



**Get to Know**

MOBILE COMPANION GO





## Safer on the Go

The **Aloe Care Smart System** is a communication and care management network created to support independent adults and their caregivers. Our products enhance contact and collaboration—offering better transparency and peace of mind to everyone within a care circle.

The **Mobile Companion Go** is a small, wearable, and pocket-friendly device that uses GPS technology to help independent adults stay safe and connected, whether at home or on the go.

# Hi There! We're Here to Help

Sometimes setup can be tricky. Reach out if you're experiencing difficulties or have product-related questions. Our customer support team is happy to help.



1-888-ALOECARE (1-888-256-3227)



[support.aloecare.com](https://support.aloecare.com)



[support@aloecare.com](mailto:support@aloecare.com)

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# Meet Your New Mobile Companion Go

First, unpack the Mobile Companion box and lay the items on a table.

## **Collect your items—**


1. Mobile Companion
2. Charging Station
3. Power Cord
4. Plug Adapter
5. Lanyard








# How It Works

Quickly receive assistance whether at home or on the go.

 **Runs On:** AT&T network coverage, where available.

 **Location Detection:** Offers peace of mind to caregivers and allows prompt care to arrive right where needed.

 **Multi-Sensory Feedback:** The combination of sight, sound, and vibration feedback make device interactions easy.

 **Waterproof:** Safe to wear in the shower and during daily activities without worry. (See IPX7 in Safety + Warranty).



# The Buttons



**Help:** Press and hold until you hear the voice prompt and feel a vibration.

After pressing the Help button, there's a 10-second delay, letting you cancel before reaching the Emergency Response Team.

## **Cancel Requests/End Calls:**

Quick-click the Help button.



**Test:** To test the device, press and hold the test button on the side of the device. You will be connected to our test center.

See page 31 for more details about testing.



**Voice:** Double-click to turn voice prompts off (silent mode). Double-click to turn voice prompts on (voice mode).

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## Set Up the Charging Station

1. Assemble the power cord, plug, and charging station. Place the charger on a flat surface in a convenient area, such as an entryway table, or bedside table, for easy charging.
2. Then, insert the plug into a nearby outlet. Ensure the cord doesn't feel loose and is inserted fully into the port on the back of the charger.

**TIP** **Do not** plug into an outlet controlled by a wall switch, as it could cause power interruptions.



## Charging the Device

Dock your Mobile Companion on the charging station, so the help button is facing forward, allowing the gold contacts to connect.

The Mobile Companion should fit snugly inside the charging station and automatically power on, as confirmed by the red indicator light, device vibration, chime, and voice prompt "**Charging.**"

If your device does not begin charging, remove it from the charger and reinsert it, pressing to ensure a good connection.

Allow the Mobile Companion battery 2-3 hours to fully charge before your first use, then charge daily for best performance.

**TIP** The red indicator light will stop pulsing and turn off when the device battery is full.

**TIP** When your battery is low, you will hear a chime followed by a voice prompt: "**Your battery is low. Please charge soon.**"





# Status Light Modes



**Green** - Network:

Blinks when the Mobile Companion is working.

This light should blink consistently when the Mobile Companion is on.



**Blue** - Location:

Blinks during active searches for the device location or when GPS services are in use.



**Red** - Power:

Blinks when the device battery is low.

Place the device on the charging station.



# Powering On & Off

## **Power OFF:**

Press and hold the **test + help buttons** until you feel a vibration.

All lights on the device will turn off within 1 minute.

## **Power ON:**

Press and hold the **test + help buttons** or place the device on the charging station.



## Attaching the Lanyard

Wear the Mobile Companion, so it's close by when you need it.

### **Lanyard:**

1. Pinch the sides of the toggle to release it from the lanyard.
2. Slip the toggle loop through the lanyard slot, then push the head of the toggle through the loop.
3. Clip the toggle to the lanyard.

**TIP** In case of emergency, the lanyard strap has a breakaway function that makes it easy to remove.

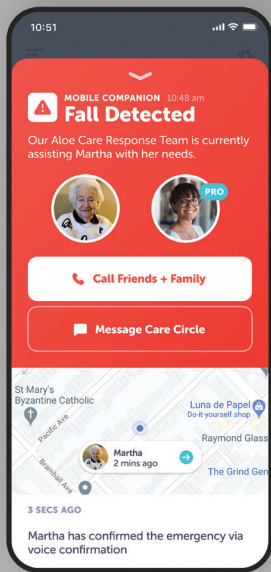
# Connect & Care

The Mobile Companion Go provides button-activated communication, fall detection, and 24/7 access to our Emergency Response Team.\* Get familiar with your new device through testing and learn how caregivers can stay informed during emergencies.

\*This device is dependent on AT&T network coverage to work. Where AT&T coverage is limited, you may encounter diminished device capabilities.

## **Part 2**

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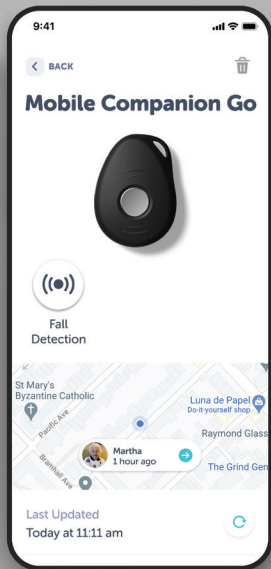
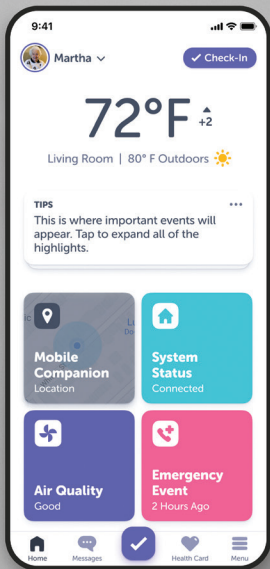


## Our Response Team

The Response Team handles emergency events for independent adults. Emergency events activated via the Help button or a detected fall—will notify the Response Team.

Once on a call, a team member can communicate with the independent adult to determine if emergency services are requested and contact emergency services as needed.

**TIP** Emergency events can automatically send notifications to caregivers via the caregiver app or text messages.



# The Caregiver App

Caregivers can open the app and tap the Mobile Companion card to access stats and features like—

- Network connectivity strength.
- Turn automatic fall detection on/off.
- Battery level.
- GPS location.

The in-app map connects with native Apple Maps and Google Maps to provide location details and directions.

**TIP** The Mobile Companion may be off if it doesn't appear in the app.

## Detecting a Fall

When the Mobile Companion detects a fall event, you'll hear the following:

**"A fall has been detected. Press the help button to cancel."**

**TIP** Fall detection does not detect 100% of falls. If able, users should always push the help button when they need help. Fall events are automatically confirmed unless canceled. For best results, wear your device on the lanyard.

## Voice Prompts

Voice prompts are integral to the Mobile Companion experience. So **please keep voice prompts on** to get all important messages like low battery, emergency alerts, and emergencies triggered in error.

## Caller ID

Add these phone numbers to your contacts to avoid missing critical communications (like emergency response calls, text notifications, alerts, etc.).

- **Emergency Response Team:** 1-800-481-2700
- **Aloe Care Alerts:** 1-850-820-3227

## Care & Cleaning

When needed, clean the Mobile Companion and accessories with plain water and a gentle, lint-free cloth. For stubborn spots, try a solution of dish soap diluted in water. Wipe the charging station with a dry, lint-free cloth.

- ✗ **Please do not** use chemicals or detergents on the Mobile Companion, as they could damage the device or the rubberized coating.



## Run a Test

Run a test to familiarize yourself with your Mobile Companion and to ensure your device is working.

1. Press and hold the test button until you hear the voice prompt.
2. Please wait while your device connects to the test center.
3. Listen to the message and, when prompted, state your name.
4. After replaying your name and confirming a successful connection to the test center, the test will be complete.

**TIP** Running a test will not begin a live chat with a Response Team member.



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