

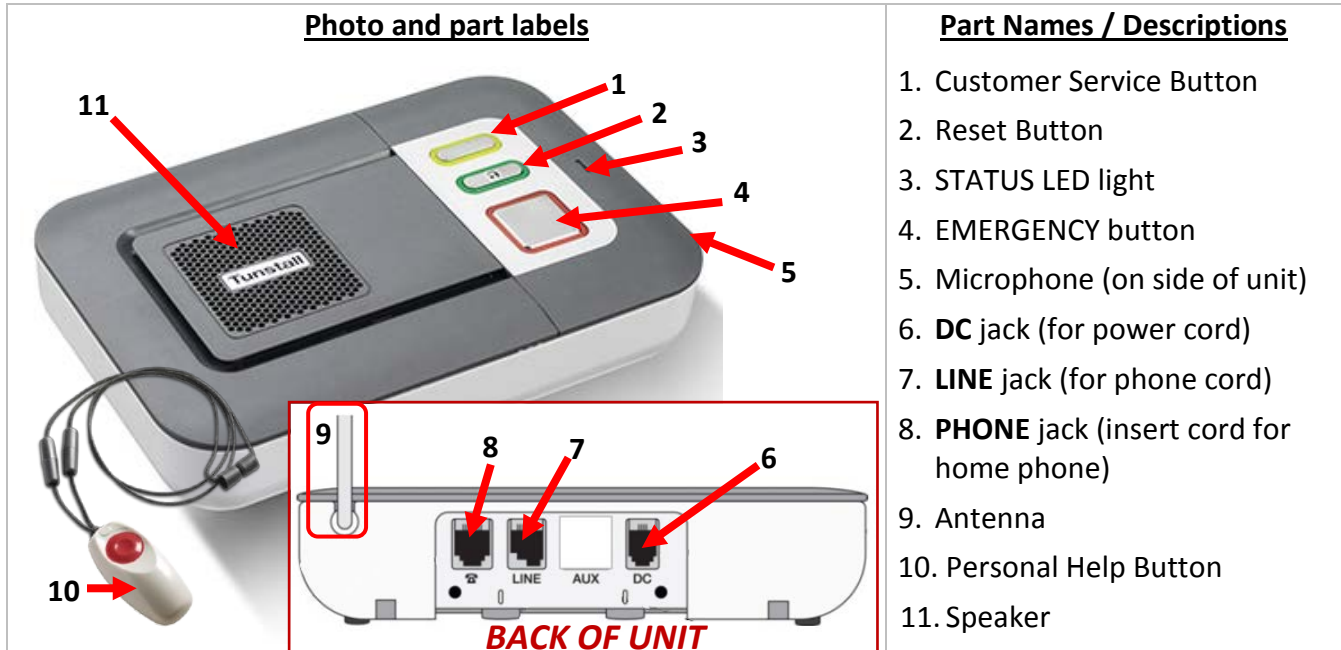


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MTHomMed.com

Vi Medical Alert User Guide



How to Install and Set Up the Vi

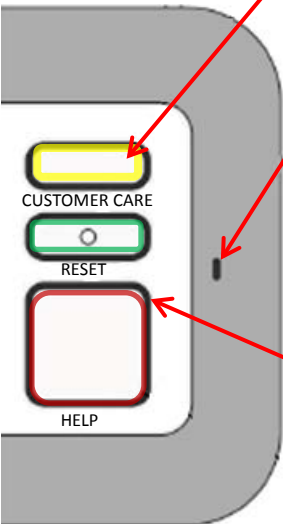
1. Verify the installation location is near a phone jack or modem with active POTS, Cable, or VoIP phone service and a power outlet that is NOT controlled by a light switch. The location should be at least 3 ft above the floor and away from any noisy appliances, computer equipment, or liquids.
2. Remove the Vi, power cord, and phone cord from the package and insert one end of the supplied phone cord into the jack on the back of the Vi unit labeled "LINE". Insert the opposite end of the phone cord into the telephone jack in the wall or modem in the home.
3. If connecting a home phone to the same supply jack, connect the home phone's cord into the jack on the back of the Vi labeled with a small telephone icon.
4. Insert the power adapter into the jack on the Vi labeled "DC" and plug the power adapter into an electrical outlet that is **NOT** controlled by a light switch.
5. Gently stand the antenna upright to get the best range of use for the personal help button (PHB). The maximum working range for the pendant is 100 ft INDOORS, and 400 ft outdoors through open space.
6. Confirm the power LED is illuminated green and NOT flashing (if flashing, try a different power outlet).
7. Perform a RANGE TEST to ensure the PHB connects to the base unit. Press and hold the RESET button for 5 seconds until unit says "Programming Mode". Walk around the home and press the PHB to ensure it connects with the base unit (it will say "Personal Trigger"). Make sure to test the button in all used areas of the home, including the bathroom. If there is a room where the device will not alert, relocate the Vi console unit to a more central location so it can be triggered from anywhere inside the house.
8. When finished with the range test, press the RESET button again to return the unit to standby mode, or wait until the 2 minutes are over and the unit will return to standby mode by itself.

**Call Mountain Home Medical at 1-866-686-7504 for support and installation help
Monday – Friday, 8 am – 5:30 pm.**

How to use the Vi

1. To summon help in an emergency, simply press the illuminated red HELP button on the Vi console, or press your personal help button. The Vi will beep, then connect to the call center. If you are unable to speak to the operator, they will attempt to call you or your personal responders, or dispatch EMS depending on the protocol set up during the installation of the unit.
2. To use the Vi to answer an incoming phone call, wait for your telephone to ring and press the personal help button once (quickly – don't hold it down). The Vi console will act like a speakerphone and you can conduct your conversation without having to find your telephone handset. Press the PHB again to end the call. Please note, this works best if you are sitting in the same room as the console unit – the personal help button itself does NOT have a speaker or microphone inside it. If you wish to speak on your phone after you've received the call with the Vi, simply pick up the phone handset and the Vi will disconnect.
3. **WARNING – if using the Vi with a cable or internet based phone service, please be aware that if the power goes out to the service provider's modem or there is any service interruption, the phone service to your home will not work and the Vi will not be able to connect to the call center in an emergency. To have the most reliable service with the Vi, it is recommended that it be connected to a POTS (plain old telephone service) line and not a digital, 'bundled', or VoiP phone line.**
4. If you wish to turn off the Vi for any reason, remove all wires from the rear of the console unit (line, DC, and phone cords). After 1 minute of being disconnected, the Vi will automatically power down. To turn it back on, reconnect all the cords starting with the Line cord, and plugging in the power last.
5. If any of the parts or the pendant for the Vi become lost, damaged, or are not returned when service is terminated, the subscriber may be billed for lost equipment charges.

Status Lights and What They Mean



Customer Care	Home Console Unit Status
On (yellow)	Customer service button is active
Off (gray)	Customer service button is not active

Status LED	Home Console Unit Status
Solid Green	Normal mode, unit is operating normally
Slow Red flash: once per 4 seconds	Unit is not receiving power, backup battery is running low
Fast Red flash: once per second	Telephone line is disconnected
Red/Green flashing	Radio Blocking detected – unit is too close to a cell phone, radio, TV, or other appliance that is causing interference between the console and the PHB. Move the console and the interfering device further apart to resolve the issue.

Alarm Button	Home Console Unit Status
On (solid red)	Normal mode, unit is operating correctly.
Slow flashing (once per 4 seconds)	Normal mode, but unit isn't plugged in. Running on backup battery.
Fast Flashing (once per second)	Alarm mode – the unit has been activated and is calling for help.

If you have any questions or concerns about your Vi, please call Mountain Home Medical at 1-866-686-7504 and speak to a member of our friendly office staff weekdays from 8:00 am – 5:30 pm.