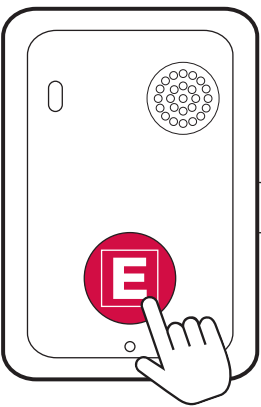


Using the FastHelp™ for an Emergency



**Calling 9-1-1 in an emergency:**  
Press the **RED One-Touch E Button** and release. You will hear “*Calling 9-1-1, Calling 9-1-1*”.

You will then be connected to a trained 9-1-1 operator.

FastHelp™



1. Battery Indicator Light

2. Loud Amplified Speaker

3. One-Touch E Button

4. Microphone
5. Charging Port (bottom)

6. Power Button (side)

7. Easy Go Clip

Warranty



FastHelp™ comes with a 30-day money-back guarantee from ship date. That means if for any reason you are not completely satisfied with FastHelp™ you may return it for a full refund of the purchase price less shipping and return postage. This guarantee is only authorized for the original purchaser of FastHelp™ and cannot be transferred.

Universal Physicians warrants your product to be free from defects in material and workmanship for a period of 1 year from the date of your purchase. If you discover a defect covered by this warranty, we will repair or replace FastHelp™ for free.

This warranty is limited to defects in materials and workmanship and does not cover damage caused by abuse, misuse or unauthorized modifications.

More Information and Getting Support

If you have any additional questions, please contact us at:

- Call us at FastHelp™ Customer Service **1-866-213-7710**
- Email us at **customerservice@fasthelp.com**
- Or write us at: FastHelp Customer Service  
P.O. Box 950  
Plattsburgh, NY 12901

FastHelp™

One-touch help. Anytime. Anywhere.  
With no monthly bills ever.

Quick-Start Guide

Welcome to FastHelp™

FastHelp™ is the sleek new cellular embedded medical alert device that cuts out the middleman so you never pay any monthly bills. It’s not like old style monitored help buttons that only work when you’re at home. That means you are never alone. It works at home or on the go, whether you’re out watering your garden, driving in a car, at church or even hundreds of miles away on a tour, or at a casino.

It’s simple and easy because there’s absolutely nothing to hook-up or install. You don’t need a landline and you don’t need a cell phone. Everything is done for you. Just push the One-Touch E Button and you’re instantly connected to free unlimited help anytime, anywhere cellular service is available with no contracts, no deposits and no monthly bills ever.

Thank you for choosing FastHelp™.

1

Customer Service

All FastHelp™ customer service agents are based in the U.S.A. They are trained to answer any questions you may have and troubleshoot any problems that arise. FastHelp™ customer service agents are available 24/7. We are closed on select holidays.

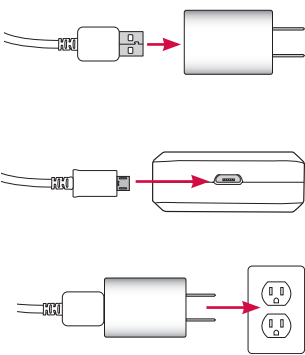


To reach a customer service agent call:  
**1-866-213-7710**

2

Charging the FastHelp™

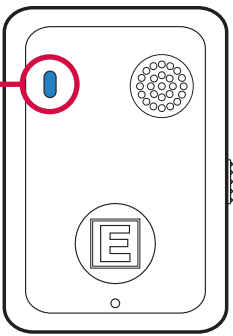
- 1. Plug the end of the USB Charging Cord into the FastHelp™ Charger that plugs into the wall.
- 2. Plug the other end (*smaller side*) into the bottom of the FastHelp™ device.
- 3. Plug the charger into a wall outlet.
- 4. The Battery Indicator Light will start flashing **BLUE** to indicate charging.
- 5. Your FastHelp™ is charged when the Battery Indicator Light is solid **BLUE**.



3

Battery Indicator Light

Color	Pattern	Meaning
Blue	Flashing	Battery is charging
Blue	Solid	Battery is fully charged and ready to use
Red	Flashing	Battery is low and needs to be charged
No light	None	The device is off



IMPORTANT!

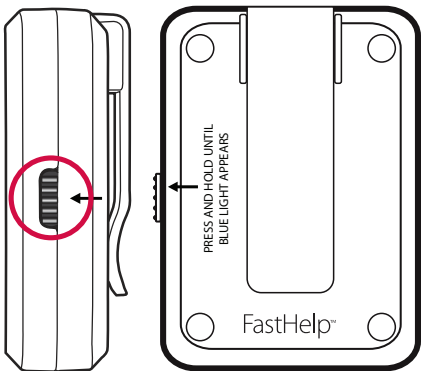
The battery takes approximately 4 hours to fully charge and will hold a charge in standby for a minimum of 2 days.

4

Turn On/Off FastHelp™

After your FastHelp™ is fully charged, press and hold the **Power Button** for 3-5 seconds. FastHelp™ will turn **ON** and prompt with “Device Turned On.” The Battery Indicator Light will turn on and be solid **BLUE**. Your FastHelp™ is now ready to use.

Turning **OFF** your FastHelp™, press the side button for one second, and then press and hold 3-5 seconds. The device will turn **OFF** and prompt with “Device Turned Off.”



Flip this guide over for additional quick-tips

5

## **FCC Statement**

1. This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.
2. 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.

## **SAR Information Statement**

The product is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted with the product transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the product while operating can be well below the maximum value. This is because the product is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a product model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this model product when tested for use worn on the body, as described in this user guide, is **0.700W/Kg**(Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements). While there may be differences between the SAR levels of various product and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model product with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model product is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on.

**FCC ID: 2AJG4-SC911** Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) web-site at <http://www.wow-com.com>. \* In the United States and Canada, the SAR limit is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

**Body-worn Operation**

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of **0mm** is used 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. Use only the supplied or an approved antenna.