


MXD-3G User Guide

Parts of the MXD-3G	Part Names / Descriptions
	<ol style="list-style-type: none"> 1. Cellular Antenna 2. Microphone (small hole) 3. Speaker 4. Status Light 5. Help Button 6. Neck Pendant

Installing the MXD-3G

1. Place the unit in a central location in your home away from any computer equipment or large appliances. For best results, try to place it close to a window. It is not recommended to place it on the floor, underneath furniture, or anyplace it may be exposed to water.
2. Bring the antenna upright to a vertical position and tighten securely (see picture above).
3. Plug the power cord into a wall outlet that is NOT connected to a light switch
4. The MXD-3G will turn itself on and say "System Initializing". This device uses cellular technology similar to what a cell-phone uses. It may take several minutes to acquire a signal the first time you power it on.
5. Once it has a signal, it will say the signal strength followed by either "System Ready" or "Insufficient Cell Service".
6. The status light should appear solid green, indicating the unit has a steady power source and a good cellular signal. If the light is flashing or appears to be any other color, it may not work correctly.

Using or Testing the MXD-3G

It is required to test the unit once per month. If you live in an area with weak cell phone coverage, weekly testing is highly recommended. If you forget to test monthly, the response center may call to remind you.

1. To test, press your pendant button or the HELP button on the base unit.
2. The unit will beep and announce "CALLING FOR HELP". When it connects to the call center, it will say "call connected". Shortly after, an operator will answer and ask if you need help.
3. Tell the operator you are only testing and do not need help. They may ask to verify your address.



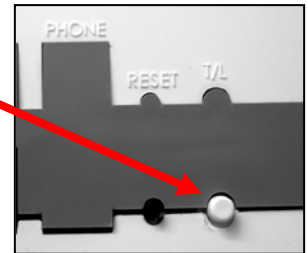
Checking the Cellular Signal Strength

1. Locate the small black button on the back of the unit labeled 'reset'
2. Press and release the button
3. The MXD will announce its signal strength. Anything less than 2.5 bars is not sufficient for reliable operation. This unit will only work over AT&T networks.

Turning Off the MXD-3G

The MXD-3G automatically turns on when it is connected to AC power. When the MXD-3G is removed from service, it is important to turn it off to avoid accidental alarms, and to prevent the backup battery from discharging.

1. Unplug the MXD-3G from the wall outlet
2. After the Status light begins to flash, press the white T/L button on the back 3 times in a row.
3. The base unit will announce "Hold help to turn off".
4. Press and hold the gray HELP button until the status light turns off.
5. If the power cord is left in the wall outlet, the unit will turn itself back on.



Programming a new Pendant to the MXD-3G

1. Locate the white T/L button on the back of the MXD and press it once.
2. The MXD will announce "Range Test Mode"
3. Press the gray HELP button on the top of the MXD.
4. It will announce "Program Personal Help Buttons"
5. Press the neck or wrist pendant you want to program. You should hear a long beep when the button connects with the MXD-3G. (If you have a 2nd button to program too, press it after you hear the long beep from the first button)
6. Press the small black 'reset' button on the back of the MXD to return to normal operating mode.
7. Press your pendant and allow the unit to call out. Inform the operator you are just testing your new button.

Troubleshooting (Status Light)

The MXD-3G will announce the system status each time the RESET button is pressed. The STATUS light displays the following colors when operating:

Display	Status
Solid Green	Unit is properly connected to power and a cellular signal
Flashing Green	AC power not available; unit is running off backup power (will still work)
Solid Red	Unit has been activated and is trying to call the response center
Flashing Red	Cellular connection problem, unable to connect to response center
Flashing Orange	Cellular connection problem and power problem (will not work)

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, cellular or copper phone networks of any kind, cell phone towers or coverage, or other events or processes beyond our control.*

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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