

# HomeAssure 4G

## Quick Start Guide and Installation Instructions



In-Home Cellular Personal  
Emergency Response System (PERS)

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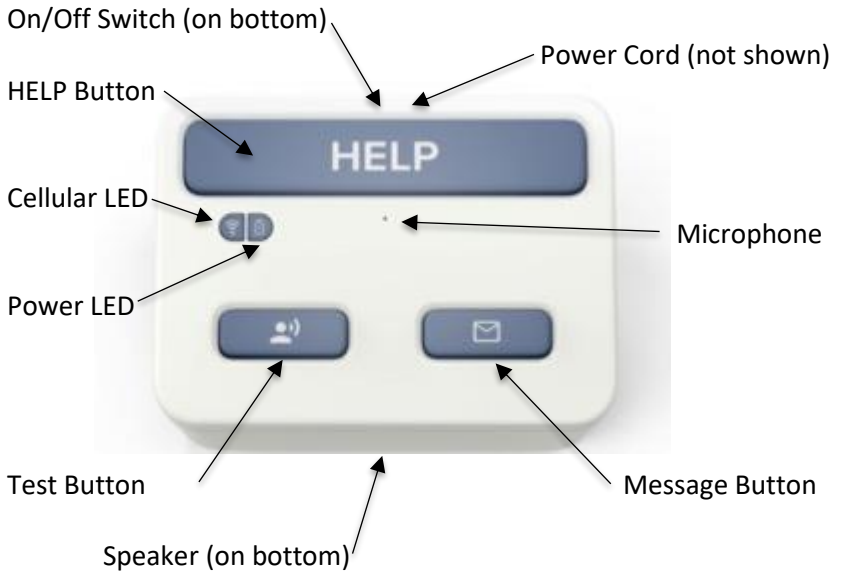
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# Items in your Box



HomeAssure 4G with  
Integral Power Cord

# Items in your Box

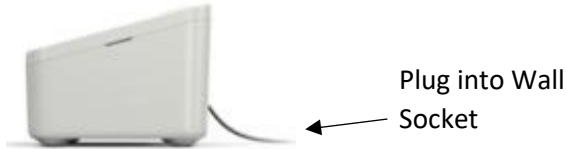


# Step 1: Reading the Directions

- 1) Please take a few minutes to read through this quick start guide so you will be familiar with the steps required to set up your HomeAssure 4G System.
- 2) Please make sure someone is with you while you are setting up and testing your system.
- 3) The HomeAssure 4G System is programmed with multiple audio prompts to make it easier to use. Please follow the audio prompts if they occur.

## Step 2: Preparing your System

- 1) Locate a place in your home that is near an available standard wall outlet. You may wish to place it near your bed or in a central location. It should be easy to access for daily and/or emergency use.
- 2) Plug the Power Cord into a wall socket not controlled by a switch.
  - a. Electrical Requirements: 120 VAC (90 – 240 VAC) @ 60 Hz.



3) There is a small on/off switch on the bottom of your HomeAssure 4G System. The unit is turned off prior to shipment. Please turn the unit over and slide the switch to turn your system ON.

4) The HomeAssure 4G System will take a few moments to wake up. The Network LED will blink GREEN while it is attempting to find your network and will be solid GREEN when your HomeAssure 4G System is connected to the network and is ready to make emergency calls.



5) Should the power to the HomeAssure 4G System ever be interrupted it will announce, “No Power Available” and the Power LED will turn RED. It will begin to blink RED if the



backup battery gets low. When power is again available it will announce, “Power Restored” and the Power LED will go off.

## Step 3: Activating your System

- 1) Your HomeAssure 4G System will prompt you and guide you through the remaining setup.
- 2) When your HomeAssure 4G System is ready it will say, “Your device is now ready. Hello, it’s time to test your system to make sure it is working properly. Please press and release the HELP Bar now to allow us to confirm that your system is working properly.”

- 3) Press and then release the HELP Bar.

You will hear a tone and the RED light on the HELP bar will turn on. At this point the

HomeAssure 4G System will announce, “Dialing the Emergency Response Center now. To cancel this call, please press the HELP Bar now.”

- 4) If the call is not cancelled, you will hear a ring-back sound from your HomeAssure 4G System and an operator from the Emergency Response Call Center will answer your call.



## Step 4: Talking to the Call Center

1) The operator should have your name from your original order form, as well as the address where your HomeAssure 4G System will be located. The operator will confirm:

- a. Your name
- b. Your HomeAssure 4G System address \*\*
- c. The quality of your call

2) The HomeAssure 4G System will automatically end the call when the operator hangs up.

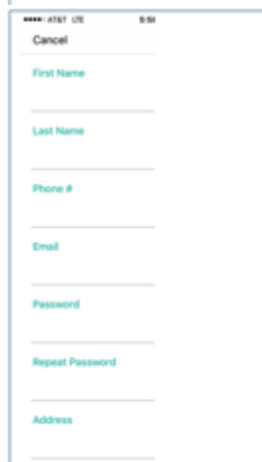
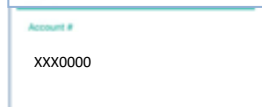
3) The HomeAssure 4G System will announce, “Your call has ended. Thank you.”

**\*\* Please note that the location of the HomeAssure 4G System as your call center registered address is a key part of identifying your location should you need emergency help. PLEASE DO NOT MOVE THE HOMEASSURE 4G SYSTEM TO ANOTHER ADDRESS WITHOUT NOTIFYING THE CALL CENTER.**



## Step 5: RemoteCare 247 App

- 1) Your loved ones can keep in touch with you using the RemoteCare 247 app. It may be downloaded from the Apple or Google app store. You may also use this app yourself if you have an Android or iOS smartphone.
- 2) This is part of your service and offers the capability to send a reminder, view vital signs, and to see if your system is ready to use.
- 3) Once the app is installed and opened, you will need to complete the Caregiver profile. If you are using the app yourself, this will be your information. If you wish to have someone else use the app, they will be entering their information. When requested, your Account Number can be found on the barcoded sticker on the bottom of the HomeAssure 4G System. Please be sure the email address and telephone number information is entered correctly. We use some of this information to verify you as an authorized user.
- 4) To begin seeing detailed information about your system, you or those you authorize will need to be listed as a contact with your dealer. If this authentication step does not match with the information the Dealer has provided, you will be asked to contact them to correct this before you are granted access.



## Step 6: Receiving Messages

- 1) Your loved ones may send you messages using the RemoteCare 247 app. They may wish to remind you of a doctor's appointment or just wish you a good day.
- 2) Your HomeAssure 4G System may also automatically send you reminder messages when needed.
- 3) When you see the blue LED blinking on the Message Button, push the button and listen to the message. You may wish to have a notepad and pencil ready in case you need to jot down any information.
- 4) The blue LED will go off when the message is no longer available.



Message  
Button

## Step 7: Using the Test Button

- 1) The Test Button allows you to test your HomeAssure 4G System to ensure the system is functioning properly.
- 2) Press the Test Button to place a call. You will be given audio prompts to guide you through the process.
- 3) The LED on the Test Button will flash green while your call is being connected and then turn solid green during the call. When the call is completed your system will announce, "Your call has ended. Thank you." and the call will disconnect.
- 4) The green LED will go off when your call has ended.
- 5) We recommend testing the system once a week on both primary power and backup battery to ensure your system is working correctly.



# Quick Reference: Battery Life

- 1) The backup battery on the HomeAssure 4G System is designed to last up to 48 hours from a full charge if removed from power.
- 2) If your HomeAssure 4G System backup battery has a charge of less than 20% the system will announce, “No power available; please check system”. It is important that you charge your HomeAssure 4G System by plugging it in to a wall socket as soon as possible.
- 3) If you do not plug in the HomeAssure 4G System, then the blue Message Button LED will light. Push the Message Button and the HomeAssure 4G System will remind you, “No power available; please check system”. If you do not charge your HomeAssure 4G System backup battery, it will remind you again 30 minutes later.

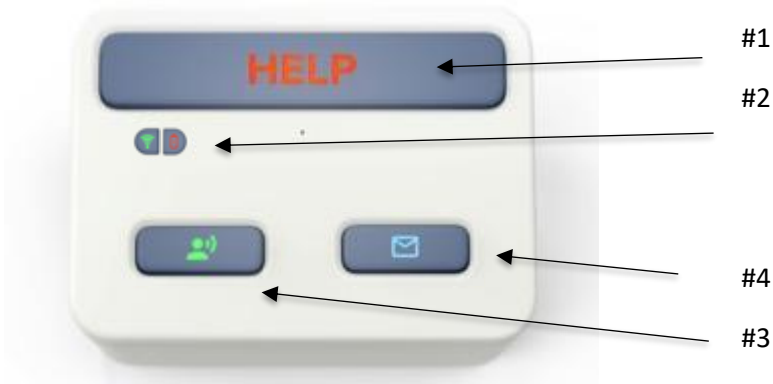


# Quick Reference: LED Indicators

The following is a guide to the LED indicators on the HomeAssure 4G System:

- 1) HELP BAR RED LED – Blinking red: Emergency call is being made. Solid red: Emergency call is in progress. No LED: No call is in progress.
- 2) ICON LEDs –
  - a. The Power LED will be solid RED when power is unavailable; it will blink RED when backup battery is getting low and must be charged; it will be OFF when plugged in.
  - b. The Network LED will blink GREEN while it is attempting to find your cellular network and will be solid GREEN when your HomeAssure 4G System is connected to the cellular network and is ready to make emergency calls.
- 3) TEST BUTTON GREEN LED – Blinking green: Connecting your call. Solid green: Call in progress. No LED: No call is in progress.
- 4) MESSAGE BUTTON BLUE LED – Solid Blue: You have a voice message telling you to charge the HomeAssure 4G System. Blinking Blue: You will also hear a tone letting you know that a new message is available. Push the Message Button to play the message. No LED: All messages have been played.

# Quick Reference: LED Indicators



# Important Tips and Reminders

- 1) Important: Your HomeAssure 4G System requires power (or adequate battery charge) and cellular signal to make an emergency call.
- 2) The BLUE LED Message Button allows us to keep in touch with you and provide you with important information. Please press the Message Button whenever it is lit to listen to these messages.
- 3) Your HomeAssure 4G System is not water or splash resistant.
- 4) Your account number is located on the bottom of your HomeAssure 4G System.
- 5) By activating the product, User agrees to allow Call Center and their affiliates to use the home address on file to provide services in the case of an emergency response.
- 6) Your HomeAssure 4G System does not provide medical advice. User should always consult his or her physician or other healthcare professional with questions regarding any medical or mental health condition or for specific guidance regarding nutrition or physical activity.
- 7) Our products are tested, as are other cellular and wireless communications products licensed in Canada and the United States. Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions the materials recommend for this device.
- 8) Your HomeAssure 4G System uses the Cellular Network to communicate. The unit's location, network provider service availability and other issues may disrupt communications.
- 9) The off-premises transmission has not been investigated.

# Regulatory Compliance: FCC/IC

The user's manual or instruction manual for an intentional or unintentional radiator shall caution the user that 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 Part 15 of the United States FCC regulations and has an Industry Canada registration (IC ID). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to the FCC and IC rules. 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 on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This equipment has been tested and found to comply with the limits pursuant to the FCC and IC rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not used in accordance with instructions, can cause harmful radiation to radio communication. However, there is no guarantee that interference will not occur in a particular installation.

## *English*

- This device complies with FCC/ISED RF radiation exposure limits set forth for an uncontrolled environment. It shall be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.
- This device complies with Industry Canada's license-exempt RSSs. 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.

## *French*

- Cet appareil est conforme aux limites d'exposition aux rayonnements RF FCC/ISED définies pour un environnement incontrôlé. Il doit être installé et utilisé avec une distance minimale de 20 centimètres entre le radiateur et votre corps.
- Cet appareil est conforme aux flux RSS exempts de licence d'Industrie Canada. L'opération est soumise aux deux conditions suivantes:
  - (1) Cet appareil ne doit pas provoquer d'interférence; et
  - (2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.



Revision History		
A	Production Release with ETL requirements	04/22/2024

## HAVE QUESTIONS?

Please refer to the more detailed information at [www.anelto.com](http://www.anelto.com) or contact your Dealer.