



MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®



VIPx

Follow these 3 steps to activate your device.

STEP 1

**PLUG-IN AND CHARGE YOUR
LIFE FONE VIPx 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 VIPx
with Optional Fall Detection & Caregiver App
User's Guide

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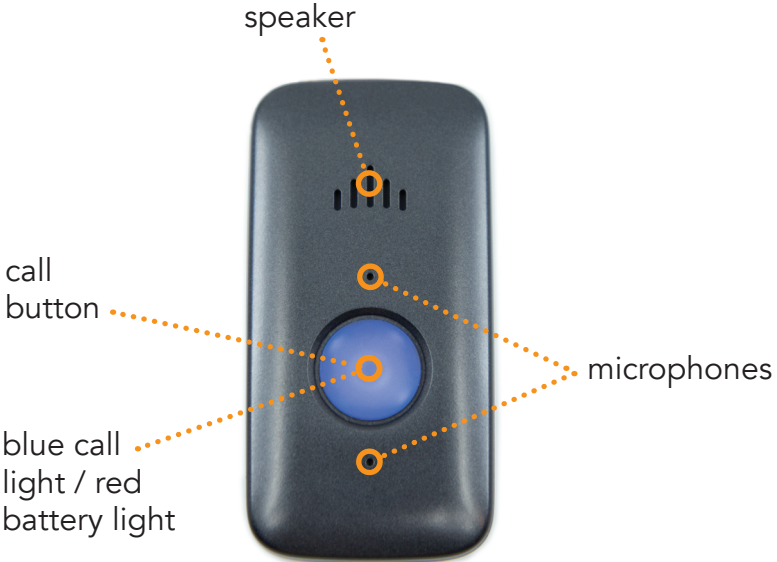
LifeFone VIPx Overview



VIPx in Charging Cradle



VIPx is available in Black, Silver or White



VIPx and Charging Cradle Notes

- The Charging Cradle is for holding the VIPx while charging.
- 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.
- Charging Pins connect Charging Cradle to the VIPx (be sure to keep these pins clean and free of debris).
- Power Cord connects the charging cradle to a standard wall outlet.



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 light will slowly flash red when off the charging cradle.

Blue call light

During an emergency call, the light will be solid blue.

STEP 1

Plug-In and Charge VIPx

IMPORTANT: Fully charge VIPx before first use.

Step 1: Charge your VIPx

1. Plug the Power Cord into a standard wall outlet.
2. Place VIPx into the charging cradle as shown. VIPx is charging when it is in the charging cradle **and** the Emergency Call Button is flashing red.
3. VIPx is fully charged when the Emergency Call Button is solid red. Typical charging time is 2 to 3 hours.
4. The light flashes red every 5 seconds while charging and is solid red when VIPx is fully charged.
5. It is normal for the light to be off when the device is not in the charging cradle. Only charge as needed.



NOTE: For best results, charge your VIPx device at least every 3 to 4 days.

! IMPORTANT: If the battery is low, the device will state, "Battery low, please charge" when you press the call button. It will then place the call.

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

STEP 2

Test your VIPx

Step 2: Press the Emergency Call Button

1. Press the Button in the center of the VIPx to connect to LifeFone.
2. Press and hold the Call Button for 3 seconds or until the light turns blue. The VIPx will begin the call.
3. The VIPx can remain in the Charger during the call to your LifeFone response team.
4. Tell the LifeFone Care Specialist that you are testing your system.
5. When you complete the call with LifeFone, your VIPx will be set up.



Note: If the VIPx does not power on when placed in the charging cradle, or cannot detect a cellular network, 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
E-mail: emr@lifefone.com
© 2002 LifeFone, Inc. All rights reserved. For more information, call 1-800-747-2032.

1. SUBSCRIBER

Last Name: _____ First Name: _____
Street Address: _____
Apartment/Floor: _____
City: _____ State: _____ Zip: _____
County (optional): _____
Home Care Service: _____
Home Phone: () _____
Alternate Phone: () _____
Email: _____
Date of Birth: _____ Sex: Male Female
Relationship to Subscriber: _____

2. AREA (if different from subscriber)

Last Name: _____ First Name: _____
Mailing Address: _____
City: _____ State: _____ Zip: _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
City: _____
Relationship to Subscriber: _____

3. PROVIDER AND LOCATIONS Select One Option

3.1 PERSONAL RESPONDERS List in priority order 1-4. Indicate phone type. Select first and last and full name.

1. Name	2. Sex	3. Relationship	4. Phone
Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Relationship: <input type="checkbox"/> Male <input type="checkbox"/> Female	Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Phone #: () _____
Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Relationship: <input type="checkbox"/> Male <input type="checkbox"/> Female	Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Phone #: () _____
Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Relationship: <input type="checkbox"/> Male <input type="checkbox"/> Female	Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Phone #: () _____
Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Relationship: <input type="checkbox"/> Male <input type="checkbox"/> Female	Relationship: <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Child <input type="checkbox"/> Other	Phone #: () _____

3.2. Name: _____
Relationship: Spouse Parent Child Other
Phone #: () _____
Phone #: () _____
Phone #: () _____

3.3. Name: _____
Relationship: Spouse Parent Child Other
Phone #: () _____
Phone #: () _____
Phone #: () _____

3.4. Name: _____
Relationship: Spouse Parent Child Other
Phone #: () _____
Phone #: () _____
Phone #: () _____

4. Name: _____
Relationship: Spouse Parent Child Other
Phone #: () _____
Phone #: () _____
Phone #: () _____

4. Name: _____
Relationship: Spouse Parent Child Other
Phone #: () _____
Phone #: () _____
Phone #: () _____

5. PERSONAL AND PERSONAL INFORMATION

In Subscriber's Residence: Yes No Check all that apply: Hearing Blind Deaf Wheelchair Diver
Medical Conditions (Physical conditions): _____
Allergies: _____
Hospital City and State: _____
Hospital Phone Number: () _____
Physician: _____
Physician Phone Number: () _____
Height: _____ Weight: _____ Hair Color: _____ Eye Color: _____
Ethnicity: _____ Preferred Language: _____
Vehicular Info: Motor Boat Bus/Truck Other Other _____
E-mail: _____

6. SPECIAL INSTRUCTIONS

7. ACCEPT AGREEMENT

I HEREBY AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HAVE READ THIS AGREEMENT, I UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT, I HAVE RECEIVED TWO COPIES OF THIS AGREEMENT, I HAVE READ IT CAREFULLY AND I HAVE NOTIFIED CALLED AT ANY TIME PRIOR TO SIGNATURE OF THE SIGNATURE BUSINESS DAY AFTER SIGNATURE OF THE AGREEMENT.

Subscriber Signature: _____ Date: _____
Print Signature of an Authorized Agent: _____

Printed Name: _____
Printed Address: _____
City: _____ State: _____ Zip: _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
Phone #: () _____
City: _____
Relationship to Subscriber: _____

LifeFone 33 Silverdale Avenue, White Plains, NY 10607-1324 Phone: 1-800-862-2230 Fax: 1-800-747-2032 © 2002 LifeFone, Inc.

Testing the LifeFone VIPx

Test Your System Monthly

- Press the pendant 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 VIPx call button for two 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 if appropriate.

Charging Your VIPx

Place the VIPx 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 VIPx is fully charged and ready to use. Typical charging time is 2-3 hours.




The VIPx battery is designed to operate on a single charge for between 5 to 10 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


- ⚠ IMPORTANT: VIPx 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 VIPx needs to be charged. For best results, charge your VIPx device every 3 to 4 days.**
- ⚠ IMPORTANT: When Fall Detection is added to your LifeFone service, battery life may be reduced. Fall Detection does not detect 100% of falls. If you are able, you should press the help button in the event of an emergency.**

Wearing VIPx

Wear your device as often as possible to be protected. VIPx can be worn as a pendant around your neck using the supplied Lanyard or on the supplied beltclip. Although the VIPx can be worn inside clothing, be advised it may be difficult to reach the Emergency Call Button in an emergency.

- When wearing your VIPx as a necklace, wear the 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.
- When worn with a beltclip, be sure button is facing out.
- Do not put the pendant buttons through the clothes washer or dryer, or attempt to dry your button out in the oven or microwave.
- VIPx is water resistant, but should never be submerged in water. The device should be towel-dried after exposure to water.

 **IMPORTANT: Use only the LifeFone-provided Lanyard. To reduce risk of strangulation, the VIPx 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. VIPx 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.**

 **IMPORTANT: VIPx requires a vertical position with the Call Button facing away from the body to operate properly.**

To Replace Lanyard With Belt Clip



1. If you prefer to wear the VIPx on a belt clip, rather than on the necklace lanyard, you can remove the lanyard by twisting and pulling the silver clip.



2. Pull the lanyard and clip away from the VIPx device.



3. Press the belt clip on the back of the VIPx device until it clicks.

Note: You must remove the beltclip to charge the VIPx device in its cradle.

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.



Location Information

The VIPx can be located with GPS, Cellular and WiFi 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 VIPx 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.

Optional Features: Automatic Fall Detection and Caregiver App for Mobile Phones


LifeFone offers optional features for the VIPx for an additional monthly charge, including Automatic Fall Detection and a Caregiver App for Mobile Phones which offers Location Services, Activity Monitor, Step Counter, Ring for Lost Pendant, and more.

If you have the optional Caregiver App feature, your battery life is up to 5 days.

When fall detection is added to your LifeFone service, battery life may be reduced.

Note: If one or more users of the Caregiver App activate the “locate” or “ring” feature frequently, it’s important that the VIPx device also be charged regularly. Battery life can be monitored through the app.

If you are interested in activating the Automatic Fall Detection feature, or you are interested in using the Caregiver App, 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.**

Optional: Automatic Fall Detection

If you have enabled the optional Fall Detection feature on your VIPx, 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 VIPx say "Fall Detected". If you are able, you should press the help button in the event of an emergency.

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 pendant 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 button 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 VIPx 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."

Optional: VIPx Caregiver Mobile App

The LifeFone Caregiver Mobile App offers peace of mind with Location Services, Activity Monitor, Step Counter, Ring for Lost Pendant and more.

Activate Your VIPx BEFORE Using the App

Your VIPx **must** be activated with LifeFone before using the Caregiver App. Follow the steps in the VIPx User Guide to activate your device.

Download the Caregiver Mobile App:

Aim your smartphone camera at a QR code to download the app.



iOS app (for iPhones):
bit.ly/apple-caregivermobile



Android app:
bit.ly/android-caregivermobile

First Time Logging into the App:

1. New caregiver app users are emailed a code.
2. In the app, tap "New Here? Do You Have a Code?"
3. Enter the code sent to the email address.
4. Enter the Device ID for the subscriber's device (located on the back of the VIPx.)
5. Enter a password.



Home, Location, and Device



Home



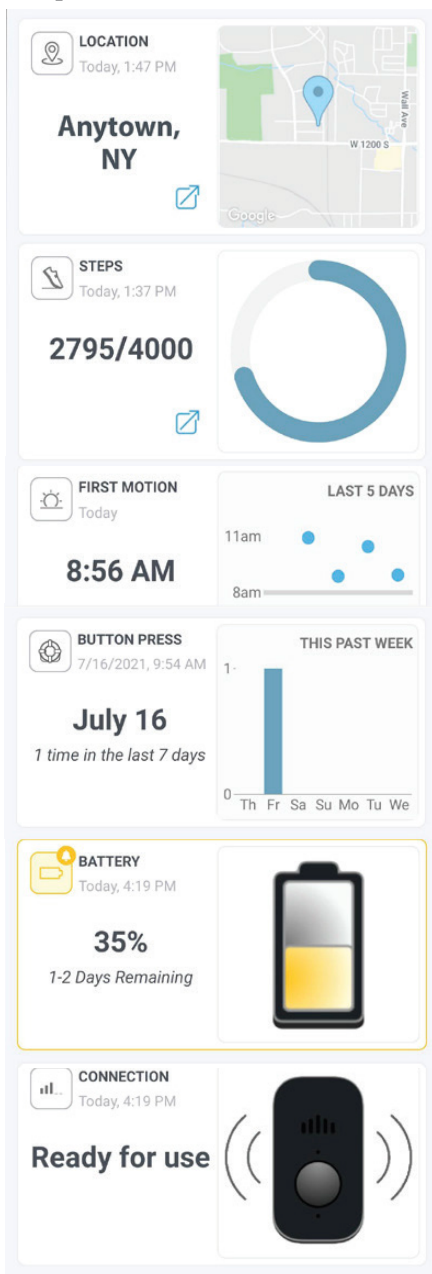
Location



Device

Once you are logged in, there are 3 panels to manage your Caregiver Mobile App: Home, Location and Device. The Home panel provides access to most features. The Location panel shows updated map views. And the Device Panel is where you enter user and alert settings.

Optional: VIPx Caregiver Mobile App



 **Home**
Home

Location: View the last location. Tap the tile to open the location tab and refresh.

Steps: View steps for today. Tap the tile to view history.

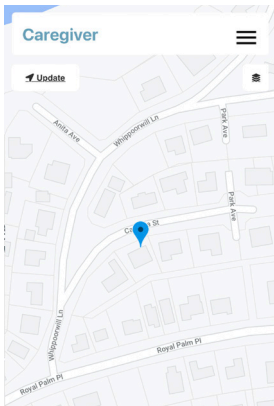
First Motion: View the first motion of the device after 5am. Tap the tile to view history.

Button Press: View the most recent button press, and view history on the graph.

Battery: View the most recent battery level.

Connection: "Ready for use" or "Unknown," depending on whether there is cellular signal.

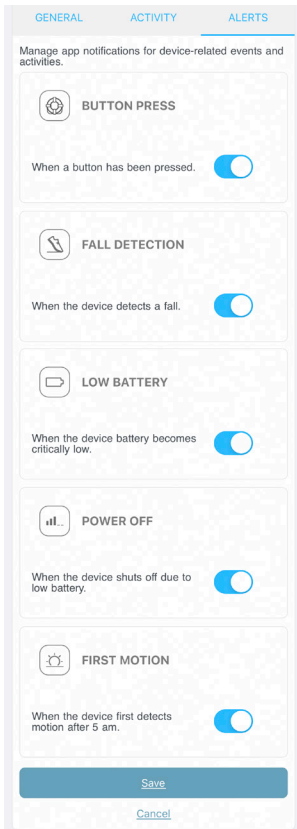
Optional: VIPx Caregiver Mobile App



Location

Location

- When the tab is opened, the device location will refresh on the screen. It can take about 15 seconds to update the location.
- Tap Update to refresh the location.
- Tap the pin on the map to view more details about the location.
- Tap the map layers to change from Map view to Satellite view.



Device Settings

Device

General

- View subscriber details.
- Change the device nickname, which appears in the top left corner of Home and Device tabs.
- View Device ID and model numbers.

Activity

- Change the daily step goal.
- Adjust the first motion target time.

Alerts

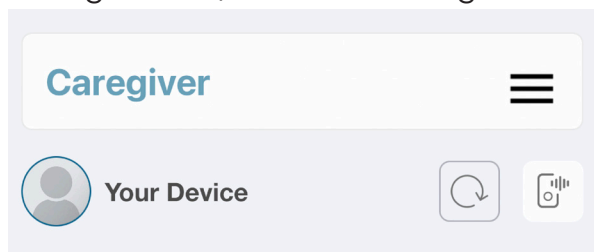
- Manage app notifications for:
 - Button press
 - Fall detection
 - Low battery
 - Power off
 - First motion
- **Note:** To modify email and text message alerts, please contact LifeFone.

Note: Tap Save after changing settings.

Optional: VIPx Caregiver Mobile App

Other App Settings

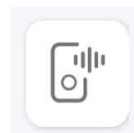
At the top of the App screen are three icons for additional settings: Menu, Refresh and Ring Device.



Menu: Edit information about the app user or sign out. **Note:** To update subscriber information, please contact **LifeFone**.



Refresh: Updates all homepage tiles except location. Update the Location from within the Location tab.



Ring Device: Audibly rings the device to help locate misplaced pendants.

Important Note:

Note: If one or more users of the Caregiver App activate the “locate” or “ring” feature frequently, it’s important that the VIPx device also be charged regularly. Battery life can be monitored through the app.

If you have any questions about using the Caregiver App, please contact LifeFone’s customer care at 1-800-940-0262.

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.

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.

Important Information:

Water-Resistance:

VIPx is IP67 water-resistant. However, the VIPx 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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White Plains, New York 10607-1324
Web: www.LifeFone.com
Phone: 1-800-940-0262

Saves Lives When Seconds Count®

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