

Lifeline

ON THE GO MINI
PENDANT



USER GUIDE

FOR CANADA

WELCOME!

Thank you for placing your trust in us. We're proud to help support your independence and well-being.

Follow the instructions to set up and activate your device. Be sure to complete your Lifeline Care Plan and Agreement and return them in the postage-paid envelope.

WHAT'S INCLUDED



CHARGER

You will receive one of the models below:

1

CHARGING
CRADLE



CHARGING
PLUG



2

CHARGING
PAD



CHARGING
CABLE



AC
ADAPTER



3

CHARGING BASE
(CABLE ATTACHED)



AC
ADAPTER



On the Go Mini:

SETTING UP YOUR DEVICE

Plug in Your Charger

Attach your AC adapter to the charging cable. If your charger has a separate charging cable or charging plug, attach it to the charger. If your charger has the charging cable already attached, no attachment is needed. Plug your charger into an electrical outlet that is not controlled by a light switch.

Place Your On the Go Mini on Its Charger

If the battery is completely drained, it may take a few minutes for the device to announce, *"Your device is now charging,"* and for the green LED to begin flashing. The red LED light will illuminate while charging. When the red LED light turns off, your device is fully charged.

Your Device is Now ON

When the battery has enough charge and the device is connected to the cellular network, you will hear an announcement and the device will guide you through the setup. The setup message will repeat until the button is pressed and setup is complete.

On the Go Mini:

USING YOUR DEVICE

Placing an Emergency Call

- 1 Firmly press the HELP button until the device beeps and announces, *“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 with a Lifeline representative.

FOR HELP
PRESS AND
HOLD HELP
BUTTON UNTIL
BEEP

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 mobile device will announce, *“Your call has been canceled.”*

TO CANCEL
PRESS AND
HOLD HELP
BUTTON
2
SECONDS

Performing a Test Call

- 1 Press the HELP button on your pendant.
- 2 Your device will beep and announce, *“Placing an emergency call.”* Allow the call to go through to Lifeline.
- 3 Tell the Lifeline associate that you are testing your device.

Turning OFF Your Device

Quickly press and release the HELP button **three times**. Your device will announce, *“Device is powering off. Please confirm by pressing and holding the HELP button now.”*

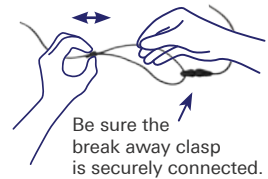
Confirm by pressing and holding the HELP button on your mobile device and it will announce, *“Powering off now, goodbye.”*

Turning ON Your Device

Firmly press and hold the HELP button for **one second** or **place it on its charging cradle or on its charging pad**.

Adjusting the lanyard

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



THE MOBILE DEVICE REQUIRES AN ADEQUATE BATTERY CHARGE AND A CELLULAR SIGNAL TO MAKE AN EMERGENCY CALL.

In the unlikely event the mobile device announces *“Call failed,”* attempt to place the call again and/or move to an area with better cellular service.

On the Go Mini: LED OVERVIEW



LED	Announcement	What this means	What you should do
Solid Red Power Light	<i>"Your device is now charging."</i>	The device is connected to the charger.	Keep the device on the charger until the battery is fully charged and the red light turns off.
Blinking Red Power Light	<i>"Your device battery is low. For your protection, please place your device on the charger now."</i>	Your battery is critically low.	Place the device on the charger as soon as possible.
Solid Green Signal Light	<i>"Your device is now ready."</i>	Your device has cellular connection.	Press the HELP button if you need assistance.
Blinking Green Signal Light		Your device has adequate charge and is looking for cellular connection.	Wait. If this continues, move to another location with better cellular coverage.

On the Go Mini:

FALL DETECTION

How It Works

Fall detection technology 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 Lifeline.**

In some situations, certain movements may not be recognized as a fall and may not be detected. **Always press your HELP button when you able to.**

- **We recommend that you wear your optional Fall Detection pendant around your neck** so that it rests at chest level to avoid unnecessary swinging.
- **Make sure the HELP 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.
- **To cancel a call** made due to a Fall Detection event, after you hear the announcement, press the HELP button for two seconds when prompted. The device will announce, *"Your call has been canceled."*



CORRECT
High on the chest on top of the sternum.



IN-CORRECT
Below the mid-section or over the stomach.

In certain situations, the fall detection feature may not detect a fall. Some movements including, but not limited to:

- A gradual slide from a seated position
- Lowering oneself slowly to the ground (to brace the impact of a fall)
- A fall from a height of less than 50 centimetres (20 in)

Certain conditions may affect the ability of the fall detection feature to detect a fall, including, but not limited use of the system:

- at an altitude above 2000 meters (6600 ft)
- by a subscriber less than 1.4 meters (4 ft 6 in) tall
- by a subscriber weighing less than 40 kg (88 pounds).

However, the ability to send a help call by pressing the help button is not affected by such conditions.



**FALL DETECTION TECHNOLOGY DOES NOT
DETECT 100% OF FALLS.**

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

On the Go Mini:

TIPS AND REMINDERS

- Your device is waterproof and can be worn in the shower, it should not be submerged in water for extended periods.
- 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.
- To conserve the battery, when wearing your device, the LED will remain OFF as long as there is adequate charge.
- Always turn your device OFF when traveling on a plane.
- Save your shipping box for future use.
- To clean the device, wipe with a damp cloth. Never insert sharp objects into any cavity. It will damage the device and could void the warranty.
- Your device uses the cellular network to provide coverage across Canada. The device's location, network provider service availability, and other issues may disrupt communications.
- Your device uses GPS technology to identify your location. In good conditions, it should provide a location that is accurate, within 9.14 metres (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 device requires adequate battery charge and cellular signal to make an emergency call.
- Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this device. Consult with your healthcare professional.

- In accordance with FCC regulations and ISED/IC Canada registration, our products are tested, as are other cellular and wireless communications products licensed in North America.



PLEASE NOTIFY US

If there are any changes to your address, phone number or emergency contacts.

FCC Statement:

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.

FCC Caution:

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate this 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.

IC (ISED)

"Certification of equipment means only that the equipment was tested, met the requirements and found to be in compliance with the noted specifications in the Certificate of Conformity. These specifications are:

RSS-130, Issue 2, February 2019

RSS-132, Issue 4, January 2023

RSS-133, Issue 6 A1, January 2018

RSS-139, Issue 4, September 2022

Licence applications, where applicable to use certified equipment, are acted on accordingly by the Innovation, Science and Economic Development Canada issuing office and will depend on the existing radio environment, service and location of operation.

This certificate is issued on condition that the holder complies and will continue to comply with the requirements and procedures issued by Innovation, Science and Economic Development Canada. The equipment for which this certificate is issued shall not be manufactured, imported, distributed, leased, offered for sale or sold unless the equipment complies with the applicable technical specifications and procedures issued by Innovation, Science and Economic Development Canada.



CHARGE YOUR DEVICE DAILY! TEST MONTHLY!



QUESTIONS?

Call us toll free
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