


Mini-Mate User Guide

DISCLAIMER: *MHM will do whatever we can to support this installed equipment. We take responsibility for things in our control and will support you and the installation within our normal operating procedures. We cannot assume responsibility for monitoring centers, EMS, equipment misuse, improper charging, phone networks of any kind, cell phone towers or coverage, or other events or processes beyond our control.*





<u>Parts of the Mini-Mate</u>	<u>Part Names / Descriptions</u>
	<ol style="list-style-type: none"> 1. Speaker 2. HELP button 3. Microphone 4. Charging port <i>(has a waterproof cover that must be opened to charge device)</i> 5. Charging Cord <i>(always insert with "UP" sticker facing you)</i>

Using the Mini-Mate








1. Remove your Mini-Mate alarm device from the box. Locate the device charger and plug it into a working wall outlet not controlled by a light switch. Make sure to keep the charger in a place it will not be lost. If it does get lost, **DO NOT use a cell phone charger as it can destroy the battery**. Contact Mountain Home Medical for a replacement. Please note if you lose more than one charger, you will have to pay \$15 plus shipping costs for a replacement.
2. **Charge the unit.** Gently lift up the charging port cover on the side of the unit and plug in the end of the wall charger. When inserting the charger into the port, make sure the yellow "UP" sticker is facing the same direction as the help button on the unit. The unit must charge 4 hours to get a full charge, and should be charged every 2 months at a minimum. When the battery gets low, a text or email notification will be sent to you or a care provider. If you use the device for an emergency, it is highly recommended to charge it again within a few days of the incident.
3. **Test the Mini-Mate.** There is no power button on this unit – as long as has been charged it is turned on and in sleep mode. Remove the charging cord and close the charging port cover. Test the mini-mate by pressing and holding down the help button for 1 second. The backlight will turn on and will either be purple, blue, or red indicating the status of the unit. You should hear some beeping, then be connected to a call center operator. Simply tell them you are testing and everything is fine.

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Indicator Lights on the Mobile Care Handset

Status Light	Appearance	Status
	Purple	Powering up, locating a cell signal
	Blue	Dialing into the emergency response center. Wait for an operator to speak to you and respond to their questions.
	Red	Inadequate cell coverage; unit will try to call 911 directly. Or, if unit is charging, red light will flash every 2 seconds.
	Off or No Light	Sleep or standby mode

Features of the Mini-Mate

 Extended battery life <i>Up to 2 months of standby battery power</i>	 Water / Splash Resistant <i>safe for shower use, but DO NOT submerge in the bath or wear while swimming</i>
 Easy to wear <i>Includes neck lanyard and belt/purse clip, or is small enough to be placed in a pocket</i>	 Reminder Tools <i>Text and email reminders to charge the unit when the battery gets low</i>
 24/7/365 Response Center <i>Trained staff ready to take your call at any time</i>	 Information Security <i>client's information can only be changed by Mountain Home Medical or a registered caregiver</i>
 U-TDOA Emergency Locating Ability <i><u>This device does not have GPS locating.</u> In a true life-or-death emergency, your call can be transferred to a local 911 dispatch facility and they may be able to locate you using U-TDOA tracking. The call center will not provide a location during a test call.</i>	

Troubleshooting:

I pushed the help button and nothing happened	When you press the help button, you have to hold it down for 1 second. Following the release of the button, the status light behind the button should illuminate. If the light doesn't turn on, your unit has a dead battery and needs to be charged.
I pushed the help button and the status light turned red. Now 911 is talking to me!	You are in an area with inadequate T-Mobile cellular coverage, but there is another GSM cellular provider (ATT or Viero) in your area. In this situation, your mini-mate will call 911 directly to get you help in an emergency.
Unit appears 'dead', no lights are on.	If your unit is properly charged it is on and in standby mode. If you want to ensure your device is working, press the HELP button and test it.
I pressed my help button by accident, but I didn't want to speak to the operator. Now the police are here!	If you aren't able to speak to the operator, they will assume you are incapacitated and dispatch help to your home address. If you accidentally activate the unit, make sure to tell the operator you are OK and it was a test.

TECHNICAL SUPPORT: If you have any questions, concerns, or your unit stops working, please call our office at 1-866-686-7504 and our friendly office staff would be happy to help you.

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