



# Mobile Elite 4G

## QUICK START GUIDE

Personal Emergency Response System

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# Items in your Box

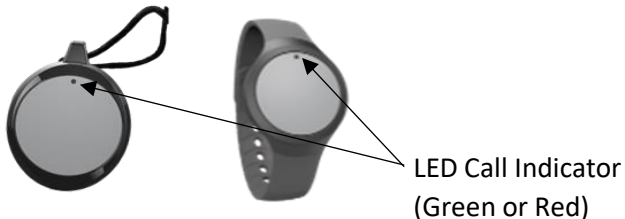
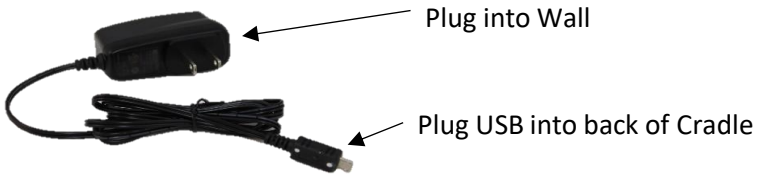
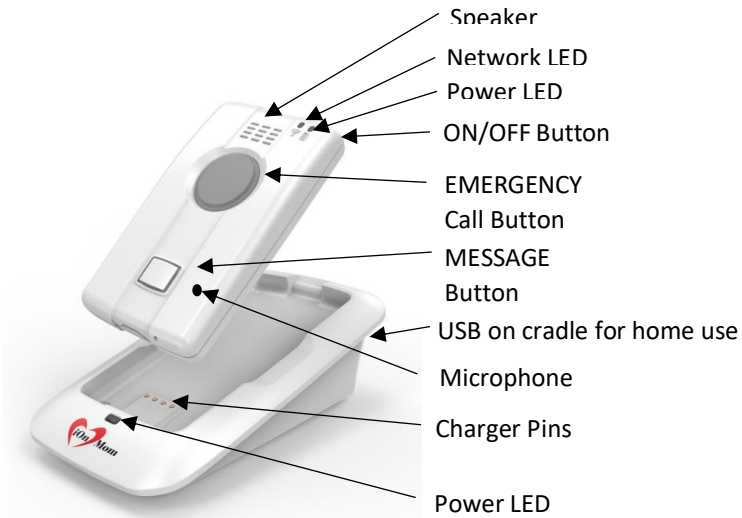


Mobile Elite 4G Phone, charging cradle and power cord.



1 Wearable  
(with Pendant and Wristband Accessories)

# Items in your Box

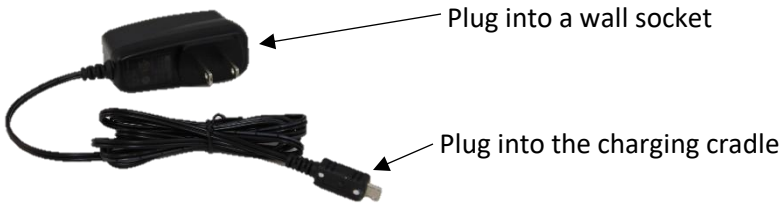


# Step 1: Reading the Directions

- 1) Please take a few minutes to read through this quick start guide so you will be familiar with the steps required to set up your Mobile Elite 4G System.
- 2) Please make sure someone is with you while you are setting up and testing your system.
- 3) The Mobile Elite 4G Phone is programmed with multiple audio prompts to make it easier to use. Please follow the audio prompts if they occur.

## Step 2: Preparing your System

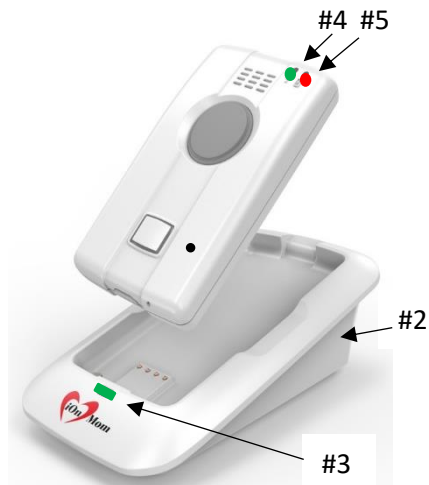
- 1) Locate a place in your home that is central and is near a standard wall outlet. It should be easy to access for daily charging and to allow you to take the Mobile Elite 4G Phone with you when you leave the house.
- 2) Plug the Power Cord into a wall socket not controlled by a switch and the small end into your Charging Cradle.



- 3) The green LED on the Charging Cradle will light up solid GREEN to show you that the Cradle is plugged in correctly.

- 4) Place the Mobile Elite 4G Phone in the Cradle.

The Mobile Elite 4G Phone will take a few moments to wake up. It will announce "Now Charging". The Network LED will blink GREEN while it is attempting to find your network and will be solid GREEN when your Mobile Elite 4G Phone is connected to the network and is ready to make emergency calls.



- 5) The Power LED on the Mobile Elite 4G Phone will blink RED while it is charging and will be OFF when fully charged.

## Step 3: Activating your System

- 1) Your Mobile Elite 4G Phone will prompt you and guide you through the remaining setup.
- 2) When your Mobile Elite 4G Phone has sufficient charge, it will say “Hello, it’s time to test your system to make sure it is working properly. Please press and hold your EMERGENCY Call Button for three seconds now to allow us to confirm that your system is working properly.”
- 3) Press and hold the EMERGENCY Call Button for three seconds. You will hear a tone and when you RELEASE the button, the RED lights around the EMERGENCY Call Button will turn ON. At this point, the Mobile Elite 4G Phone will announce “Dialing the Emergency Call Center now. To cancel this call, press and hold the EMERGENCY Call Button for three seconds now.”
- 4) If the call is not cancelled, you will hear a ring-back sound from your Mobile Elite 4G Phone and an operator from the call center will answer your call.
- 5) The microphone is next to the message button on the Mobile Elite 4G Phone. Be sure that your hand is not covering the microphone when you speak with the call center operator.



## Step 4: Talking to the Call Center

- 1) The operator should have your name from your original order form, as well as the address where your cradle will be located. The operator will confirm:
  - a. Your name
  - b. Your Cradle address \*\*
  - c. The quality of your call
  - d. Your Mobile Elite 4G Phone location
- 2) The Mobile Elite 4G Phone will automatically end the call when the operator hangs up.
- 3) The Mobile Elite 4G Phone will announce “Your call has ended. Thank you.”
- 4) When you are home, your Mobile Elite 4G Phone should always be returned to the Charging Cradle after talking to the operator.
- 5) When you go out of your home don’t forget to bring your unit with you.

**\*\* Please note that the location of the Cradle as your call center registered address is a key part of identifying your location should you need emergency help. PLEASE DO NOT MOVE THE CRADLE TO ANOTHER ADDRESS WITHOUT NOTIFYING THE CALL CENTER.**



## Step 5: Wearable Accessories

- 1) The Wearable Button can be exchanged between the Wristband and Pendant. Locate your Wearable Button in the plastic tri-fold box.
  - a. Turn the Wristband or Pendant accessory so the front is resting on a solid surface. You are now looking at the back of the accessory. You will insert the Wearable Button into the Wristband or Pendant accessory from the back. With the grey button side facing down, push the button into the accessory. Please use sufficient force to push and lock the Wearable Button into the Wristband or Pendant accessory.
  - b. Remove the Wearable Button from the Wristband or Pendant accessory by pressing on the outside edge of the front of the Wearable while holding the outside bracket. Sufficient force is required to push the Wearable out of the accessory.
  - c. Do not push on the center of the Wearable Button while inserting or removing it.



## Step 6: Setting up your Wearable

- 1) The Wearable is ready to use. Please make sure someone is near your Mobile Elite 4G Phone when testing your Wearable.
- 2) Press the center of the Wearable (this is where the call button is located) for three seconds.
- 3) You will feel the click of the Button when you first push it. Hold the Button down until the green LED turns on (3 seconds) and then RELEASE it. You will see the LED at the top of the button start to flash. A green LED flash indicates that you are initiating a call from your Mobile Elite 4G Phone to the call center. While the green LED is flashing, you may cancel the call by pressing and holding the Button for three seconds. The LED will stop flashing and the call will be cancelled.
- 4) Whenever a call is initiated, the Mobile Elite 4G Phone will announce "Dialing Call Center". You may cancel this call by pressing and holding the call button on the Wearable for three seconds. The green LED will stop flashing and the Mobile Elite 4G Phone will announce "Call Cancelled".
- 5) If the call goes through, please tell the Call Center that you are OK and that this is a test call.
- 6) Your Wearable is now paired and you have verified that you are able to start a call to the call center on the Wearable.
- 7) Your Wearable is water resistant, but it is not waterproof. It can be splashed, but it should not be submerged.

## Step 7: Care4Mom App

- 1) Your loved ones can keep in touch with you using the Care4Mom app. It may be downloaded from the Apple or Google store. A link to the Apple store may be found at [www.anelto.com](http://www.anelto.com) under the subsection Caregiver Solutions. You may also use this app yourself if you have an Android or iOS smartphone.
- 2) This is part of your service and offers the capability to send a reminder, locate your Mobile Elite 4G Phone wherever you are, and to see if your system is properly charged and ready to use.
- 3) Once the app is installed and opened, you will need to complete the Caregiver profile. If you are using the app yourself, this will be your information. If you wish to have someone else use the app, they will be entering their information. When requested, your Account Number can be found on the sticker on the back of the Mobile Elite 4G Phone and the Cradle. Please be sure the email address and telephone number information is entered correctly. We use some of this information to verify you as an authorized user.
- 4) To begin seeing detailed information about your system, you or those you authorize will need to be listed as a contact with your dealer. If this authentication step does not match with the information the Dealer has provided, you will be asked to contact them to correct this before you are granted access.



## Step 8: Receiving Messages

- 1) Your loved ones may send you messages using the Care4Mom app. They may wish to remind you of a doctor's appointment or just wish you a good day.
- 2) Your Mobile Elite 4G Phone may also automatically send you reminder messages when needed.
- 3) When you see the green LED blinking on the MESSAGE Button, push the button and listen to the message. You may wish to have a notepad and pencil ready in case you need to jot down any information.



# Quick Reference: General Information

- 1) When traveling on a plane, press the ON/OFF button on top of the Mobile Elite 4G Phone and hold it down for five seconds to turn it off. Your Mobile Elite 4G Phone will announce, “Your device is powering down now”. Turn the Mobile Elite 4G Phone back on at the end of your flight by again pressing and holding the ON/OFF button for five seconds. Your Mobile Elite 4G Phone will announce “Your device is now ready”.
- 2) For your added safety, the Mobile Elite 4G Phone can place a call even when it has been turned off. It only needs a sufficient charge on its battery. This means that you can place an EMERGENCY call, even if the LEDs on the Mobile Elite 4G Phone are off, by pressing either the EMERGENCY Button on the Mobile Elite 4G Phone or the Wearable. (It will take a few extra seconds to make the call because it must turn itself on first.)
- 3) The Mobile Elite 4G Phone is designed to last up to 40 hours from a full charge before having to re-charge. The Wearable is designed to last three years, at which time a new Wearable will be sent automatically to replace the old one.
- 4) If your Mobile Elite 4G Phone battery has a charge of less than 20%, the Mobile Elite 4G Phone will announce “Low battery, please place your device on the charger now”. It is important that you place your Mobile Elite 4G Phone on the Charging Cradle as soon as possible.
- 5) If you do not place the Mobile Elite 4G Phone on the Cradle, then the green MESSAGE Button LED will light. Push the MESSAGE Button and the Mobile Elite 4G Phone will remind you “Low battery, please place your device on the charger now”. If you do not charge your Phone, the Mobile Elite 4G Phone will remind you again 30 minutes later.

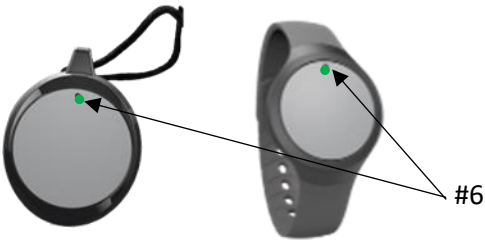
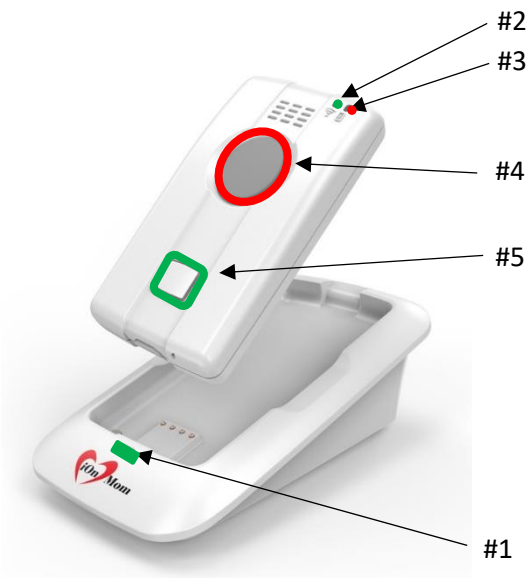


# Quick Reference: LED Indicators

The following is a guide to the LED indicators on the Cradle, Phone, and Wearable:

- 1) CRADLE GREEN LED – Solid green: Cradle is plugged in and has power. No LED: Cradle has no power.
- 2) Mobile Elite 4G PHONE GREEN LED (above Signal icon) – Solid Green: Mobile Elite 4G Phone is registered to network and able to make calls. Blinking Green: Mobile Elite 4G Phone is attempting to register to the network.
- 3) Mobile Elite 4G PHONE RED LED (above Battery icon) – Solid Red: low battery and Mobile Elite 4G Phone must be charged. Blinking Red: Mobile Elite 4G Phone is charging. The Mobile Elite 4G Phone will also announce “Your device is now charging” when placed correctly on the Cradle. No LED: Mobile Elite 4G Phone is properly charged.
- 4) MOBILE ELITE 4G PHONE EMERGENCY CALL BUTTON RED RING – Blinks around Emergency Call Button while making a call. Turns solid red when the call is connected. Turns off at the end of a call.
- 5) MOBILE ELITE 4G PHONE MESSAGE BUTTON GREEN RING – Solid Green: You have a voice message telling you to place the Mobile Elite 4G Phone on the Charging Cradle. Blinking Green: You will also hear a tone letting you know that a new message is available. Push the Message Button to play the message. The green Message Button LED will turn off after all messages are played.
- 6) WEARABLE LED –Blinking Green: Call is being initiated from Wearable (will cease blinking after seven seconds). Solid Green for seven seconds when the call is connected.

# Quick Reference: LED Indicators



# Important Tips and Reminders

- 1) Important: Your iOnMom Mobile Elite 4G Phone requires adequate battery charge and cellular signal to make an emergency call.
- 2) The GREEN LED Message system allows us to keep in touch with you and provide you with important information. Please Press the green Message Button whenever it is lit to listen to these messages.
- 3) The iOnMom Wearable Button is water resistant, but it is not waterproof. It can be splashed, but it should not be submerged. Remove your wearable and place it where you can easily reach it when performing activities where it may become submerged.
- 4) Your iOnMom Mobile Elite 4G Phone is not water or splash resistant.
- 5) Please test your system at least once a month.
- 6) iOnMom utilizes both Global Positioning System (GPS) and Cellular Based Location Services (CBS) and a WiFi receiver in order to find user's current location. By activating the product, User agrees to allow Call Center and their affiliates to use this information to provide services to him or her in the case of an emergency response.
- 7) iOnMom pendant lanyards are designed to break away under certain conditions; however, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.
- 8) iOnMom does not provide medical advice. User should always consult his or her physician or other healthcare professional with questions regarding any medical or mental health condition or for specific guidance regarding nutrition or physical activity.
- 9) As with all location based services it may not always be possible to determine your location. Multi-level buildings, obstructions, dense urban areas, the weather and other conditions can make it difficult for GPS satellites and cellular services to locate your exact location.
- 10) Our products are tested, as are other cellular and wireless communications products licensed in Canada and 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 device.



# Regulatory Compliance: FCC/IC

The user's manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the United States FCC regulations and has an Industry Canada registration (IC ID) of 20951-ANH0319. 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. For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

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 and the IC 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.

This equipment has been tested and found to comply with the limits pursuant to Part 15 Subpart B, Part 22, and Part 24 of the FCC rules and the IC Rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not used in accordance with instructions, can cause harmful radiation to radio communication. However, there is no guarantee that interference will not occur in a particular installation.

FCC ID: 2AGPI-ANH0319  
IC:20951-ANH0319  
Model: ANH0319

Contains FCC ID: XMR201606EC21A  
IC:10224A-201611EC21A  
Model: Quectel EC21-A

## Conformité réglementaire : FCC/IC

Le manuel ou le manuel d'instructions de l'utilisateur pour un radiateur intentionnel ou non intentionnel doit avertir l'utilisateur que des modifications ou des modifications non expressément approuvées par la partie responsable de la conformité pourraient annuler l'autorisation de l'utilisateur d'utiliser l'équipement.

Ce dispositif est conforme à la partie 15 de la réglementation de la FCC des États-Unis et a un enregistrement d'Industrie Canada (IC ID) de 20951-ANH0319. L'exploitation est soumise aux deux conditions suivantes : (1) Cet appareil ne peut pas causer d'interférences nocives, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences qui peuvent causer un fonctionnement indésirable. Pour un appareil numérique ou périphérique de classe B, les instructions fournies par l'utilisateur doivent inclure l'instruction suivante ou similaire, placée dans un emplacement important dans le texte du manuel :

**REMARQUE :** Cet équipement a été testé et s'est avéré conforme aux limites d'un appareil numérique de classe B, conformément à la partie 15 des Règles de la FCC et aux Règles IC. Ces limites sont conçues pour offrir une protection raisonnable contre les interférences nocives dans une installation résidentielle. Cet équipement génère, utilise et peut émettre de l'énergie radiofréquence et, s'il n'est pas installé et utilisé conformément aux instructions, peut causer des interférences nocives aux communications radio. Cependant, il n'y a aucune garantie que l'interférence ne se produira pas dans une installation particulière. Si cet équipement cause des interférences nocives à la réception radio ou à la télévision, qui peut être déterminée en désactivant et en arrêtant

l'équipement, l'utilisateur est encouragé à essayer de corriger l'interférence par une ou plusieurs des mesures suivantes :

Réorienter ou déplacer l'antenne réceptrice.

Augmenter la séparation entre l'équipement et le récepteur.

Connectez l'équipement à une prise sur un circuit différent de celui auquel le récepteur est connecté.

Consultez le concessionnaire ou un technicien expérimenté en radio/télévision pour obtenir de l'aide.

Cet équipement a été testé et s'est avéré conforme aux limites en vertu de la partie 15 de la partie B, de la partie 22 et de la partie 24 des règles de la FCC et des règles de la CI. Ces limites sont conçues pour offrir une protection raisonnable contre les interférences nocives dans une installation appropriée. Cet équipement génère, utilise et peut émettre de l'énergie radiofréquence et, s'il n'est pas utilisé conformément aux instructions, peut causer des radiations nocives à la communication radio. Cependant, il n'y a aucune garantie que l'interférence ne se produira pas dans une installation particulière.

FCC ID: 2AGPI-ANH0319

IC:20951-ANH0319

Model: ANH0319

Contains FCC ID: XMR201606EC21A

IC:10224A-201611EC21A

Model: Quectel EC21-A

# Regulatory Compliance: RF Exposure

Your device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emissions limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and Industry Canada of the Canadian Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by the U.S. and international standards bodies. 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 RF devices, such as the device, employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg. SAR values at or below that limit are considered safe for the general public.

Before a wireless RF device is made available for sale to the Public, it must be tested and certified to the FCC/IC that it does not exceed the SAR limits established by the FCC/IC. Tests for SAR are conducted using the positions and locations (e.g., at the ear or worn on the body) as required by the FCC/IC for each device model.

The device has been tested and meets the FCC/IC RF exposure guidelines.

IC RSS-Gen section 8.4

English

This device complies with Industry Canada's license-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.

# Conformité réglementaire : Exposition rf

Votre appareil est un émetteur radio et un récepteur. Il est conçu et fabriqué pour ne pas dépasser les limites d'émissions pour l'exposition à l'énergie par radiofréquence (RF) fixées par la Federal Communications Commission (FCC) du gouvernement des États-Unis et D'Industrie Canada du gouvernement canadien. Ces limites font partie des lignes directrices exhaustives et établissent des niveaux autorisés d'énergie RF pour la population en général. Ces lignes directrices sont fondées sur les normes de sécurité précédemment établies par les organismes de normalisation des États-Unis et de l'internationale. Les normes comprennent une marge de sécurité importante conçue pour assurer la sécurité de toutes les personnes, indépendamment de leur âge et de leur état de santé.

La norme d'exposition pour les appareils RF sans fil, comme l'appareil, utilise une unité de mesure connue sous le nom de taux d'absorption spécifique, ou SAR. La limite SAR fixée par la FCC/IC est de 1,6W/kg. Les valeurs SAR à ou en dessous de cette limite sont considérées comme sans danger pour le grand public.

Avant qu'un appareil rf sans fil ne soit mis à la disposition du public, il doit être testé et certifié à la FCC/IC qu'il ne dépasse pas les limites de SAR établies par la FCC/IC. Les tests de R-S sont effectués à l'aide des positions et des emplacements (p. ex., à l'oreille ou portés sur le corps) comme l'exige la FCC/IC pour chaque modèle d'appareil.

L'appareil a été testé et respecte les directives d'exposition aux radiofréquences FCC/IC.

IC RSS-Gen section 8.4

Anglais

Ce dispositif est conforme aux RSS exonérés de licence d'Industrie Canada.

- (1) Cet appareil peut ne pas causer d'interférence; et
- (2) Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer le fonctionnement indésirable de l'appareil.

## HAVE QUESTIONS?

Please refer to the more detailed information at  
[www.anelto.com](http://www.anelto.com) or contact your Dealer.