



MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®



VIP flex™

Follow these 3 steps to activate your device.

STEP 1

**PLUG-IN AND CHARGE YOUR
LIFEFONE VIP FLEX DEVICE**

STEP 2

CALL TO ACTIVATE! 1-800-940-0262

STEP 3

**COMPLETE AND MAIL BACK
THE ENCLOSED EMERGENCY
CARE PLAN AGREEMENT**

At-Home and On-The-Go VIP Flex
with Optional Fall Detection
User's Guide

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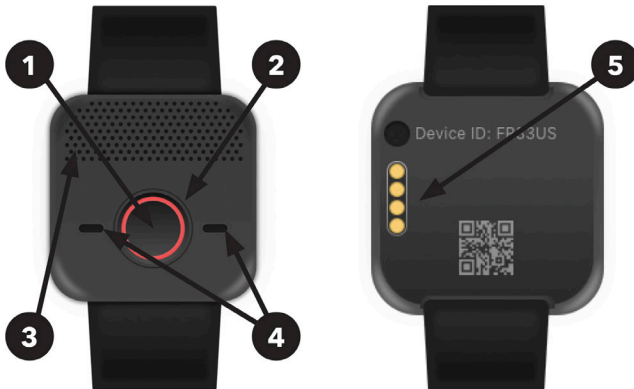
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LifeFone VIP Flex Overview

VIP flex™



VIP Flex in
Charging
Cradle



1. Call Button
2. Blue Call Light / Red Battery Light
3. Speaker
4. Microphones

5. Charging Pins

VIP Flex and Charging Cradle Notes

- The Charging Cradle is for holding the VIP Flex while charging. Only charge as needed. Typical charging time is 2-3 hours.
- Emergency Call Button, when pushed, initiates a two-way call to LifeFone's response team.
- Speaker allows you to hear LifeFone's response team.
- Microphone allows LifeFone's response team to hear you.
- If the battery is low, the device will state, "Battery low, please charge" and the red battery light will flash.
- Charging Pins connect Charging Cradle to the VIP Flex (be sure to keep these pins clean and free of debris).

Red battery light

While charging, the light will flash red every 5 seconds until the device is fully charged. Typical charging time is 2 to 3 hours. Once fully charged, the light will be solid red.

If the battery is low, the red battery light will slowly flash when off the charging cradle.

Blue call light

During an emergency call, the light will be solid blue. The blue light will also flash every 5 seconds while charging. The light may flash blue every 26 seconds when off the cradle, depending on operating mode. If the blue light flashes every 1 second, or if it double flashes, please contact LifeFone for support.

STEP 1

Plug-In and Charge VIP Flex

IMPORTANT: Fully charge VIP Flex before first use.

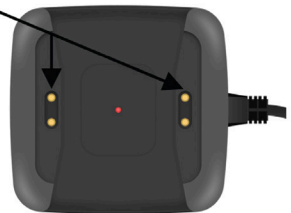
Locate the gold charging pins on the back of your LifeFone VIP Flex device.

Charging Pins



Plug the charging cradle into a standard wall outlet, and wait for a red light to turn on.

Line up the gold pins on the VIP Flex with either set of gold pins on the charging cradle.



Place the device on the cradle and wait for an audible "Charging" message. When the VIP Flex device is charging, the red light will flash every 5 seconds. Typical charging time is 2-3 hours.



IMPORTANT: VIP Flex is not ready for use until you have charged VIP Flex in the Charger for 3 hours and then completed the set up call with LifeFone.

STEP 2

Test your VIP Flex

Press the Emergency Call Button

1. Press the Button in the center of the VIP Flex to connect to LifeFone.
2. Press and hold the Call Button for 3 seconds or until the light turns blue, then release the button. The VIP Flex will begin the call.
3. After a short delay, you will hear a voice message and then tones or ringing.
4. The LifeFone Care Specialist will answer the call.
5. Tell the LifeFone Care Specialist that you are testing your system.
6. When you complete the call with LifeFone, your VIP Flex will be set up.



Note: If the VIP Flex does not power on when placed in the charging cradle, or cannot detect a cellular network, or you have trouble testing your VIP Flex, call LifeFone Customer Service at 1-800-940-0262.

STEP 3

Complete and Mail Back the Enclosed Emergency Care Plan

Your Emergency Care Plan Agreement authorizes LifeFone to respond properly in the event of an emergency.

WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT WITHIN SEVEN (7) DAYS FROM YOUR ORIGINAL RECEIPT TO ENSURE THE BEST PROTECTION POSSIBLE.

Enclosed are two (2) copies of your Emergency Care Plan Agreement.

Make sure to review all of the information in this document carefully to ensure accuracy.

Once you've confirmed that all of the information on your Agreement is correct, **please sign and date the bottom of the Agreement where indicated**, and return it to us in the prepaid envelope provided. **Please keep the yellow copy for your own personal records.**

LifeFone Emergency Care Plan Agreement Fax this form to: 1-800-747-2032
Email: emergency@lifefone.com

Complete and return this agreement within 48 hours of receipt of activation.
Secure version copy of this agreement in the prepaid envelope. Call with questions 1-800-747-2032.

1. SUBSCRIBER		2. AREA (if different from subscriber)	
First Name: _____ Last Name: _____ Street Address: _____ Apartment/Floor: _____ City: _____ State: _____ Zip: _____ Country: (Country) _____ Member Code (Secret): _____ Home Phone: () _____ Alternate Phone: () _____ Email: _____ Date of Birth: _____ (Month) _____ (Day) _____ (Year)		First Name: _____ Last Name: _____ Mailing Address: _____ City: _____ State: _____ Zip: _____ Phone 1: () _____ () _____ Phone 2: () _____ () _____ Phone 3: () _____ () _____ Email: _____ Relationship to Subscriber: _____	
3. INDICES KEY AND LOCK KEY			
Enter the Location: _____ Lock Box Code: _____			
4. PERSONAL RESPONDERS List in priority order 1-4. Indicate phone type. Select first listed and indicate whether.			
1. Name: _____ Relationship: _____ (Yes/No)		2. Name: _____ Relationship: _____ (Yes/No)	
Street Address: _____ Phone 1: () _____ Phone 2: () _____		Street Address: _____ Phone 1: () _____ Phone 2: () _____	
3. Name: _____ Relationship: _____ (Yes/No)		4. Name: _____ Relationship: _____ (Yes/No)	
Street Address: _____ Phone 1: () _____ Phone 2: () _____		Street Address: _____ Phone 1: () _____ Phone 2: () _____	
5. MEDICAL AND PERSONAL INFORMATION			
Is Subscriber Alerted? (Yes/No) _____ Check all that apply. () None () Hearing () Vision () Dexterity Medical Conditions (Please list conditions): _____			
Allergies: _____ Hospital City and State: _____ Hospital Phone Number: () _____ Primary Care Physician Name: _____ Physician Phone Number: () _____			
Height: _____ Weight: _____ Hair Color: _____ Eye Color: _____ Ethnicity: _____ Preferred Language: _____ VEHICLE INFO: Make: _____ Model: _____ Year: _____			
6. SPECIAL INSTRUCTIONS			
7. ACCEPTY AGREEMENT			
I HEREBY ACKNOWLEDGE THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HAVE REVIEWED THIS DOCUMENT, I HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HAVE REVIEWED AND AGREE TO THE INFORMATION AND THE AGREEMENT WITHIN SEVEN (7) DAYS FROM THE DATE OF RECEIPT OF THIS AGREEMENT. I HAVE REVIEWED AND AGREE TO THE INFORMATION AND THE AGREEMENT WITHIN SEVEN (7) DAYS FROM THE DATE OF RECEIPT OF THIS AGREEMENT. I HAVE REVIEWED AND AGREE TO THE INFORMATION AND THE AGREEMENT WITHIN SEVEN (7) DAYS FROM THE DATE OF RECEIPT OF THIS AGREEMENT.			
Subscriber Signature: _____		Print Name of Area Subscriber: _____	
Date: _____		Date: _____	
Lock ID: _____		Account #: _____	

LifeFone 35 Silverdawn Avenue, White Plains, NY 10607-1024 Phone 1-800-862-2230 Fax 1-800-747-2032 www.lifefone.com

Testing the LifeFone VIP Flex

Test Your System Monthly

- Press the VIP Flex button firmly once, until the light turns blue.
- Once the alarm is received by LifeFone, an Emergency operator will communicate with you through the speaker.
- Please state clearly that “THIS IS A TEST.” If you do not explain to the LifeFone operator that you are testing your unit, emergency help will be dispatched.
- It’s recommended that you test your system once a month, every month.



If you have any trouble performing this test, please contact customer support 24/7 at 1-800-940-0262.

Placing an Emergency Call

Step 1. Press and hold the VIP Flex call button for three seconds. The light will turn blue.

Step 2. Please hold the device and position the microphone near your mouth to complete your call.

Step 3. LifeFone’s emergency operator will answer your call, talk to you to assess your needs, and notify emergency services or loved ones if appropriate.

Charging Your VIP Flex

Place the VIP Flex in the charging cradle as shown. The red battery light flashes every 5 seconds while charging and is solid when the device is fully charged. Once the light is a solid red, your VIP Flex is fully charged and ready to use. Typical charging time is 2-3 hours.

The VIP Flex battery is designed to operate on a single charge for up to 5 days. Charge time may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life. When fall detection is added to your LifeFone service, battery life may be reduced.



VIP Flex
with
wristband
in Charging
Cradle

Note: You must remove the lanyard or belt clip to charge the VIP Flex device in the charging cradle.

⚠ IMPORTANT: VIP Flex requires adequate battery charge for proper operation. Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate you automatically during an emergency.

⚠ IMPORTANT: When the Emergency Call Button is flashing red, your VIP Flex needs to be charged. For best results, charge your VIP Flex device every 3 to 4 days.

Location Information

The VIP Flex can be located with Cellular location technologies. As with all location-based services, it may not always be possible to determine your location. Multi-level buildings, parking garages, and even dense urban areas can make it difficult for satellites and cell phone towers to determine an exact location

⚠ IMPORTANT: For proper operation, the VIP Flex requires adequate cellular coverage! Poor cellular coverage may result in the inability to place a call, locate you in an emergency, or automatically detect a fall!

It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also affect your coverage. If you experience coverage issues, please contact LifeFone immediately at 1-800-940-0262.

Cleaning Weekly

We recommend that you clean the device weekly to ensure proper charging.

Take a soft cloth, such as an eyeglass cleaning cloth, and gently rub the gold contacts on the device and charging cradle to remove dirt, oil and debris.

You can also spray household cleaner onto the cleaning cloth (though do not spray directly onto the device or cradle) to remove debris.



Cleaning charging contacts.



Cleaning speaker holes.

Do not put the VIP Flex through the clothes washer or dryer, or attempt to dry your device out in the oven or microwave.

VIP Flex is water resistant, but should never be submerged in water. Towel dry the device after exposure to water.

Optional: Flexible Wearing Options

Wear your device as often as possible to be protected. Your device will come on a wristband. Some customers may also receive a lanyard and a belt clip to offer other wearing options.



VIP Flex can be worn as a wristband, necklace or on a belt clip

VIP Flex can be worn as a pendant around your neck using the supplied lanyard or on the supplied belt clip. Although the VIP Flex can be worn inside clothing, be advised it may be difficult to reach the Emergency Call Button in an emergency.

- When worn as a necklace, wear the VIP Flex pendant around your neck and adjust the lanyard so that it rests at chest level with the emergency button facing forward, so that it is easier for you to press. Wear it outside of your shirt.
- When worn with a belt clip, be sure the button is facing out.

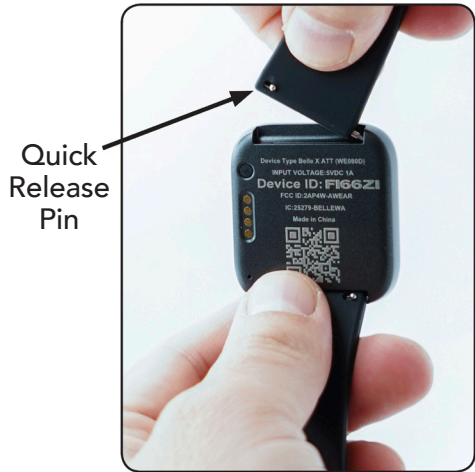
Note: You must remove the lanyard or belt clip to charge the VIP Flex device in the charging cradle.

⚠ IMPORTANT: Use only the LifeFone-provided Lanyard. To reduce risk of strangulation, the VIP Flex Lanyard is designed to break apart under certain conditions. Any cord worn around the neck, however, can pose a risk of strangulation, including the possibility of serious injury and death. VIP Flex users and caregivers should exercise care with the Lanyard to ensure it does not get caught or tangled in wheelchairs, walkers and other such equipment.

To Remove/Replace the Wristband

You can wear the VIP Flex on a necklace lanyard, or belt clip, or you can change the wristband to a different one.

1. Turn VIP Flex over and locate the small silver quick release pins on each wrist strap.
2. To remove the existing wrist straps, slide the quick release pin toward the center of the device and pivot the strap away from the device.

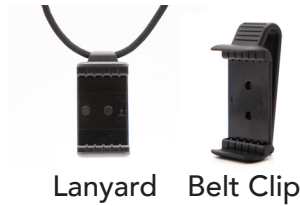


3. To put a new wrist strap on the device, insert one side of the horizontal bar on the new band into the device, and then slide the quick release pin toward the center of the device. Replacement watchbands should be quick-release 24mm.
4. Pivot the strap into the device, sliding the quick release pin back into position once the strap is firmly in the device.

Note: You must remove the lanyard or belt clip to charge the VIP Flex device in the charging cradle.

To Attach the Lanyard or Belt Clip to the VIP Flex

To put the belt clip or lanyard onto the VIP Flex device, align the indents on the back of the device with the clip on the belt clip or lanyard. Firmly press the device into the clip until it clicks, and there are no gaps between the back of the device and the clip.



Align indents on back of VIP Flex with belt clip or lanyard.



Firmly press until it clicks and there are no gaps.

To Remove the Lanyard or Belt Clip from the VIP Flex

To remove, hold the top of the belt clip or lanyard clip and the VIP Flex device and firmly twist the device to remove it from the clip.



Optional Automatic Fall Detection

LifeFone offers optional features for the VIP Flex for an additional monthly charge, including Automatic Fall Detection. When fall detection is added to your LifeFone service, battery life may be reduced. If you are interested in activating the Automatic Fall Detection feature, please contact LifeFone's customer care at 1-800-940-0262.

⚠ IMPORTANT: The Automatic Fall Detection is only 95% accurate, so there may be a chance the unit will not detect your fall. You should always press your Help Button if you are able and you need assistance.

If you have enabled the optional Fall Detection feature on your VIP Flex, then your LifeFone device provides extra protection by automatically calling for help if you fall and are unable to push your button.

Since no fall detection system detects 100% of falls, you must press the button if you need help and you do not hear the VIP Flex say "Fall Detected, Hold the Call Button to Cancel". If you are able, you should press the help button in the event of an emergency.

⚠ IMPORTANT: When Fall Detection is added to your LifeFone service, battery life may be reduced.

Optional Automatic Fall Detection

If you choose to wear the VIP Flex as a necklace, we recommend you wear your button outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected. You should wear your VIP Flex necklace around your neck so that it rests at chest level with the emergency button facing forward so that it is easier to press.

NOTE: Please handle your VIP Flex with care when putting it on or taking it off, as it may interpret this movement as a fall and activate. If it does, the blue light will illuminate, and an alarm signal will be sent. **Please tell the operator that it was a false alarm.** If you do not explain this to the operator, emergency help will be dispatched.

Cancelling an Automatic Fall Detection Call

The VIP Flex also enables the user to cancel a fall alert. If you do not need assistance, you can hold down the call button within a few seconds to cancel the alarm, and you will not connect with the specialist. When the alarm is canceled, you will hear the recording, "Fall detection canceled."

Important Information:

BY USING THIS DEVICE, YOU ACKNOWLEDGE AND ACCEPT THE FOLLOWING INFORMATION:

Location Based Services:

This Equipment uses technology to permit third-parties to determine where you are physically located at any given time (the "Location Based Services"). Location Based Services may work even if you are not in communication with LifeFone. The accuracy of the Location Based Services is limited, and the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to identify your location or the location of the Equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company's interest in and to the Monitoring Services, or any other person or entity you specifically designate and only for the purpose of providing and improving the Monitoring Services.

You agree that location-based Information may vary from actual Location(s), road, or terrain conditions due to factors that can affect the accuracy of the map data, such as, but not limited to, weather, road, and traffic conditions, geopolitical events, and condition or status of your cellular phone or cellular services. We do not guarantee accuracy or completeness of any location-based information.

Important Information:

Coverage:

This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your environmental and topographical conditions may also affect your coverage. If you experience coverage issues, please contact LifeFone immediately at 1-800-940-0262.

Charging:

Battery life will vary based on settings and usage. Please contact LifeFone with any questions. Wear your device at all times and only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

Water-Resistance:

VIP Flex is IP67 water-resistant. However, the VIP Flex device should not be submerged. The device should be towel-dried after exposure to water.

Pacemakers:

Individuals with pacemakers should consult their physician and review their pacemaker materials regarding interaction with cell phones, and take the same precautions the materials recommend for this device.



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

FCC Part 15

This device complies with Part 15 of the FCC Rules. 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.

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 Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. 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 that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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 Industry Canada license-exempt RSS standard(s). 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.



MEDICAL ALERT SERVICES

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Phone: 1-800-940-0262

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