



Mobile Companion 2





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Welcome!

Your new **Mobile Companion 2**, with automatic fall detection*, 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.

The Mobile Companion 2 is supported by the **Aloe Care Smart System**, a communication and care management network created to support independent adults and their caregivers. Aloe Care Health brings peace-of-mind to everyone in the circle of care.

** The Mobile Companion cannot detect 100% of falls.*

Questions? Call 1-888-256-3227 or email support@getaloe.com 3



Let's Get Set Up

Before getting started, let's make sure you have everything you need.

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



Plug In

- 1
- 2
- 3
- 4

1. Assemble the power cord, plug, and charging station. For easy charging, place the charging station on a flat surface in a convenient area, such as an entryway table, or a bedside table.
2. Once plugged into an outlet, the charging station light will turn on. Please **do not** plug into an outlet controlled by a wall switch as it could cause a power interruption.

If your device came with activation instructions:

Visit the website listed on your activation instructions first to activate your device. Then, follow along with the instructions in this guide.



Dock



Insert your Mobile Companion on the plugged-in charging station so it connects to the gold contacts. The SOS button should be facing forward.



Press



Firmly press button 1 on the side of the device. After a few minutes, you will hear the “Welcome” activation voice prompt.

When prompted, press the SOS button and follow the device prompts to activate your device. If there are any issues or errors, the device will tell you what to do next.

Tip: *If you hear a device error that it cannot connect, try going outside or near a window.*



Listen



Once activated, you will hear a chime followed by a voice prompt, *“Your device has successfully connected to the network and set-up is now complete.”*

Tip: *After successful activation, your device will give you the option to listen to a device walk-through. We suggest listening to this to get to know your new Mobile Companion.*



Get to Know Your Device

Network: AT&T network coverage, where available.

Location Detection: Offers peace-of-mind to caregivers and help will arrive right where needed in an emergency.

Voice Feedback: Clear, pre-recorded voice prompts make interactions easy.

Waterproof: Safe to wear in the shower and during daily activities without worry.*

Tip: Clean with plain water and a gentle, lint-free cloth. For stubborn spots, try a solution of dish soap diluted in water. Do not use chemicals or detergents.

* See Safety & Warranty details for more info.

Questions? Call 1-888-256-3227 or email support@getaloecare.com 15



The Buttons

Call Emergency Response Team: Press the SOS button for approximately 1 second until you hear the voice prompt. After the SOS button press, there's a few second delay, giving you the option to cancel.

Cancel Request/End-Calls: Quick-press SOS.

Call Primary Contact: Press the top side button, labeled "1," for approximately 1 second. **Note:** Your primary contact was chosen during set-up and can be changed in the caregiving app.

Obtain Device Status: Press the bottom side button, labeled "2," for approximately 1 second to obtain device status including battery life, location and subscription status.



Charging

With the SOS button facing forward, insert your Mobile Companion into the charging station. You will hear the voice prompt, *"Your device is charging,"* and you will see a solid green and flashing red light on the device. The charging station will also pulse red when charging.

Note: Once the device is fully charged, the red light on the device will turn off and the charging station will stop pulsing and turn purple.

Tip: *Allow the Mobile Companion battery to charge 2-3 hours before your first use, then charge daily for best performance. If your battery drops to 20%, you'll hear "Your device's battery is low. Please place the device on the charging station."*



Turning It On (and Off)

On: Press the top side button, labeled “1,” for approximately 1 second, until you feel it vibrate and see all three lights flash on. You will then hear, *“Your device is powering on.”*

Off: Press and hold the bottom side button, labeled “2,” for approximately 5 seconds, until you feel it vibrate and see all three lights flash off. You will then hear, *“Your device is powering off.”*



The Companion Lights

Green: Green indicates normal operation and that device is connected to network.

Blue: Primary Contact or Device Status call in progress.

Red: Device has low battery and needs to be charged (solid red) *OR* device charging is in progress (flashing red).

Green/Red/Blue: Emergency in progress



The Charger Lights

1. Red/Pulsing Red:

Device is charging.

2. Purple:

Device is not on the charging station

Charging station is plugged in and ready for use.

Device on the charging station

Device is fully charged.



Test a Call

1. Press the SOS button for approximately 1 second, until you hear a voice prompt.
2. The device will connect to the Emergency Response Team.
3. Once you've connected, simply tell them: *"Hi, this is [your name]. I was testing my Mobile Companion. I don't need medical assistance."*
4. After confirming your name and address, the Emergency Response Team will end the call.

Tip: *We also suggest testing the device's default fall detection sensitivity by dropping the device on the ground from varying heights. You can adjust the sensitivity level for what works for you in the app.*



Attachment Accessories

Belt Clip:

1. Slip bottom of device into bottom of belt clip.
2. Press device into the holder until it securely snaps into place.

Tip: Press the dotted tab to release the device.

Lanyard:

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

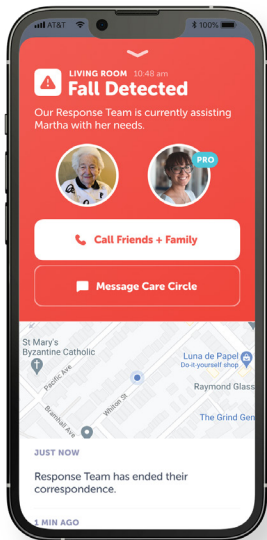


Connect to Your Care Team

The Mobile Companion 2 provides button-activated communication, automatic fall detection, and 24/7 access to our Emergency Response Team. Get familiar with your new device through testing (see page 27) and learn how caregivers can stay informed during emergencies.

Note: *This device is dependent on AT&T network coverage.*

Where AT&T coverage is limited, you may encounter diminished device capabilities.

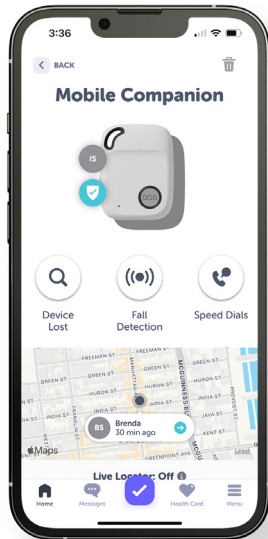
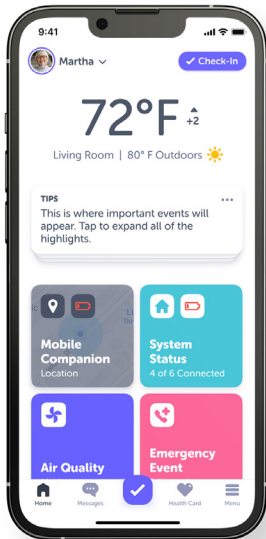


Our Response Team

The Response Team handles emergency events for independent adults. Emergency events triggered by an SOS button press or detected fall will notify the Response Team.

Once on a call, a team member will communicate with the independent adult to determine if emergency services are requested. If help is needed, they will contact emergency services OR a caregiver, as appropriate.

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



The Caregiver App

Caregivers can open the 'Aloe Care Health' app and tap the Mobile Companion Card to see:

- Network strength, battery level & GPS location
- Device location ('Find my device')
- Sensitivity levels for fall detection (can be adjusted)
- Live location updates in emergencies
- Speed dial contacts (can be edited)

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

Download the 'Aloe Care Health' app by visiting:

<https://store aloecare.com/app>

Important Contact Information

Emergency Response Team

1-800-481-2700

Add this phone number to your contacts to avoid missing critical calls during an emergency.



General Messages & Alerts

1-850-820-3227

Text messages about battery life, emergency updates, etc.

Customer Support

1-888-256-3227

support@getaloecare.com

Tip: Place a Primary Contact call using the side button labeled "1" on the device to learn & save the Mobile Companion's unique phone number to your address book.



ALOE CARE HEALTH

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

web: support.aloecare.com • **email:** support@getaloecare.com

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