

TEARDROP

GETTING STARTED WITH
YOUR MOBILE MEDICAL ALERT



Charging Your Device

For best results, charge your Teardrop every night.



Once you receive your Teardrop, plug its charging cradle into an outlet. Place the Teardrop in the cradle with the SOS help button facing forward. Ensure your Teardrop is firmly pushed into the charging cradle to initiate charging. When charging properly, the **RED** light on the cradle will turn on and the Teardrop will announce "Charging."

When the Teardrop is fully charged, the **RED** light on the cradle will turn off.



Make sure that the wire on the back of the cradle is firmly in place.





The **Teardrop** can be worn in the shower but should not be submerged in water.



Press the **Silent Button** twice to disable/enable voice alerts.



STATUS LIGHT

Light blinks **GREEN** when the Teardrop is working properly.

LOCATION LIGHT

Light blinks **BLUE** when location services are available.

POWER LIGHT

Your Teardrop needs to be charged when the power light blinks **RED**.



TEST BUTTON

To test your Teardrop, press and hold the test button on the side of your Teardrop. You will be connected to our test center.



NOTE

For best results, test your **Teardrop** monthly.

In Case of Emergency

If you need assistance, press and hold the help button until you feel a vibration or hear the activation tones.



IMPORTANT

To cancel an accidental activation, press and release the help button when prompted.



Fall Detection (optional)

For devices with Fall Detection enabled, if you are unable to press the help button and a fall is detected, the device sends an emergency fall alert to a Care Specialist.

For best results, wear your help button on the lanyard and outside of all your clothing.

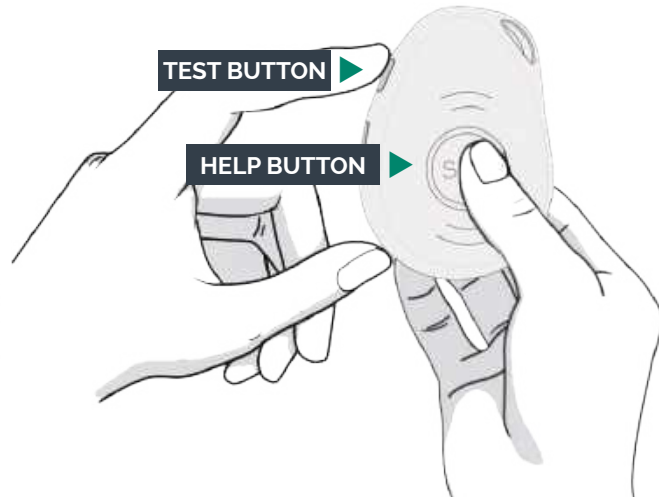
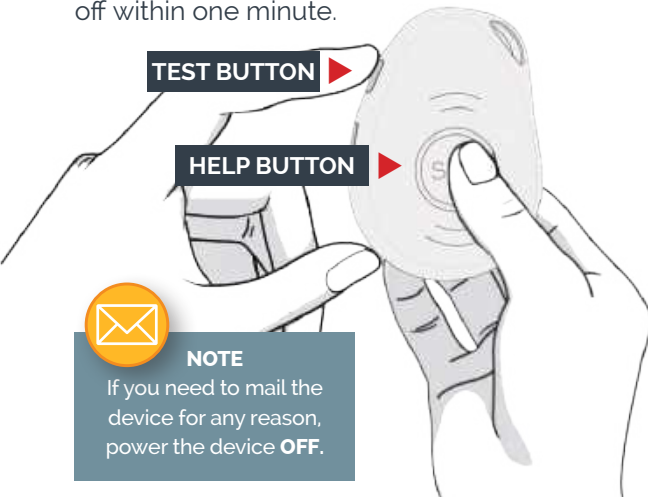
Fall Detection does not detect 100% of falls. If able, users should always push their button when they need help.

Turning Off/On

Your Teardrop should always be kept on. If you need to turn your Teardrop **OFF** press and **HOLD** the Test and help buttons together until you feel a vibration.

All lights on the device should turn off within one minute.

To turn your Teardrop back **ON** you can press the Test and help buttons together, or place the device in the charging cradle.



We are here to help. Call for assistance.

This device is dependent on cellular coverage to work. Where cellular coverage is limited, you may encounter diminished device capabilities.