

# Home Assure

## QUICK START GUIDE



In-Home Cellular Personal  
Emergency Response System (PERS)

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## Items in your Box

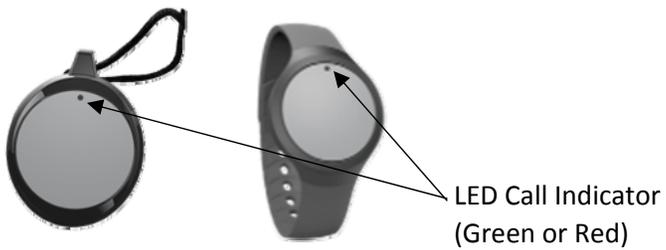
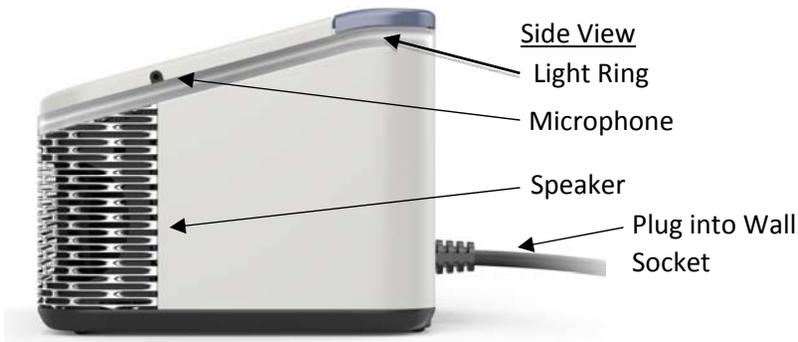
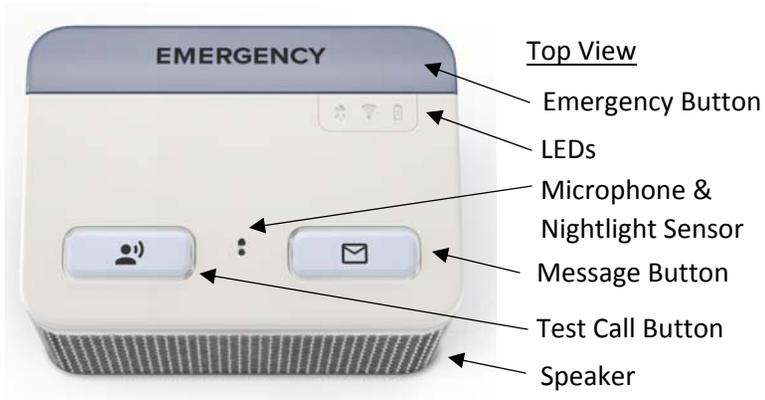


Soteria System with  
Integral Power Cord



1 Wearable  
(with Pendant and Wristband Accessories)

# Items in your Box



## HAVE QUESTIONS?

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

## 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.

## French

Cet appareil est conforme aux flux RSS exempts de licence d'Industrie Canada. L'opération est soumise aux deux conditions suivantes:

- (1) Cet appareil ne doit pas provoquer d'interférence; et
- (2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

## 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 In-Home Cellular Personal Emergency Response System (PERS).
- 2). Please make sure someone is with you while you are setting up and testing your system.
- 3) The In-Home Cellular PERS 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 near an available standard wall outlet. You may wish to place it near your bed or in a central location. It should be easy to access for daily and/or emergency use.
- 2) Plug the Power Cord into a wall socket not controlled by a switch.



- 3) There is a small on/off switch on the bottom of your In-Home Cellular PERS unit. The unit is turned off prior to shipment. Please turn the unit over and slide the switch to turn your system ON.

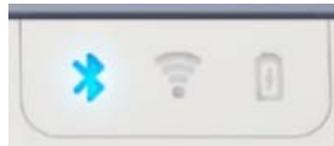
- 4) The In-Home Cellular PERS will take a few moments to wake up. It will announce “Now Charging”. The Battery LED will blink RED to show you that it is plugged in correctly and charging; it will be OFF when fully charged.



- 5) The Network LED will blink GREEN while it is attempting to find your network and will be solid GREEN when your In-Home Cellular PERS is connected to the network and is ready to make emergency calls.



- 6) The Bluetooth Radio LED will be solid BLUE when your In-Home Cellular PERS is connected to a Bluetooth compatible device.



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-ANH0217. 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.

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.

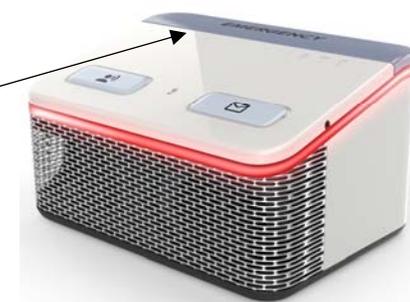
This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. It shall be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

## Important Tips and Reminders

- 1) Important: Your In-Home Cellular PERS requires adequate battery charge and cellular signal to make an emergency call.
- 2) The BLUE LED Message system allows us to keep in touch with you and provide you with important information. Please Press the blue Message Button whenever it is lit to listen to these messages.
- 3) The Wearable Button is water resistant and designed to be worn in the shower or bath. You should always wear your wearable device.
- 4) Your In-Home Cellular PERS is not water or splash resistant.
- 5) Your account number is located on the back of your In-Home Cellular PERS.
- 6) Please test your system at least once a month.
- 7) By activating the product, User agrees to allow Call Center and their affiliates to use the Home address on file to provide services in the case of an emergency response.
- 8) 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.
- 9) Your In-Home Cellular PERS 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.
- 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.
- 11) Your In-Home Cellular PERS uses the Cellular Network to communicate. The unit's location, Network provider service availability and other issues may disrupt communications.

## Step 3: Activating your System

- 1) Your In-Home Cellular PERS will prompt you and guide you through the remaining setup.
- 2) When your In-Home Cellular PERS 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 light around the In-Home Cellular PERS will turn ON. At this point, the In-Home Cellular PERS 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 In-Home Cellular PERS and an operator from the call center will answer your call.

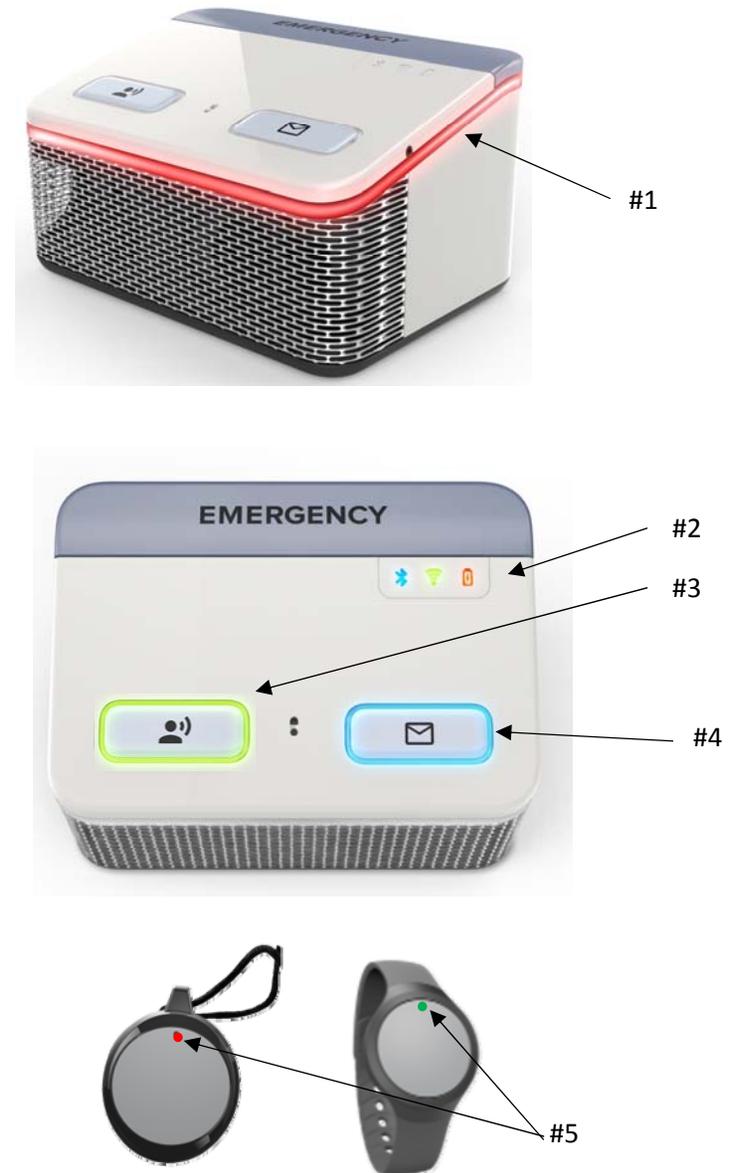


## Step 4: Talking to the Call Center

- 1) The operator should have your name from your original order form, as well as the address where your In-Home Cellular PERS will be located. The operator will confirm:
  - a. Your name
  - b. Your In-Home Cellular PERS address \*\*
  - c. The quality of your call
- 2) The In-Home Cellular PERS will automatically end the call when the operator hangs up.
- 3) The In-Home Cellular PERS will announce “Your call has ended. Thank you.”

**\*\* Please note that the location of the In-Home Cellular PERS as your call center registered address is a key part of identifying your location should you need emergency help. PLEASE DO NOT MOVE THE IN-HOME CELLULAR PERS TO ANOTHER ADDRESS WITHOUT NOTIFYING THE CALL CENTER.**

## Quick Reference: LED Indicators



## Quick Reference: LED Indicators

The following is a guide to the LED indicators on the In-Home Cellular PERS and Wearable:

- 1) EMERGENCY RED LED – Blinking red: Emergency call is being made. Solid red: Emergency call is in progress. No LED: No call is in progress.
- 2) ICON LEDs –
  - a. The Battery LED will blink RED to show you that it is plugged in correctly and charging; it will be OFF when fully charged.
  - b. The Network LED will blink GREEN while it is attempting to find your network and will be solid GREEN when your In-Home Cellular PERS is connected to the network and is ready to make emergency calls.
  - c. The Bluetooth Radio LED will be solid BLUE when your In-Home Cellular PERS is connected to a Bluetooth compatible device.
- 3) TEST BUTTON GREEN LED – Blinking green: Connecting your call. Solid green: Call in progress. No LED: No call is in progress.
- 4) MESSAGE BUTTON BLUE LED – Solid Blue: You have a voice message telling you to charge the In-Home Cellular PERS. Blinking Blue: You will also hear a tone letting you know that a new message is available. Push the Message Button to play the message. No LED: All messages have been played.
- 5) WEARABLE LED – Blinking Red: Wearable is NOT in communication with In-Home Cellular PERS and NO CALL can be made. Blinking Green: Call is being initiated from Wearable (will cease blinking after seven seconds). Solid Green for seven seconds when the call is connected.

## Step 5: Wearable Accessories

- 1). The Wearable Button can be exchanged between the Wristband and Pendant. Locate your Wearable Button in the 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.



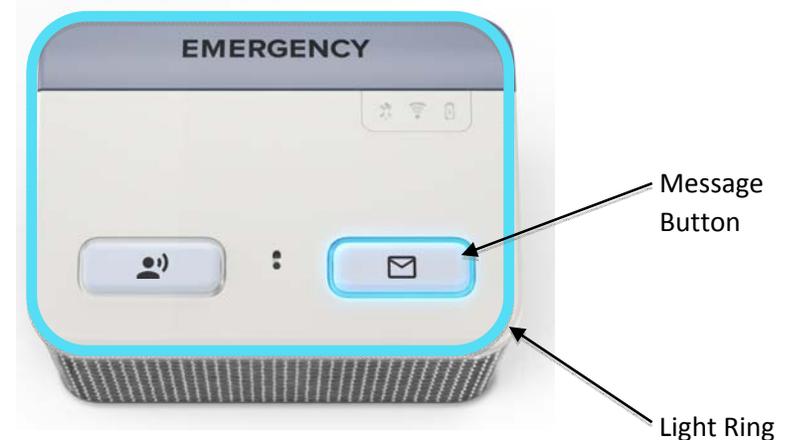
## Step 6: Setting up your Wearable

- 1) The Wearable is ready to use. Please make sure someone is near your In-Home Cellular PERS 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 In-Home Cellular PERS 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) A red LED flash indicates that your Wearable is unable to initiate a call from your In-Home Cellular PERS. Please move closer to your In-Home Cellular PERS and try again.
- 5) Whenever a call is initiated, the In-Home Cellular PERS 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 In-Home Cellular PERS will announce "Call Cancelled".
- 6) If the call goes through, please tell the Call Center that you are OK and that this is a test call.
- 7) Your Wearable is now paired and you have verified that you are able to start a call to the call center on the Wearable.
- 8) Your Wearable is water resistant; you may wear it in the shower or bath.



## Quick Reference: Battery Life

- 1) The In-Home Cellular PERS is designed to last up to 40 hours from a full charge if removed from power. The Wearable is designed to last three years, at which time a new Wearable will be sent automatically to replace the old one.
- 2) If your In-Home Cellular PERS battery has a charge of less than 20%, the In-Home Cellular PERS will announce "No power available, please check system". It is important that you charge your In-Home Cellular PERS by plugging it in to a wall socket as soon as possible.
- 3) If you do not plug in the In-Home Cellular PERS, then the blue Message Button LED and Light Ring will light. Push the Message Button and the In-Home Cellular PERS will remind you "No power available, please check system". If you do not charge your In-Home Cellular PERS, it will remind you again 30 minutes later.



## Step 10: The Nightlight

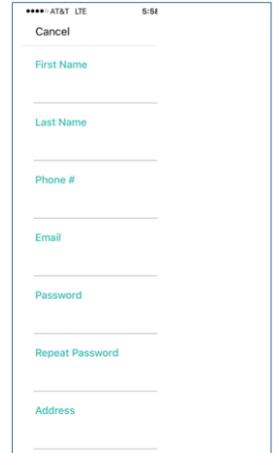
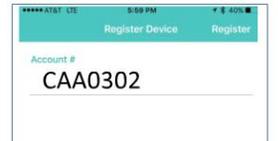
- 1) The nightlight will automatically turn on when needed. It makes it easier to see your unit in low light conditions.



Nightlight

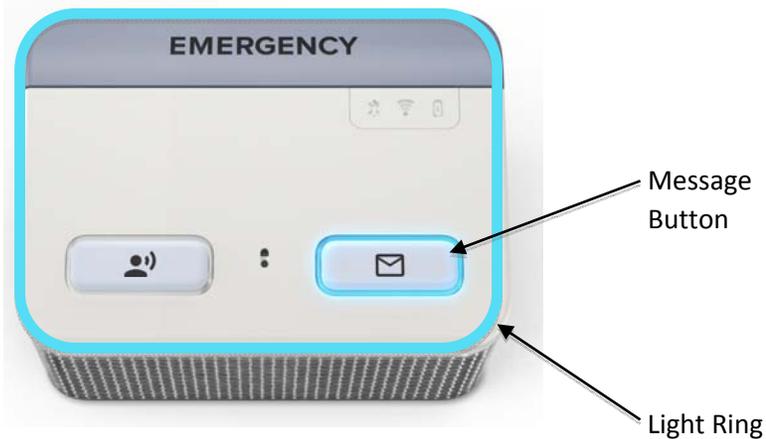
## Step 7: 365Access App

- 1) Your loved ones can keep in touch with you using the 365Access app. It may be downloaded from the Apple or Google app store. 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 In-Home Cellular PERS 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 barcoded sticker on the back of the In-Home Cellular PERS. 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 365Access app. They may wish to remind you of a doctor's appointment or just wish you a good day.
- 2) Your In-Home Cellular PERS may also automatically send you reminder messages when needed.
- 3) When you see the blue LED blinking on the Message Button and the Light Ring, 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.



## Step 9: Using the Test Button

- 1) The Test button allows you to call a special number to test your system. You will be reminded to test your system when it is time to do so.
- 2) Press the Test Button to place a call. You will be given audio prompts to guide you to the services you need.
- 3) The LED on the Test Button and the Light Ring around your unit will flash green while your call is being connected and then turn solid green during the call. When the call is completed your system will announce "Thank you, Goodbye" and the call will disconnect.

