

ihelpTM
max



Owner's Manual

Reliable. Adaptable. Intelligent.

Manufactured by Wearable Health Solutions Inc.

Thank you for choosing the iHelp Max, the latest technology in mobile medical alert system devices. Your iHelp Max has been carefully tested and inspected to meet the highest quality standards. All to ensure you can remain active and independent without worrying about reaching help if you need it.

The iHelp Max uses a nationwide wireless network to instantly contact our team of emergency operators when you need assistance. Simply press the button on your device to be connected to an operator, 24 hours a day/7 days a week.

For more information on the iHelp Max call your dealer, or go to: www.iHelpAlarm.com.

TABLE OF CONTENTS

What's Included in the Box	2
Features & Functions	4-7
Charging Your iHelp Max	8-9
Testing Your Device	10-13
Device Status	14-17
In an Emergency	18-19
Locating Your iHelp Max	20
Terms and Conditions	21-29
Specifications	30

What's Included

- iHelp Max
- AC Adapter
- Charging Cable
- Breakaway Lanyard

Optional Accessories

- Charging Base
- Snap-On Belt Clip
- Wristband

Ways to Wear your iHelp Max

Your iHelp Max device should be worn at all times. You can wear it around your neck with the included lanyard, simply carry it in a pocket or use one of our optional accessories to wear it on your wrist or belt.

Attaching the Lanyard

Our lanyard is designed with a breakaway safety feature to help avoid accidents.

Please Note:

By using any type of lanyard, you run the risk of choking, including the possibility of serious injury. The lanyard can get entangled in wheelchairs, walkers, bed guard rails, jewelry, clothes, or other objects. Please exercise caution when using this accessory.

Features & Functions

Your iHelp Max mobile medical alert device is designed to provide you with a simple and reliable way to get help in the event of an emergency and/or unsafe situation.



Crystal Clear Audio

- Loud and adjustable audio control
- 2-way speaker that allows for talking and listening
- Voice prompts for low battery, charging, connecting and cell service strength



Amazon Alexa and Google Assistant compatible

- Works with Amazon Alexa and Google Assistant on IOS and Android apps
- Amazon Alexa and Google Assistant skills added regularly

Recessed Button with Braille

- Reduces likelihood of false activations
- LED light ring changes color to indicate cell signal strength, call in progress, and charging status

Superior Construction

- Comfortable to wear
- Lightweight - 2 ounces
- Small size - 2.8" x 2.1" x .8"
- Adjustable breakaway neck lanyard
- Water resistant in the shower (IP67)
- Durable and shatter resistant

Telehealth Ready

Enables the collection and sharing of essential vital signs including, but not limited to, blood pressure, oxygen levels, and temperature, in real time utilizing Bluetooth technology.

Visual and Audio Battery Strength Indicator

Battery Charging Indicator

The light ring around the grey SOS button flashes **blue** when charging, turns solid **blue** when charging is complete, and goes out when the charger is unplugged.

Fully Supervised Battery

When the battery is low, your device will announce that the battery is low and will notify the monitoring center and loved ones in your circle of care (if enabled).

Battery Life

Up to 72 Hour Use Per Battery Charge.

One-Touch Operation

Press the button for two (2) seconds and your call is placed.

Voice Prompts

Lets you know the status of your call. For example, "Your emergency call is now being dialed, please stand by."

Optional Features & Functions

Ask your dealer about these optional features

Fall Detection

Automated fall detection will measure your sway, orientation, and impact with a surface. If the device detects you have fallen, it will automatically call the monitoring center to report the fall. If you are unable to speak, the operator will send help.

If you would like to cancel the fall detection call, you have a thirty (30) second grace period to do so. Simply press the grey SOS button on the front of your device to cancel the call.

If you have fallen, but are okay, or if you miss the grace period to cancel, simply let the operator know that you are okay.

Please Note:

Fall detection is not 100% accurate. If you fall, and it is an emergency, and the device does not automatically call the emergency operator push the grey SOS button.

Geo-Fencing

A geo-fence is a virtual "safe zone" border that you and your loved ones can create using the iHelp Max. If you cross the invisible virtual border, loved ones can be instantly notified via text. If at some point you want to modify the virtual border, you can do so by contacting your dealer.

Charging Base

You can charge your iHelp Max with a charging cord (included), or with the optional charging base. Please note that if your device is in the charging base at the time you press the grey SOS button, your two-way conversation will go through the base speaker.

Circle of Care

Trained operators will alert emergency services and those identified as part of your circle of care when help is needed.



Cloud Portal

Each iHelp Max is linked to our secure portal so that trained personnel and/or members of your circle of care can confidentially monitor your activity.



Fall Detection* (optional feature)

When the iHelp Max senses a fall, a trained operator is automatically notified (without the need for you to press the grey SOS button).

Please Note:

*Emergency services will know the location of your iHelp Max and will be dispatched if necessary. Members of your circle of care will also be notified of the emergency.

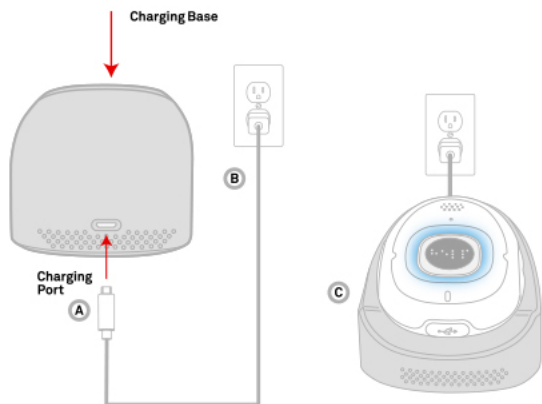
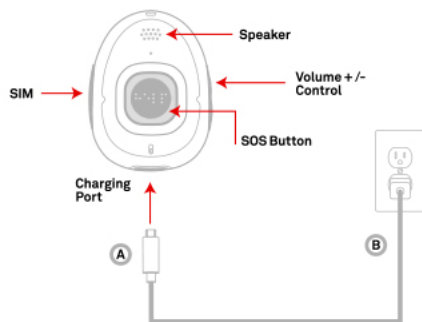


Geo-Fencing (optional feature)

The iHelp Max has the ability to sense if you have exited or entered a pre-determined "safe" zone and will notify your circle of care immediately.

Charging your device

Two ways to charge your device.



Charging with the (included) cable

- When using the device for the first-time, fully charge the battery. This should take approximately 2-3 hours.
- Plug your charging cable into the port at the bottom of your iHelp Max and using the AC adapter plug the other end into a wall outlet. The light ring around the grey SOS button will flash **blue** every 5 seconds, indicating the device is charging.
- When the **blue** light is steady (no longer flashing), the device is fully charged.

With the optional Charging Base

Use the USB cable included with the charging base.

- Plug the USB cable into the port at the back of your charging base.
- Plug the AC adapter at the other end of the charging cable into a wall outlet.
- Place the iHelp Max in the charging base. The light ring around the grey SOS button will flash **blue** every 5 seconds, indicating the device is charging.
- When the **blue** light is steady (no longer flashing), the device is fully charged.

Testing your device for the First Time

When you use your iHelp Max for the first time, you must test your unit to ensure it is functioning properly. The grey SOS button on the front of your iHelp Max activates the system and automatically dials the emergency center.



- To test your device simply press the grey SOS button on the front of your iHelp Max for two (2) seconds and then release.
- You will hear a voice prompt announce, “Your emergency call is being placed now - please standby.”
- If there is cellular network coverage and GPS signal coverage, and the device is working properly, it will connect, and you will hear the call center operator greet you. Just let the operator know you are testing your device.

Please Note:

If an emergency call is attempted and no wireless coverage is available, the unit will announce **“No wireless coverage, the call cannot be placed.”**

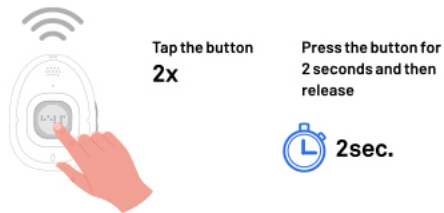
- When you place a call, the light ring around the grey SOS button will illuminate **green** indicating the device is active and your call is in progress.
- To confirm the device is on, tap the grey SOS button on the front of your iHelp Max one (1) time, and release. If there is power, the light ring around the grey SOS button will illuminate **red**.



We recommend you test your iHelp Max device on a weekly basis to ensure the unit is working properly.

Testing your Device Weekly

It is recommended that you test your iHelp Max weekly. There are two (2) options for doing so.



1. Test for notifying designated loved ones and the monitoring center

Press the grey SOS button on the front of your iHelp Max for two (2) seconds and then release. The voice prompt will announce “**Your emergency call is now being dialed, please stand by.**” When the operator or loved one responds, let them know, you are testing the device.

2. Test to notify **ONLY** the monitoring center

‘Tap’ the grey SOS button on the front of your iHelp Max device two (2) times and then press the grey SOS button for two (2) seconds and then release. The voice prompt will announce “**Your test call is being placed now, please stand by.**” When the operator responds, let them know, you are testing the device.

Device Status

Checking Battery Capacity and Cell Strength of Unit

To check your battery capacity and cellular signal strength, 'tap' the grey SOS button on the front of the device two (2) times and release. Voice prompt will announce status.

Restarting the Device

When your iHelpMax restarts, the light ring around the grey SOS button will flash **blue** once.

Verify the Device is On

To check to see if your device is on, 'tap' the grey SOS button on the front of your iHelp Max one (1) time, and release. If there is power, the light ring around the grey SOS button will illuminate **red**.

Verify the Device has Cell Service

To confirm your iHelp Max has a cellular signal, press and hold the grey SOS button. If there is no service, the light ring around the button will illuminate **red**.

Call In Progress

When you place a call, the light ring around the grey SOS button will illuminate **green**, indicating a call is in progress.

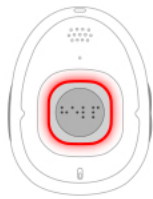
Color Legend



Call is Active
Signal is Good



Battery is Charged



Power On

Battery Status Alerts

– Battery is Low

When battery capacity decreases to 40%, an audio voice prompt will announce “**Battery is low. Please charge as soon as possible.**”

– Battery is Very Low

When the battery capacity decreases to 20%, an audio voice prompt will announce “**Battery is very low, please charge now,**” and a text message will be immediately sent to the members of your circle of care.

– Battery is Drained

When the battery capacity decreases to 5%, an audio voice prompt will announce “**Battery is drained. Unit cannot call.**” A text message will be sent to the members of your circle of care, and the monitoring center will be notified.

Please Note:

When the battery is drained, your iHelp Max **WILL NOT** be able to contact the emergency call center until the battery is charged. Please charge the device immediately.

Battery is Charging

The battery is charging when the light ring around the grey SOS button flashes **blue** every five (5) seconds.

Battery is Fully Charged

The battery is fully charged when the light ring around the grey SOS button is a steady **blue**.

Please Note:

A fully charged iHelp Max that **IS NOT** using Fall Detection or Geo-Fencing, will function for approximately 72 hours (3 days) between charges.

It is recommended, however, that you fully charge your iHelp Max daily.

In the event of an Emergency

1. Press the grey SOS button on the front of your iHelp Max for two (2) seconds and release.
2. When the emergency operator answers, speak in a normal voice and explain the nature of your emergency.



Press the button for 2 seconds and then release

Your iHelp Max mobile medical alarm is a two-way device, which means you can speak to the operator through the device and he/she will hear you; and you will be able to hear the operator.

How to hold the iHelp Max

For optimal audio, it is best to hold the iHelp Max approximately 10 inches in front of your mouth.



There is no need to put the device up to your ear unless you are having trouble hearing and there is no need to

hold it up to your mouth. You will be clearly heard, even if the device is an arm's length away. The operator should be able to hear you if you are wearing your iHelp Max around your neck, or on your wrist or belt.

Please Note:

Impaired? Not able to Speak?

If you press the grey SOS button but are unable to speak, the operator can still listen for sounds of distress. Even if there are no audible sounds, the operator will dispatch help.

Accidental, or Unwanted Activation

If there is an accidental activation, you can simply tell the operator "There is no emergency and I do not need help."

No Coverage Indicated

If an emergency call is attempted and no wireless coverage is available, the device will announce "No wireless coverage, the call cannot be placed."

Low Battery

When the battery is drained, your iHelp Max **WILL NOT** be able to contact the emergency call center until the battery is recharged. Please charge the device immediately.

Locating your iHelp Max

If you have misplaced or lost your iHelp Max, any member of your circle of care can text the message **ring** to **833.733.2897**. In response, your device will ring up to 10 times before timing out.

If a member of your circle of care would like to locate you at any time they can text the word **track** to **833.733.2897**. They will receive a text message response with a link to a map of the iHelp Max's location.

Please Note:

Note that the tracking is of the device only. The map will only indicate the location of your device whether you are wearing it or not at the time of tracking.

Specifications

Construction

- Comfortable to wear
- Lightweight - 2 ounces
- Small size - 2.8" x 2.1" x .8"
- Adjustable breakaway neck lanyard
- Water-resistant in the shower (IP67)
- Durable and shatter resistant

Care & Maintenance

To extend the life of your iHelp Max, try to:

- Avoid using and storing it in dusty places
- Avoid leaving it in overheated or overcooled places
- Clean it regularly with a dry cloth
- Don't use chemicals or detergents
- Avoid disassembling or refitting the device



Scan the QR code for product information and support.



For more information on the iHelp Max, call your dealer, or visit our website at: www.iHelpAlarm.com

Corporate Office: 2901 West Coast Highway, Suite 200
Newport Beach, CA 92663 Phone: 800.254.6163