charging cable both contain magnets. Magnets with a strong magnetic field may cause permanent damage to health systems susceptible to magnetic fields, credit cards, computer hard drives, watches, TVs, data storage media and other electronic systems.

*If you have a health system susceptible to magnetic fields, such as a pacemaker or defibrillator, this system, and its charging cable must be kept 3" or more from your health system. Please check with your physician prior to using this system if concerned.*

- Our products are tested, as are other cellular and wireless communications products licensed in the United States.

*Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this system.*

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**Need Help?**

**Toll Free:**

**1-855-428-6530**

**Lifeline**