

MXD-LTE Users Manual



Call 800-596-4490

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Congratulations! You have chosen the MXD-LTE Personal Emergency Response System.

The MXD-LTE has been created to provide you comfort, reassurance, and peace of mind making it possible for help to be just a touch of a button away.

Pressing your waterproof personal help button (PHB) will immediately activate the MXD-LTE unit. Within seconds, your response center will be notified of your need for assistance. When a call for help is received, the response center's computers provide an attendant with all of your personal information. The attendant will talk to you through the MXD-LTE unit's speaker. The attendant will then telephone your family, friends, or emergency services based on the assistance needed. Even if you cannot hear or speak to the attendant, help will be summoned for you.

The MXD-LTE unit is fast and simple to install. Your service provider's representative may connect the MXD-LTE unit during an installation visit, you may elect to do it yourself, or you may ask a friend or relative to install it for you.

To ensure that you always receive the fastest response time possible, it is important that you notify your service provider of any changes that should be made to your personal account information. Your response center needs to be aware of changes to your address, telephone number, responder information, medical history, allergies, doctor information, hidden key location, and other information you wish to have on file.

Always wear your PHB!

Please contact your service provider if you have any questions or concerns after reading this manual.

- ! The MXD-LTE base unit must be placed indoors.
- ! To prevent damage to the MXD-LTE base unit, do not place the MXD-LTE base unit near any liquids.
- ! Do not spray or wipe cleaners directly on the MXD-LTE base unit. Extensive moisture can cause damage to the MXD-LTE unit.



- ! Do not abuse the power cord. Never carry the unit by the power cord or yank the cord to disconnect it from an electrical outlet. Instead, grasp the plug and pull to disconnect.

Battery Warning:

Lithium-ion batteries can EXPLODE, CATCH FIRE, and/or CAUSE BURNS if disassembled, punctured, cut, crushed, short-circuited, incinerated, or exposed to water, fire, or high temperatures. **To ensure optimal safety and performance of your MXD-LTE:**

- ! **DO NOT** disassemble or open, crush, bend, deform, puncture, or shred;
- ! **DO NOT** modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- ! Only use the MXD-LTE battery for the MXD-LTE systems for which it was specified.
- ! Only use the battery with a charging system that has been qualified with the system per standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- ! **DO NOT** short circuit a battery or allow metallic or conductive objects to contact the battery terminals.
- ! **DO NOT** keep a battery at rest for a long time (over 6 months). Safety accident may happen when re-charging a battery which has rested longer than 6 months.
- ! Promptly dispose of used batteries in accordance with local regulations.
- ! Battery usage by children should be supervised.

- ! Avoid dropping the MXD-LTE or battery. If the MXD-LTE or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- ! **DO NOT** use any batteries that have not been approved by Mytrex, Inc. The MXD-LTE was designed to function with a specific battery. Use of any counterfeit or inferior product could lead to the product being damaged and can constitute a safety hazard including the risk of fire or explosion.
- ! **DO NOT** place loose batteries in a pocket, purse, or other receptacle containing metal objects.
- ! **DO NOT** store batteries in extreme heat or with hazardous/combustible material; store in a cool, dry, ventilated area.
- ! Seek medical advice immediately if a battery has been swallowed.
- ! Improper battery use may result in a fire, explosion, or other hazard
- ! **REPLACE** the battery **IMMEDIATELY** if it has begun to **BULGE** or **DISTORT**.
- ! In the unlikely event a Lithium-ion battery catches fire, **DO NOT** attempt to put the fire out with water—use a Class A, B, or C fire extinguisher.
- ! Failure to follow these warnings and/or directions could result in damage to your MXD-LTE that may not be covered by warranty.
- ! *Mytrex, INC. is not liable for any damage caused by failure to follow these warnings and/or directions.*

View



Figure 1: Base Unit Top



Figure 2: Base Unit Back View



Figure 3: Personal Help Button (PHB)

Description of Features

Microphone and Speaker (Figure 1)

The microphone in your MXD-LTE unit is sensitive enough to hear voice communication around corners and in other rooms of your home. You do not need to be in the same room with the MXD-LTE unit for the response center to hear you! Your MXD-LTE unit's audio system is engineered to provide for an increase of up to 83 times the normal volume.

Control (Figure 2)

The On/Off Switch, Reset and Mode buttons are placed on the back of the MXD-LTE. These two buttons and the base unit HELP button on the top of the unit are used to conduct range tests, turn off the MXD-LTE, pair personal help buttons (PHBs) to the MXD-LTE, and for other uses. See pages **9-14**.

Two-Way Voice Communications

After connecting to the response center, your MXD-LTE unit shifts to a voice communication mode. The MXD-LTE usually operates in duplex mode, where both the attendant and you can talk at the same time. Some response centers can also place the MXD-LTE in simplex mode and switch the unit between "talk" and "listen" modes. Simplex mode can greatly improve the clarity and range of communications between you and the attendant during certain situations.

Waterproof Personal Help Button (PHB) (Figure 3)

Your PHB may be worn as a necklace or a bracelet. Both styles are waterproof and should be worn in the bathtub and shower. Your PHB uses an indicator light to display the status of its internal battery. While your PHB is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak.

Personal Help Button Performance

The MXD-LTE unit is equipped with a sophisticated receiver that is carefully matched to the PHB. The MXD-LTE unit can receive signals from the Personal Help Button when it is up to 600 feet away from the base unit.

Battery Monitoring

Your MXD-LTE unit is equipped with an internal rechargeable battery. The battery provides constant power to your MXD-LTE unit for up to 27 hours if power is lost. The MXD-LTE constantly monitors its battery condition when the unit is being powered by its battery. The MXD-LTE can also be programmed to send notifications of when it is running on battery power, when that battery is getting low, and when the battery is no longer able to continue powering the unit.

Optional Features

Automatic Testing

Your MXD-LTE has the capability of being paired to carry out automatic voice tests. Your service provider decides whether such tests will be conducted, their frequency and the type of tests to be done as part of the service the provider offers. These tests may include automatic voice tests, during which the MXD-LTE sends a test signal to the response center and then connects you to an attendant. The MXD-LTE also sends an automatic data tests where the MXD-LTE “reports in” to the monitoring center utilizing data to indicate its status. Contact your service provider if you have questions about its testing policies.

Manual Testing

It is recommended that you test your unit manually at regular intervals, by pushing your PHB. It is important to be familiar and comfortable with your MXD-LTE and your monitoring center.

Additional Accessories

Your MXD-LTE unit can be paired to respond to multiple accessories. There are numerous pairing zones available in each MXD-LTE unit, and each zone can remember and recognize more than 500,000 unique accessories. Your MXD-LTE is easily paired with any accessories. Please see the instructions on page **12** or contact your service provider.

AC Power Monitoring

Your MXD-LTE may be programmed to send automatic “AC Fail” and/or “AC Restore” messages to your response center. Contact your service provider for additional information.

Audible Alarm

Your MXD-LTE unit has an audible alarm that can be silenced for use in applications such as domestic violence or rape crisis situations. The audible alarm is normally enabled when the PHB is pressed.

Your MXD-LTE allows you to request assistance 24 hours per day, seven days per week by simply pressing your Personal Help Button.

Figure 4: Box Contents

1. MXD-LTE All in One Cellular PERS device
2. Personal Help Button (PHB)
3. Quick Install Guide and User’s Manual



1



2



3

* PHB also available as a wristband accessory. P/N: RA3TX-WRIST-DLR

1. Plug the MXD-LTE power cube into an AC power outlet that is not controlled by a light switch. (Figure 5)
2. Place the power switch, located on the back of the unit, into the “I” position. The status light on the MXD-LTE will begin to flash orange.
3. After a short time, the status light located on the left edge of the large HELP button will appear steady green, indicating that the MXD-LTE is connected properly, and the cellular radio has been activated with the cellular company.
4. Test the range of the PHB to make sure it works throughout the home and yard. See *Testing the PHB (Range Test Mode)*, below.
5. Initiate your first call to the Response Center by pressing the PHB or the HELP button.
Please contact your service provider if the MXD-LTE does not connect.



1. Locate the MODE button on the back of the MXD-LTE and press it once (Figure 5).
2. The MXD-LTE will announce “Range Test Mode.”
3. Immediately activate the PHB by pressing and holding down the button. A green light will illuminate on the PHB and a steady tone will sound from the MXD-LTE, as long as it is detecting the PHB.

4. While activating the PHB, walk around all areas of the home and yard. Listen for gaps in the tone.
Gaps indicate “dead zones” where the PHB is not detected. If “dead zones” are detected, try relocating the MXD-LTE and/or contact your service provider.
5. To finish the Range Test, stop pressing the PHB. After the tone stops, press the RESET button on the back of the MXD-LTE (Figure 5). The unit will announce the “System Ready.”

Note: The manufacturer recommends that the MXD-LTE be tested at least every 30 days. Most response centers welcome regular testing. Attendants are available 24 hours a day to help. Please check with your provider concerning their testing policy.

1. Press the PHB and wait for the response center attendant to speak to you through the MXD-LTE.
2. When the attendant answers, simply inform him/her that you are doing a test.

Note: When the MXD-LTE is removed from service and/or relocated, it is very important to turn it off to preserve the battery and to keep the unit from initiating any inadvertent alarms while in transit.

1. Unplug the MXD-LTE from the AC outlet.
2. Place the power switch in the “0” position and wait until the status light stops blinking



Locate the reset button on the back of the MXD-LTE.

1. Soft reset: briefly pressing the reset button returns the unit to its normal standby state from an alarmed state or any of the available modes.
2. Hard reset: hold the reset button down for 5 seconds to reboot the cellular radio/capsule*

The MXD-LTE is capable of pairing to an extensive number of accessories to the available zones. Each of these accessories can be paired in the same zone or individual zones. For more information on available zones please contact your service provider. *Note: information about available accessories can be found at www.mytrexinc.com.*

1. Place the MXD LTE base unit in the pairing mode by pressing the Mode Button twice.
2. Send a signal from the device to the MXD LTE base unit to pair the accessory.
3. Pair additional devices, if any, into the selected zone
4. Advance to the next Zone by pressing the Help panel on the top of the unit if needed.
5. Continue until all devices are paired into the desired zones
6. Return the MXD LTE to normal operation mode at any time by pressing the RESET button
7. Test each device to verify that they are paired correctly and are reporting to the response center under the correct group

The following paragraphs describe each of the above steps in more detail.

Pairing PHBs into Zones

To pair a new PHB into Zone 1, perform the following steps:

1. With the unit turned on, press and release the MODE button on the rear of your MXD-LTE base unit twice. The base unit will announce, *"Zone One, Pair Device."*
2. Press and hold down the colored button on the PHB or activate the accessory that is to be paired. The unit will state that the device has been paired.
 - a. If you have more accessories that need to be paired to Zone 1 activate them in the same manner above.
3. Once all the accessories have been paired, press the RESET button on the back of the unit. The MXD-LTE will announce, *"System Ready."* This completes the pairing sequence, and each of the accessories recorded in Zone 1 should now be recognized by the system.
4. Initiate a test call for each PHB by pushing the PHB and allowing the unit to call the response center.
5. If each test call is successful, the accessories are ready for service. Re-pair any accessories that do not activate the base station when pushed.

To pair a new PHB into Zones 2 or further, perform the following steps:

1. With the unit turned on, press and release the MODE button on the rear of the MXD-LTE base unit twice. The base unit will announce, *"Zone One, Pair Device."*
2. Select a Zone for the device by briefly pressing and releasing the HELP button on the base unit to advance to the next zone. The base unit will announce what zone it has entered for each press of the help button on the alarm unit. *Example: "Zone Two, Pair Device." "Zone Three, Pair Device." etc...*
3. Once you have selected the Zone you would like to pair the accessories too, follow steps 2 and 3 in the instructions for pairing accessories into Zone 1.

4. After all the accessories have been paired into the desired zones, press the RESET button once. The MXD-LTE will announce, “*System Ready.*” This completes the pairing sequence, and each of the accessories recorded should now be recognized by the unit.
5. Test all the accessories ONE AT A TIME by activating each and allowing the unit to call the response center. Wait to start the next accessory test until the unit has disconnected from the previous test call. Check carefully with the response center attendant to verify that each accessory has been paired into the correct zone.
6. If each test call is successful, the accessories are ready for service. Re-pair any accessories into the desired group that do not activate the base station when pushed.

Pairing Medication Dispensers

Note: Medication dispensers may not be supported by your service provider. Contact your service provider to determine if this option is available.

Preparing the Medication Dispenser: Perform the following steps for each medication dispenser that the MXD LTE will be paired to recognize:

1. Connect the medication dispenser to its power cord and plug the power block into the wall.
2. Make sure that the medication dispenser is turned on
3. Unlock and remove the medication dispenser’s top cover
4. Remove the medication dispenser’s circular pill tray from the dispenser.
5. Locate the transmitter circuit board underneath the circular pill tray, between the dispenser center mechanism cover and the outer wall of the dispenser case.
6. Locate the small test button on the transmitter circuit board. It is a silver round button approximately 3/16 inches in diameter.

Pairing Medication Dispensers to the MXD LTE:

1. With the medication dispenser and the MXD LTE units turned on, press the mode button twice on the rear of the MXD LTE base unit. The base unit will announce, “*Zone One, Pair Device.*”
2. Select a Zone for the device by briefly pressing and releasing the HELP button on the base unit to advance to the next zone. The base unit will announce what zone it has entered for each press of the help button on the alarm unit. *Example: “Zone Two, Pair Device.” “Zone Three, Pair Device.” etc...*
3. Press and hold the small silver button located on the transmitter inside the medication dispenser. After two to three seconds, the base unit will announce that the device has been paired.
4. Release the button on the medication dispenser transmitter.
5. If there is another medication dispenser, repeat steps 1 through 3.
7. When the medication dispensers have been paired, press and release the RESET button to return the unit to normal operation. The MXD LTE will announce, “*System Ready.*”
8. Initiate a test call for each medication dispenser by pressing and releasing the small button located on the transmitter inside the dispenser. The MXD LTE should detect the medication dispenser signal and initiate a call to the response center. An attendant should answer the call.
9. **Important: Verify with the response center attendant that he/she received a medication dispenser signal, not a PHB signal.**

10. If each medication dispenser test is successful, the medication dispenser can be placed in service in accordance with the dispenser's instructions.

Pairing Smoke Detectors, Supervised Devices, and CO Detectors

Provisions for Smoke Detectors, Supervised Devices, and Carbon Monoxide Detectors (these devices not currently available)

1. Press the mode button on the rear of the base unit twice. The base unit will announce, "Zone One, Pair Device."
2. Select a Zone for the device by briefly pressing and releasing the HELP button on the base unit to advance to the next zone. The base unit will announce what zone it has entered for each press of the help button on the alarm unit. *Example: "Zone Two, Pair Device." "Zone Three, Pair Device." etc...*
3. Press and hold the alarm or test button on the device transmitter. After two or three seconds, the base unit will announce that the smoke detector has been paired.
4. When the desired devices have been paired, press and release the RESET button to return the unit to normal operation. The MXD LTE will announce, "System Ready."
5. Initiate a test call from each paired device by pressing and releasing the alarm or device test button. The MXD LTE should detect the device signal and initiate a call to the response center. An attendant should answer the call.
6. **Important: Verify with the response center attendant that he/she received a correctly categorized signal (Smoke Detector, Supervised PHB or CO Detector), not a PHB signal.**

Delete Accessories

To remove paired accessories, perform the following steps:

1. With the unit turned on, press and release the MODE button on the rear of the MXD-LTE base unit three times. The base unit will announce "Hold help to delete Wireless help button."
2. Briefly pressing will advance the unit to the next accessory type.
 - a. After the first press of the help button on the top of the unit, it will state, "Hold help to delete smoke."
 - b. After the first press of the help button on the top of the unit, it will state, "Hold help to delete CO."
 - c. After the first press of the help button on the top of the unit, it will state, "Hold help to delete Medication Device."
 - d. After the first press of the help button on the top of the unit, it will state, "Hold help to delete Aubree Voice Recognition."
3. Once you have selected the type of accessory you would like to remove from the unit hold the help button on top of the unit until it states that devices of the specified type have been removed.

Use of Status Lights

The MXD-LTE speaks the system status each time the **RESET** button is pressed. The **Status** light displays the following light signals when operating:

Behavior	Description	Suggested Action
Fast Orange Flash	The first stage of the power-up sequence (myCap powering on)	Wait for MXD-LTE to finish power-up sequence.
Steady Orange	The second stage of the power-up sequence (ClearComm Initializing)	Wait for MXD-LTE to finish power-up sequence.
Steady Red	The unit is currently trying to call the central station	Wait for MXD-LTE to finish call to the central station.
Single Green Flash	AC power not available, unit is running on battery	Check A/C power connections.
Fast Red Flash	The unit is not receiving a cell signal	<ol style="list-style-type: none"> 1. Move the unit to a better location. Press reset button to have the MXD-LTE to indicate its current status. 2. Press and hold the reset button until the status light begins to flash orange to hard reset the system and have it re-establish all connections 3. Unplug and shut down the system for 15 seconds to refresh the system. 4. If none of the above work contact dealer support.
Three Green Flashes	There was an error during the units last communication with myLink	<ol style="list-style-type: none"> 1. Move the unit to a better location. Press reset button to have the MXD-LTE to indicate its current status. 2. Press and hold the reset button until the status light begins to flash orange to hard reset the system and have it re-establish all connections 3. Unplug and shut down the system for 15 seconds to refresh the system. 4. If none of the above work contact dealer support.
Steady Green	The unit is properly connected	No action needed.
Alternating Red/Green	The unit is in the process of shutting down. The status light will no longer be illuminated once it has finished shutting down.	Wait for MXD-LTE to finish its shutdown process.
Orange Flicker	A firmware update is being	Wait for MXD-LTE to finish system

	installed.	update.
Alternating Red/Green/Orange	There was an error updating the firmware of the MXD-LTE. The MXD-LTE will need to be serviced. Contact your service provider for assistance.	The MXD-LTE will need to be serviced. Contact your service provider for assistance.

Use of MXD-LTE Spoken Messages

The MXD-LTE is programmed to speak out loud status and other messages during its operation. The following table describes the meaning of those messages where it may not be obvious:

Spoken Message	Meaning	Suggested Action
Calling For Help	The base unit has received an alarm signal and is starting its process of calling the response center	Wait for the call to be connected to an attendant. Do not press your PHB again or attempt to disconnect the call.
Cell Module Not Activated	The cell module in the MXD-LTE has not been set up, and calls cannot be processed	If received during initial installation, follow the instructions under Installation Steps, page 2. If received after the unit has been installed and tested, try pushing the RESET button and listen for a "...System Ready" message. If the "not activated" message persists, please contact your service provider.
Service Suspended	The cell module has been taken out of service by your provider, and calls cannot be processed	Contact your provider to determine why the module has been suspended.
"#" Bars	The MXD-LTE is programmed to state how strong its current cellular signal is.	Re-position the unit in the home to obtain a better cell signal. If these steps do not correct the problem, verify that sufficient cell coverage is available at the residence.
No Cell Service	The MXD-LTE cannot detect the cellular network	The unit needs service. Contact your provider.
No Data Connection	The MXD-LTE is not detecting a data connection.	The unit needs service. Contact your provider.
Please Check Power Connection	The base unit is unplugged from the wall or the AC power circuit is not energized	Verify the power block is plugged into a live AC outlet that is not controlled by a light switch
Exiting Power Saving Mode, Please Wait	The base unit has had power restored after the battery has begun to run low and is restoring normal functionality.	The base unit is restoring normal functionality and will shortly state system ready. It is recommended to test the system to ensure the system is functioning normally.

Spoken Message	Meaning	Suggested Action
Please Service Unit	The MXD-LTE has been disabled by the response center or has malfunctioned	Contact your service provider for further instructions
Zone #, Pair device	The MODE button has been pressed twice, the unit is ready to pair accessories into the specified zone.	Instructions for pairing new accessories starts on page 12.
Paired Medication Device	The MXD-LTE has paired a Medication device such as a medicine dispenser.	Pair a new Medication device into the base unit per the instructions starting on page 12.
Paired Wireless Help Button	The MXD-LTE has paired a new personal help button/ Transmitter.	Pair a new wireless help button into the base unit per the instructions starting on page 12.
Paired CO Detector	The MXD-LTE has paired with a carbon monoxide detector.	No carbon monoxide detectors are currently available for pairing to the MXD-LTE
Paired Smoke Detector	The MXD-LTE has paired with a smoke detector.	No smoke detectors are currently available for pairing to the MXD-LTE
Paired Supervised Device	The unit is ready to learn the code for a supervised device	pair the new supervised device into the base unit as instructed on page 12.
Hold HELP To Delete Wireless Help Button	The MXD-LTE base unit is ready to delete PHB accessories. Including the myActive Alert.	Push and hold the HELP button on top of the base unit to unpair the specified type of accessories. Instructions can be found on page 13.
Hold Help To Delete Smoke	The MXD-LTE base unit is ready to delete smoke detector accessories	Push and hold the HELP button on top of the base unit to unpair the specified type of accessories. instructions can be found on page 13.
Hold Help To Delete CO	The MXD-LTE base unit is ready to delete C/O detector accessories	Push and hold the HELP button on top of the base unit to unpair the specified type of accessories. instructions can be found on page 13.
Hold Help To Delete Medication Device	The MXD-LTE base unit is ready to delete medication device accessories	Push and hold the HELP button on top of the base unit to unpair the specified type of accessories. instructions can be found on page 13.
Hold Help To Delete Aubree Voice Recognition	The MXD-LTE base unit is ready to delete Aubree voice recognition accessories	Push and hold the HELP button on top of the base unit to unpair the specified type of accessories. instructions can be found on page 13.

Spoken Message	Meaning	Suggested Action
Wireless Help Button Deleted	All wireless help buttons have been unpaired from the MXD-LTE.	To pair new accessories, see the instructions for pairing accessories that start on page 12.
Smoke Deleted	All smoke devices have been unpaired from the MXD-LTE.	To pair new accessories, see the instructions for pairing accessories that start on page 12.
CO Deleted	All CO devices have been unpaired from the MXD-LTE.	To pair new accessories, see the instructions for pairing accessories that start on page 12.
Medication Device Deleted	All medication devices have been unpaired from the MXD-LTE.	To pair new accessories, see the instructions for pairing accessories that start on page 12.
Aubree Voice Recognition Deleted	All Aubree Voice Recognition devices have been unpaired from the MXD-LTE.	To pair new accessories, see the instructions for pairing accessories that start on page 12.
Range Test Mode	The MODE button was pressed one time to place the unit into Range Test Mode	Walk around and press the PHB to conduct a range test, as instructed on page 10.
System Ready	The system is in normal operation and ready to process alarm signals	Press the PHB any time that help is needed

Does my response center provide 24-hour in-home monitoring?

Most response centers provide 24-hour monitoring service. Contact your service provider if you have any questions.

How can the MXD-LTE help me to be safe at home?

The MXD-LTE allows you to call for help, even if you are alone and cannot reach or use the telephone. Simply press your PHB and your MXD-LTE unit will call the response center where your unit will be identified and connected to a trained attendant. Even if you cannot communicate with your response center, attendants are trained to treat every received alarm as a call for help until they are sure you are okay. Simply press your Personal Help Button (PHB) to activate your MXD-LTE unit at any time. You can also press the large HELP button on top of the base unit.

Is my MXD-LTE compatible with all cellular networks?

The MXD-LTE is only designed to operate with the AT&T and Verizon Cellular Networks. It is not designed to work with any other cell network or with any land-line telephone service. Please contact your provider if your MXD-LTE does not find a cell signal or reports that the signal is weak.

Will my MXD-LTE unit affect my personal cell phone?

Your MXD-LTE unit uses its own dedicated telephone number and will not interfere with any aspect of your own personal cell phone. You cannot plug any telephone handset or other cellphones into your MXD-LTE.

What if I am outside and you can't hear me?

An attendant will attempt to contact you over the MXD-LTE. If you do not respond the attendant will then follow your response center's procedures, such as calling your home telephone, your cell phone, listed responders in the order you have provided, or call your local emergency services.

Is my Personal Help Button (PHB) waterproof?

Yes! Your PHB is waterproof and we encourage you to wear it in the bathtub or shower because many accidents and medical problems occur in these places.

What happens to my service if I move or go away for a period of time?

Your MXD-LTE is a wireless device that can be easily moved and used in any location in which AT&T cell service is available. However, it does **NOT** have GPS capabilities and **CANNOT** determine a user's location via signal transmission. Your Response Center's personnel rely on the accuracy of the information you provide to them and will direct Emergency Responders to the address they have on file. Therefore, you must notify your service provider promptly whenever you relocate your MXD-LTE unit. Before choosing the MXD-LTE for your medical

alarm needs, it is extremely important that you initiate tests of the MXD-LTE with the base unit in the locations where you plan to use it, in order to determine that solid, repeatable cell service is present at all times.

Your MXD-LTE has been registered with the U.S. Federal Communications Commission (FCC), in accordance with FCC Rules Part 15.

Repair information:

If trouble is experienced with this equipment (MXD-LTE personal emergency response system), please contact your provider for warranty or repair information.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Interference Information:

FCC Rules Part 15: The MXD-LTE 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.

Note: Your MXD-LTE 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:

- ! Move the MXD-LTE away from your radio or television
- ! Plug the MXD-LTE into a different power outlet than your radio or television.
- ! Consult your service provider or an experienced radio/TV technician for help.

Important Note: The Personal Help Buttons and internal receiver supplied with your MXD-LTE are designed and tested to high and exacting specifications. However, due to the laws of

physics, vagaries of radio transmissions, and the limited output power allowed by the Federal Communications Commission, the user should be aware that:

- ! All receivers may be blocked by radio signals occurring on or near their operating frequencies, regardless of the code selected
- ! A receiver can only respond to one transmitter signal at a time regardless of the number of codes that it has been programmed to recognize
- ! Wireless equipment should be tested regularly to determine if there are sources of interference and to protect against faults

If you experience any indications that something may be interfering with the operation of your MXD-LTE, contact your service provider as soon as possible.

Notice to End User: Wireless Telephone Reliability Considerations When Using the MXD-LTE Personal Emergency Response System

Your MXD-LTE has been designed to be very reliable when sending an alarm signal to the monitoring center and then connecting the call to a live attendant. However, the MXD-LTE must have sufficient cell phone reception to make and maintain a call using a cellular network.

Because wireless phones communicate using radio waves, you are hereby advised that the ability of the MXD-LTE to connect to your monitoring center via the wireless telephone network is influenced by many factors, including:

- ! The distance between the MXD-LTE unit and the cell tower with which it is communicating. Please understand that even though you may get reliable cell service using your personal cell phone from your home, there is no guarantee that the MXD-LTE will do the same, as your personal cell phone may use a different network and/or lack LTE technology.
- ! Transmission of the cell signal may also be hindered by physical obstacles between your MXD-LTE base unit and the nearest compatible base station, such as hills or large buildings; the presence of unwanted electronic signals introduced by circuit components in microwaves, computers and other electrical devices; or natural disturbances created by severe weather or even cloud coverage.
- ! Cell signal connection quality too and from the local cellular networks can and does vary, sometimes substantially, from minute to minute. Moving the MXD-LTE base unit even just a few feet can affect cell signal connection quality. It is possible that your unit will not be able to complete a call because of the lack of cell service even though a connection was made without problems when the unit was first installed and tested.
- ! A large number of cell phone users trying to use the local network at the same time may overload cell circuits and cause your MXD-LTE to detect a "busy" signal instead of completing its call.
- ! During a local disaster, personnel from local, state, and federal emergency agencies may be given priority to use the cell system. If this happens, your alarm call may not go through.
- ! While wireless service providers attempt to design their networks to eliminate dropped calls, busy signals and dead zones, no network is perfect, and coverage breaks within the general coverage areas are still possible.

! Calls will take a little longer to be connected to the Response Center than landline calls – perhaps as much as two minutes from the time you press your personal help button – due to switching and other delays.

! Your MXD-LTE has an internal backup battery that will allow it to continue to operate for up to 27 hours after the loss of AC power. When the unit is powered by the battery, it may take a few seconds to “wake up” and send a signal to the cell network, because the cell phone circuit may be turned off to save energy. If your AC power is off, please be patient while the MXD-LTE unit turns on its cell phone circuit and makes the connection to the network.

The MXD-LTE is a wireless device that can be easily moved and used in any location in which cell service is available. However, it does NOT have GPS capabilities and CANNOT determine a user’s location via signal transmission. The Response Center relies on the accuracy of the information you provide them and will direct Emergency Responders to the address they have on file. Therefore, it is imperative that you promptly notify the Response Center whenever you relocate your MXD-LTE unit. Before choosing the MXD-LTE for your medical alarm needs, it is extremely important that you press your button to initiate tests of the MXD-LTE in the locations where you plan to use it most frequently, in order to determine that solid, repeatable cell service is present at all times.

NOTICE: THE MONITORING CENTER AND THE COMPANIES PROVIDING YOUR MEDICAL ALARM SERVICE ARE NOT LIABLE FOR PROBLEMS RELATED TO CELLULAR SERVICE AVAILABILITY OR QUALITY.