



MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®



Follow these 3 steps to activate your device.

STEP 1

**PLUG-IN AND CHARGE YOUR
LIFEZONE SAFE WATCH ACTIVE®
UNTIL IT SHOWS 100% CHARGED**

STEP 2

TEST TO ACTIVATE! 1-800-940-0262

STEP 3

**COMPLETE AND MAIL BACK
THE ENCLOSED EMERGENCY
CARE PLAN AGREEMENT**

At-Home and On-The-Go Safe Watch Active®
with Optional Fall Detection
User's Guide

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LifeFone Safe Watch Active: Overview



Safe Watch Active Features:

- Get Emergency Help
- Monitor Heart Rate
- Track Steps
- View Daily Weather
- Low Battery Warning

2-Way Communication allows you to speak to an Emergency Care Agent using a built-in microphone and speaker



STEP 1

Charge your Safe Watch Active

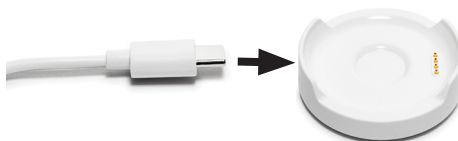
Step 1: Charge your Safe Watch Active

IMPORTANT: Before using your Safe Watch Active, it should be fully charged.

1. Plug the charging cable into the enclosed adaptor.



2. Insert the other end of the charging cable into the cradle.



3. Align charging contacts on the bottom of watch with charging pins on charging cradle.



4. Plug the adaptor into an electrical outlet.



5. Place the Safe Watch Active into the charging cradle. You will hear a startup tone and/or verbal confirmation of charging. While on the charging cradle, the screen will display the battery percent. At 100% your device is fully charged.



⚠ IMPORTANT: When the battery level is low, you will hear a low battery message and the battery level indicator will turn red. When this happens, you should charge your device as soon as possible. For best results charge your watch every night.



⚠ IMPORTANT: Safe Watch Active is not ready for use until you have charged Safe Watch Active in the Charger and then completed the set up call with your LifeFone response team.

Note: If your Safe Watch Active does not power on, call LifeFone Customer Service at 1-800-940-0262.

STEP 2

Test your Safe Watch Active

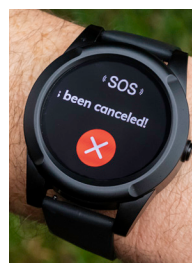
Step 2: Follow these steps to Test and Activate your Safe Watch Active:

1. Press and hold the Help Button on the side of your Safe Watch until you hear the emergency alert message. Speak towards the face of your watch when you are connected to the LifeFone response team.
2. Tell the LifeFone Care Specialist that you are testing your Safe Watch Active.
3. When you complete the call with LifeFone, your Safe Watch Active will be set up.



TO CANCEL AN EMERGENCY CALL

IMPORTANT: To cancel an accidental activation, press the **X** on the display prior to the countdown reaching zero.



For best results, we recommend you test your Safe Watch Active once a month.

STEP 3

Complete and Mail Back the Enclosed Emergency Care Plan

Your Emergency Care Plan Agreement authorizes LifeFone to respond properly in the event of an emergency.

WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT WITHIN SEVEN (7) DAYS FROM YOUR ORIGINAL RECEIPT TO ENSURE THE BEST PROTECTION POSSIBLE.

Enclosed are two (2) copies of your Emergency Care Plan Agreement. **Make sure to review all of the information in this document carefully to ensure accuracy.**

Once you've confirmed that all of the information on your Agreement is correct, **please sign and date the bottom of the Agreement where indicated**, and return it to us in the prepaid envelope provided.

Please keep the yellow copy for your own personal records.

LifeFone Emergency Care Plan Agreement Fax this form to: 1-800-940-0262
or email: professional@life-fone.com

Complete and return this agreement within 7 days after receipt of emergency services. If you are unable to do so, please call 1-800-940-0262 for assistance. Do not use this form for any other purpose. Call with questions: 1-800-940-0262 (TDD).

<p>1. PERSONAL INFORMATION</p> <p>First Name: _____ Last Name: _____ Street Address: _____ Apartment/Floor: _____ City: _____ State: _____ Zip: _____ County/Township: _____ Nearest Cross Street: _____ Home Phone: () _____ Alternate Phone: () _____ Email: _____ Date of Birth: _____ Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female</p>	<p>2. EMERGENCY CONTACT INFORMATION</p> <p>First Name: _____ Last Name: _____ Street Address: _____ City: _____ State: _____ Zip: _____ Home Phone: () _____ Phone 2: () _____ Phone 3: () _____ Email: _____ Relationship to Subscriber: _____</p>
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3. HIDDEN KEY AND LOCK BOX

Where key location: _____ Lock box code: _____

<p>4. PERSONAL RESPONSES (Not to be used under 1.4. Indicate phone type: <input type="checkbox"/> Home <input type="checkbox"/> Business <input type="checkbox"/> Cell <input type="checkbox"/> Other</p> <p>1. Name: _____ Relationship: _____ Home Phone: () _____ Phone 2: () _____ Phone 3: () _____</p>	<p>2. Name: _____ Relationship: _____ Home Phone: () _____ Phone 2: () _____ Phone 3: () _____</p>
<p>3. Name: _____ Relationship: _____ Home Phone: () _____ Phone 2: () _____ Phone 3: () _____</p>	<p>4. Name: _____ Relationship: _____ Home Phone: () _____ Phone 2: () _____ Phone 3: () _____</p>

5. MEDICAL AND PERSONAL INFORMATION

Is Subscriber Pregnant? ☐ Yes ☐ No ☐ Unknown ☐ If Yes, check all that apply: ☐ 1st Trimester ☐ 2nd Trimester ☐ 3rd Trimester ☐ Labor

Medical Conditions (Physical Conditions): _____
 Medications: _____
 Allergies: _____
 Height: _____ Weight: _____ Hair Color: _____ Eye Color: _____ Preferred Language: _____
 Ethnicity: _____
 Blood Type: _____
 Sex: _____

6. SPECIAL INSTRUCTIONS

7. ACCEPTANCE AGREEMENT

I, the undersigned, hereby authorize LifeFone to provide emergency services to me and my family. I understand that I am releasing LifeFone from liability for any damages or injuries that may result from the use of LifeFone's services. I agree to pay the fee for LifeFone's services. I agree to keep this agreement in my home and to provide a copy of this agreement to all family members. I agree to keep this agreement in my home and to provide a copy of this agreement to all family members. I agree to keep this agreement in my home and to provide a copy of this agreement to all family members.

Subscriber Signature: _____ Date: _____
 Professional Signature: _____

Printed Name: _____ Printed Address: _____ Printed City: _____ Printed State: _____ Printed Zip: _____
 Printed Phone: () _____ Printed Email: _____

LifeFone: 16 Wisconsin Avenue, White Plains, NY 10610-1234 Fax: 1-800-940-0262 Tel: 1-800-940-0262

Safe Watch Active and Charging Cradle Notes

- The charging cradle is for holding the Safe Watch Active while charging. The Power Cord connects the charging cradle to a standard wall outlet.
- The Help Button, when pushed, initiates a two-way call to LifeFone's response team.
- The Speaker allows you to hear LifeFone's response team speak to you. The Microphone allows LifeFone's response team to hear you.
- Charging contacts connect the Charging Cradle to the Voice-In-Pendant. Be sure to keep the contacts clean and free of debris; gently wipe with a soft cloth.
- **Shower Safe:**
Your Safe Watch is water-resistant and can be worn while washing hands, watering plants and showering. Your Safe Watch is water-resistant but should not be submerged in water.



Placing an Emergency Call

To make an emergency call with your Safe Watch Active:

Step 1. Press and hold the Help Button on the right side of the Safe Watch Active until you hear the emergency alert message.

Step 2. LifeFone's response team will answer your call, talk to you to assess your needs, and notify emergency services if appropriate.

Important: To cancel an accidental call for help, press the X on the screen before the countdown reaches zero. If the accidental emergency call is connected to LifeFone, let the operator know that it was a test.

Testing Safe Watch Active

Test Your System Monthly

- Press and hold the Help Button on the right side of the Safe Watch Active until the call is initiated.
- Once the alarm is received by LifeFone, an emergency operator will speak with you through the speaker.
- Please state clearly to the operator that "THIS IS A TEST." If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.
- It's recommended that you test your system once a month, every month.



If you have any trouble performing this test, please contact customer support 24/7 at 1-800-940-0262.

Know Your Safe Watch Active

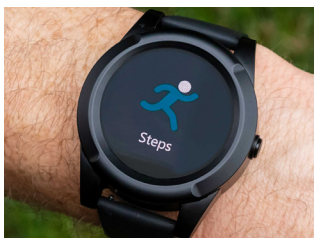
If the screen is blank, touch the face or quickly press the Home Button on the side to display the Time & Date. Touching the home button again will hide the watch face.

When viewing the Time/Date, swipe your finger right across the face to access additional options to monitor Heart Rate, Track Steps or view the local Weather.



Pedometer

Swipe the watch face to “Steps” to track your daily steps and activity. Pedometer shows steps walked, miles, and calories.



Weather

Swipe to “Weather” and touch the watch face to get today’s weather forecast. Swipe again to change Fahrenheit to Celsius.



Heart Rate

Swipe to the Heart Rate screen, and press the watch face to measure your heart rate. The screen will show “Measuring...” then display your current heart rate. Swipe to the next screen to see your last previously measured heart rate and that date.



If the Safe Watch Active is not worn on the wrist and you press the “Heart Rate” screen to begin measuring, you will get a warning message to “Please wear the watch snugly on your wrist and measure again.”



The heart rate monitor is for informational purposes only and is not intended to replace traditional methods of diagnosis or treatment.

Location-Based Services

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

This system uses GPS, BLE and WiFi to provide fast and accurate location service. As with all location-based services, it may not always be possible to determine your location. Multi-level buildings, parking garages, and even dense urban areas can make it difficult for satellites and cell phone towers to determine an exact location.

NOTE: A cellular signal may not be available in all areas.

 **FOR PROPER OPERATION, SAFE WATCH ACTIVE REQUIRES ADEQUATE CELLULAR COVERAGE! POOR CELLULAR COVERAGE MAY RESULT IN THE INABILITY TO PLACE AN EMERGENCY CALL!**

Check with LifeFone for known coverage limitation

Wearing Safe Watch Active

Safe Watch Active should be worn as a watch around your wrist using the supplied wristband. We recommend that the Safe Watch Active be worn outside clothing, to make it easier to reach the Help Button in an emergency.

Do not put the Safe Watch Active through the clothes washer or dryer, or attempt to dry your button out in the oven or microwave.

Safe Watch Active is water resistant, but should never be submerged in water.

Battery Notes

The Safe Watch Active battery is designed to operate on a single charge for up to 24 Hours but may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life.

Low battery may result in the inability to place a call and/or properly locate you automatically during an emergency.

⚠ Important: Safe Watch Active requires an adequate battery charge to function properly. Prior to use, please charge for at least 3 hours.

When fall detection is added to your LifeFone service, battery life may be reduced.

Battery Warning

When the battery level is low, you will hear a low battery message and the battery level indicator will turn red. When this happens, you should charge your device as soon as possible.



For best results charge your Safe Watch Active every night.

Turning Off and On

IMPORTANT SHIPPING or MAILING NOTE:

If you need to mail the Safe Watch Active device for any reason, please power it off first.

To Turn Watch Off

Swipe finger across screen until you see "Turn Watch Off".

Touch the Safe Watch face, and a confirmation screen will ask "Are you sure you want to power off your watch?" Touch the Checkmark for Yes, or the X for No.



To turn your Safe Watch back on, press and hold the Help Button. Your screen will say "Welcome" and a voice will say "Your watch is starting up, please wait."

We recommend for safety purposes that you not turn your watch off unless necessary.

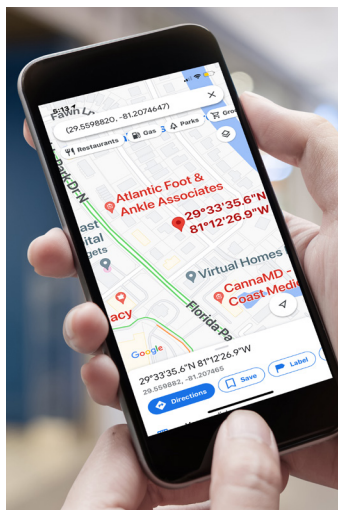
Locate a Lost Safe Watch Active

Device Finder — If your Safe Watch Active is misplaced or lost, our Customer Care team can ring the watch and use GPS location technology to help locate it.

Text-to-Locate Safe Watch Active

Approved caregivers can find their loved ones using Text Messages.

1. Text **find locator-name** to **1-855-999-3224** from a phone which has been registered on your LifeFone account
 - **find** can be uppercase or lowercase
 - **locator-name** is the subscriber's first name
2. The system will send a text message with the location of the Safe Watch Active.
3. If you wish to add new contacts, or edit the contacts on your list, please call LifeFone at 1-800-940-0262.



Optional Feature: Automatic Fall Detection

If you have enabled the optional Fall Detection feature on your Safe Watch Active, then your LifeFone device provides extra protection by automatically calling for help if you fall and are unable to push your button.

Since no fall detection system detects 100% of falls, you should press the button if you need help and you do NOT hear the Safe Watch say "A Fall Has Been Detected". If you are able, you should press the help button in the event of an emergency.

NOTE: Please handle your Safe Watch Active with care when putting it on or taking it off. If it's dropped, it may interpret this movement as a fall and activate an Emergency call. If it does **Please tell the operator that it was a false alarm.** If you do not explain this to the operator, emergency help will be dispatched.

Cancelling an Automatic Fall Detection Call

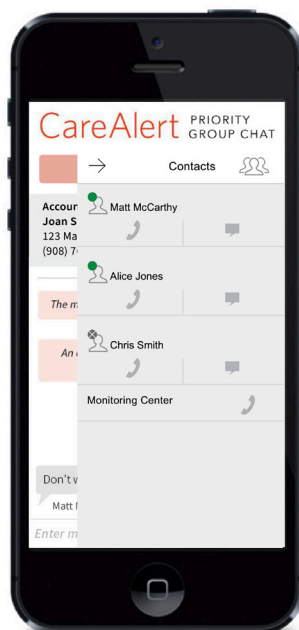
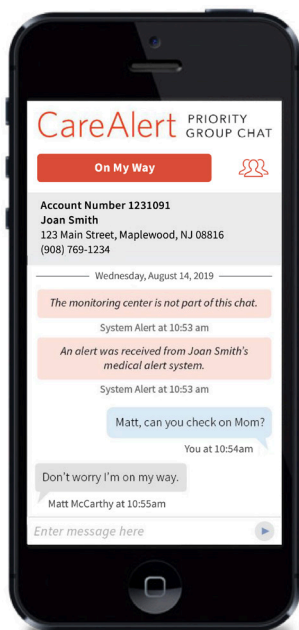
The Safe Watch Active also enables the user to cancel a fall alert. If you do not need assistance, you can touch the **X** on the screen within a few seconds to cancel the alarm, and you will not connect with the specialist. When the alarm is canceled, you will hear the recording, "Your Help Request Has Been Canceled."



Optional Feature: Care Alert Mobile App

The Care Alert Caregiver Mobile App offers a Priority Group Chat which connects caregivers and the LifeFone monitoring center.

- Instant group notification
- Chat with the entire caregiver list
- One button “On My Way” notification
- Real time updates of account activity
- View alarm details to determine the next appropriate step.
- Know which contacts are currently in the chat
- Initiate private phone call or text message with any account contact





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

FCC Part 15

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

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, and the Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. 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 that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.



MEDICAL ALERT SERVICES

16 Yellowstone Avenue,
White Plains, New York 10607-1324
Web: www.LifeFone.com
Phone: 1-800-940-0262

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