



Mobile eCare 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, phone networks of any kind, cell phone towers or coverage, or other events or processes beyond our control.

Parts of the Mobile eCare	Part Names / Descriptions
	<ol style="list-style-type: none"> 1. Speaker 2. Charging Port Cover 3. Volume Controls 4. Microphone 5. Power Button (on top) 6. Indicator Lights 7. SOS / Help button




Using the eCare

1. Remove your Mobile Care alarm device from the box. Locate the device charger and plug it into a working wall outlet not controlled by a light switch. Most clients keep the charger in their bedroom.
2. **Charge the unit.** Gently lift up the charging port cover on the upper left hand corner of the unit and plug in the end of the wall charger, making sure to insert it correctly. The unit must charge 5 hours the first time to get a full charge. **DO NOT** turn the unit on during this first charging cycle.
3. **Power on the Mobile Care.** After charging the unit, push down on the power button marked with this symbol  located on the top of the unit. The center indicator light will flash to indicate the unit has turned on. (the lights will turn off after that)
4. **Acquire GPS and a cellular signal.** After powering on the unit, wait 3-5 minutes for it to acquire a cellular signal (when this happens, the center 'Network' light will flash very slowly (once per minute). The initial GPS lock may take up to 30 minutes to acquire after the unit is turned on. The light will not flash until you test it.
5. **Test the Mobile Care.** Press and hold down the SOS button until all 3 indicator lights flash, then let go (3 seconds). The eCare will emit some beeps while it is calling out to the call center. When the operator comes on the line, tell them you are testing and everything is OK. If you want to check your location, ask the operator if your GPS is working. *If the location is not exactly where you are, please see the note on the back of this page.*







-----TO BE LEFT WITH CLIENT-----

A NOTE ABOUT GPS: GPS technology in a device this small is not 100% accurate. Buildings, mountains, weather, and electrical interference can all effect how it operates. This unit can detect the general vicinity of where you are, but sometimes may be off by a few houses or a street. It is best to always be aware of your surroundings so if you need help, you can tell the operator where you are.

Indicator Lights on the Mobile Care Handset

Icon / Light	Appearance	Status
	Solid Red	Charging
	Flashing Red	Low Battery
	Off	Fully Charged
	Flashing every 5 seconds	Connecting to call center
	Flashing every 10 seconds	Connected to call center
	Off	Not connected, standby mode
	Solid Blue	GPS acquiring location
	Off	Standby mode (GPS is not active)

Features of the Mobile Care

 Extended battery life (4-5 days in areas with good T-Mobile Coverage)	 Water / Splash Resistant (Do not submerge or wear directly in water stream)
 Easy to wear (includes neck lanyard, pouch, and belt or purse clip)	 Online Caregiver Tools (GPS locating via text, Android App, or email)
 24/7/365 Response Center (Trained staff ready to take your call at any time)	 Information Security (client's information can only be changed by Mountain Home Medical or a registered caregiver)

Troubleshooting:

I pushed the SOS button and nothing happened	The battery has died (no lights), you may be in an area with no T-Mobile cellular service, or you did not hold down the button long enough (hold it down until all 3 indicator lights flash).
I pushed the SOS button and heard beeping, then nothing	You are in an area with inadequate T-Mobile cellular coverage. The unit is not able to connect with the call center and will not work.
Unit appears 'dead', no lights are on.	Watch the lights carefully for 30-60 seconds. If no lights flash, try pressing and holding the power button. If the battery and GPS indicator lights flash, you have just turned the unit off and the unit was just in standby mode. Press the power button again to turn the Mobile Care back on.
Ringling and/or voice heard from the Mobile Care	This unit has a phone number associated with it, but it is an unpublished number. It could potentially receive an unsolicited call. The caller will be blocked within 20-30 seconds and the user does not need to do anything.

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.

-----TO BE LEFT WITH CLIENT-----