

belle[®]

X series

mobile
medical
alert
system



Rating 5VDC 1A

HOW TO CHARGE BELLE

IMPORTANT: Fully charge Belle® before first use.

Plug in the charging cradle and place Belle into the cradle as shown.

The device will state "Charging."



Typical charging time is 2-3 hours.

The light flashes red every 5 seconds while charging and is solid red when Belle is fully charged.

NOTE: Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Only charge as needed. Wear your device as often as possible to be protected.

If the battery is low, the device will state, "Battery low, please charge" when you press the call button.



Red battery light

While charging, the light will flash red every 5 seconds until the device is fully charged.

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 SOS call, the light will be solid blue.

While charging, the light will flash blue every 5 seconds.

HOW TO CALL FOR HELP

1. Press and hold the call button and count 1, 2, 3, or until the light turns blue, then release the button.
2. After a short delay, you will hear a voice message and then tones or ringing.
3. The specialist will answer the call.
4. The specialist can send emergency personnel or loved ones to help you.

If your Belle® does not connect properly, please contact your dealer immediately.

TESTING BELLE WEEKLY

We recommend that you test Belle weekly.

1. To test, press and hold the call button and count 1, 2, 3, or until the light turns blue, then release the button.
2. After a short delay, you will hear a voice message and then tones or ringing.
3. The specialist will answer the call.
4. Tell the specialist you are testing.

If your Belle does not test properly, please contact your dealer immediately.

REPLACE LANYARD WITH BELT CLIP

1. Hold the Belle® device firmly, with the back of the device facing you.
2. Remove the lanyard by gently twisting the silver clip and pulling it toward you, away from the device.
3. To attach the belt clip: Press the belt clip onto the back of Belle until it clicks.



CLEANING BELLE WEEKLY

We recommend that you clean Belle 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.

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 your dealer immediately.

Charging:

Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Wear your device at all times and only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

Water-Resistant:

Belle® is IP67 water-resistant. Belle should not be submerged. Belle 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.

Location-Based Services:

Some of the Equipment uses technology to permit third-parties, including the Monitoring Center, 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 the Monitoring Center. 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.

ANY AND ALL LOCATION-BASED INFORMATION IS MADE AVAILABLE FOR INFORMATIONAL AND PLANNING PURPOSES ONLY AND IS NOT INTENDED TO BE RELIED UPON IN SITUATIONS WHERE PRECISE LOCATION INFORMATION IS NEEDED OR WHERE ERRONEOUS, INACCURATE, TIME-DELAYED OR INCOMPLETE LOCATION OR MAP DATA MAY LEAD TO DEATH, PERSONAL INJURY, OR PROPERTY OR ENVIRONMENTAL DAMAGE. YOU AGREE THAT LOCATION-BASED INFORMATION MAY VARY FROM ACTUAL LOCATION(S), ROAD, OR TERRAIN CONDITIONS DUE TO FACTORS THAT CAN AFFECT THE ACCURACY OF THE MAP DATA, SUCH AS, BUT NOT LIMITED TO, WEATHER, ROAD, AND TRAFFIC CONDITIONS, GEOPOLITICAL EVENTS, AND CONDITION OR STATUS OF YOUR CELLULAR PHONE OR CELLULAR SERVICES. WE DO NOT GUARANTEE ACCURACY OR COMPLETENESS OF ANY LOCATION-BASED INFORMATION.

Your new Belle X pendant includes fall detection! It also features fall detection alarm canceling, which means you can cancel an accidental fall detection alarm without speaking with a specialist.

If Belle X detects a fall, you will first hear the recording, "Fall detected, hold the call button to cancel."

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."

Specialists are always available to assist you. Remember to always press your Belle X button if help is needed.



FALL DETECTION

Fall detection is an optional feature. If Belle X detects a fall, it can automatically connect you with care specialists who can dispatch emergency services if needed. Please contact your dealer with any questions. Note: You should wear Belle X on the chest with the included lanyard for accurate fall detection.

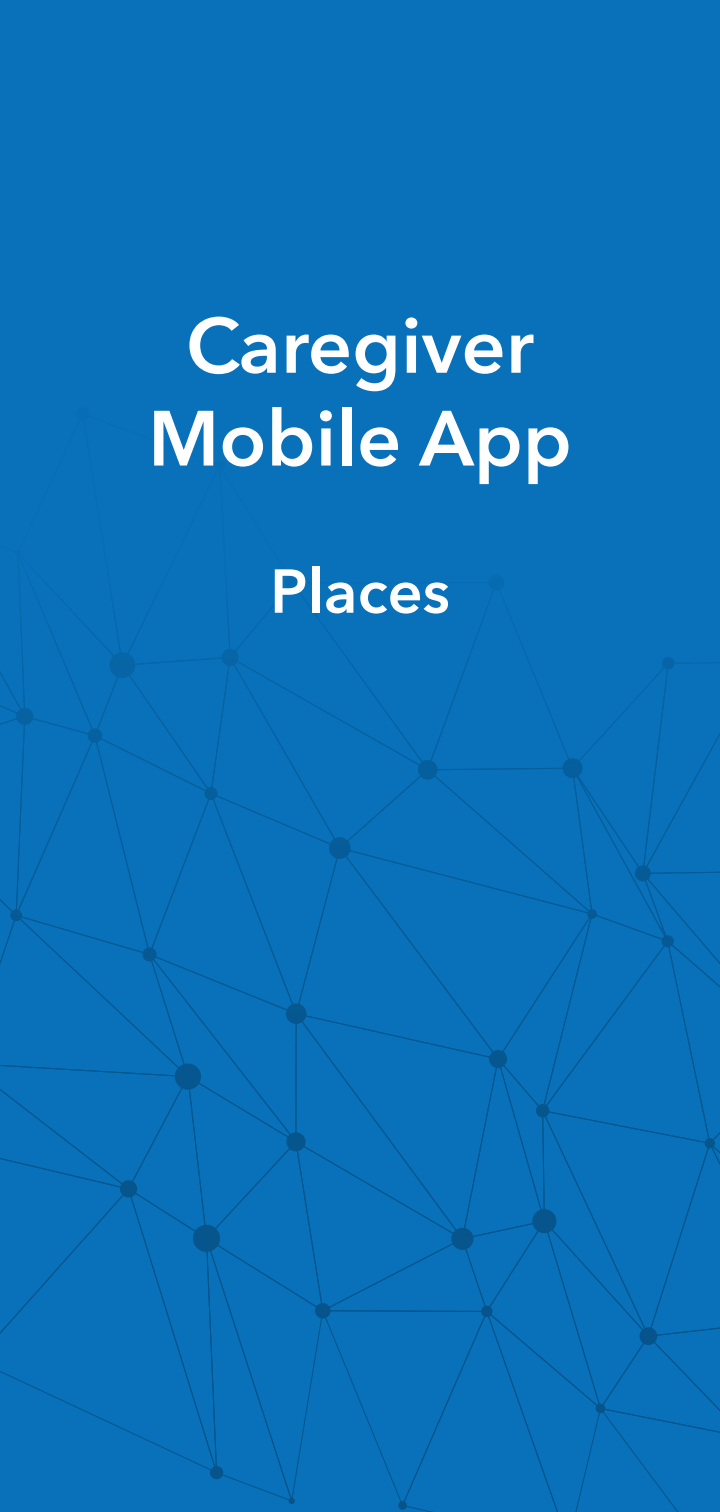
By using this device, you acknowledge and accept the following information.

Fall Detection:

Fall detection is an optional service for Belle X and uses patented algorithms to detect falls. If a fall is detected, you will be connected to specialists who can dispatch emergency services if needed. You will be able to tell specialists if you do not need assistance. **We cannot guarantee that the service will always accurately determine a fall. It is advised that you always press the button if you need help.**

Caregiver Mobile App

Places

An abstract graphic consisting of a network of dark blue dots connected by thin, light blue lines, forming a complex web-like structure across the entire blue background.

CAREGIVER MOBILE APP

Download the Caregiver Mobile App:

iOS app:



bit.ly/apple-caregivermobile

Android app:



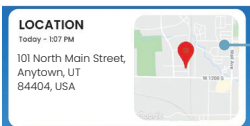
bit.ly/android-caregivermobile

First Time Logging into the App:

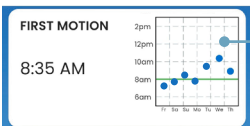
1. Download the Caregiver Mobile app.
2. Open the app and tap **Register**.
3. Enter your email address.
4. An authentication code will be emailed to you.
5. Enter the authentication code in the app.
6. Enter a password.

Home

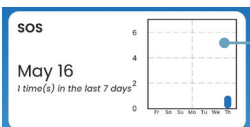
Refresh: Pull the tiles down on the homepage to update the homepage tiles.



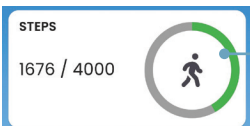
Location: View the last location. Tap the tile to open the location tab and refresh.



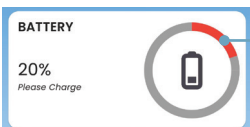
First Motion: View the first motion of the device after 5 am. Tap the tile to view history.



SOS: View the most recent alarm and view history on the graph. Tap the tile to view details.



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



Battery: View the most recent battery level.

CAREGIVER MOBILE APP

Location

- When you refresh the app home screen, open the Location tab or switch between app screens, device locations are requested every 30 minutes.
- When the Location tab is opened, the last device location will show on the screen.
- Tap Refresh to request an updated location. It can take up to a minute to update the location. Frequently updating the location can impact device battery life.
- Note: The device must have adequate GPS coverage and cellular signal to provide an updated location.
- Tap the pin on the map to view location details.

Device

General

- Switch to view a different device if you monitor multiple devices.
- Change device nickname and add image.
- Ring Device: Play Device Sound to help locate misplaced pendants.
- View subscriber details.
- View Device ID, device model and carrier.

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, and no first motion.
- Tap Save after changing settings.
- Note: To modify email and text message alerts, please contact your dealer.

History

- View history of app alerts you have received

Settings

- **Support:** View contact information for your dealer.
- **Caregiver Information:** Edit information about the app user. Note: To update subscriber information, please contact your dealer.

CAREGIVER MOBILE APP PLACES

Places overview

Tap Places on the Location tab to set up Places and receive popup notifications when the mPERS device enters and exits different areas throughout the day.

Places can be areas frequently visited by the mPERS user.

The radius for each Place is configurable and can be set to 150, 200 or 250 meters.

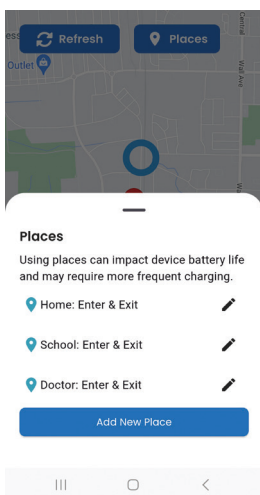
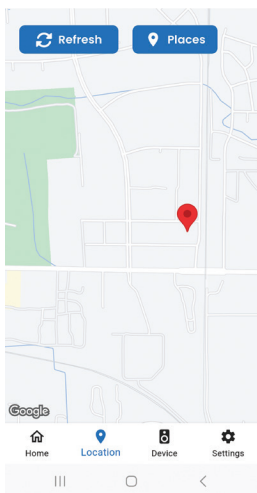
You can enter up to 4 Places per mPERS device.

Because Places are set up on the mPERS device itself, all caregiver app users monitoring the same mPERS device share the same list of Places. Creating and deleting Places will affect all caregiver app users monitoring the same mPERS device.

Each app user can choose if they would like to receive enter/exit notifications for those Places.

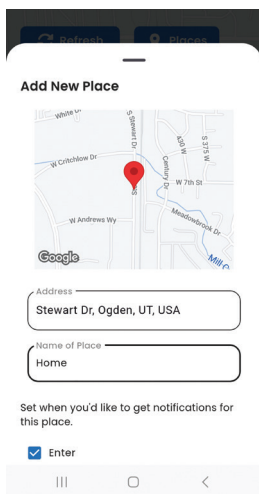
Note:

The use of Places may impact the battery life of the mPERS device and require more frequent charging of the mPERS device, due to the increased GPS activity. We recommend charging the mPERS device daily when Places have been added in the app.



Add a new Place

1. Go to the Location tab.
2. Tap Places.
3. Tap Add New Place.
4. Enter an address.
Address options will populate as you type.
5. Enter a name for the Place.
6. Select if you would like to be notified when the mPERS device enters and/or exits the Place.
7. Select the radius for the Place. For larger buildings, it is advised to select a larger radius.
8. Tap Save.

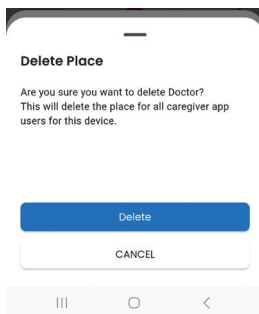


Modify an existing Place

1. Go to the Location tab.
2. Tap Places.
3. Tap the pencil icon beside the Place name in the list.
4. Modify the address, name, notification preferences, and/or radius for the Place.
5. Tap Save.

Delete a Place

1. Go to the Location tab.
2. Tap Places.
3. Tap the pencil icon beside the Place name in the list.
4. Tap Delete at the bottom of the screen.
5. Confirm you want to delete the Place for all app users for this mPERS device.



Place notifications

After adding or editing a Place, you will receive an enter and/or exit popup notification the next time the mPERS device moves. This is a confirmation that the mPERS device has established if it is currently inside or outside of the Place.

After the initial “confirmation” notification, you will receive enter and/or exit notifications when the mPERS device enters and leaves different Places.

The mPERS device checks GPS for Place enter/exits periodically while continuously moving.

Notifications can also be sent when the mPERS device enters or exits a Place, and then stops moving for about 2 minutes.

You may also receive enter and/or exit notifications:

- After the mPERS device battery discharges and the device is recharged.
- If the device firmware is updated.
- If the device is rebooted.

Note:

If an mPERS device is moving the entire time and enters and exits a Place (such as while driving past the user’s house), the app may not send a Place notification.

If the mPERS device is in an area without strong GPS signal or cellular signal, the app may not send a Place notification.

Edit of Place Complete!



You will receive an Enter/Exit notification the next time this device moves, as an edit confirmation.

Okay

Do Not Show Again



FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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. 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 on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne doit pas causer d'interférences.
2. Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable.

CAN ICES-3(B)/NMB-3(B)

Manufacturer:

Freeus, LLC

www.freeus.com

HD
VOICE



belle[®]
X series