

Brand: Connected Caregiver | **Model:** Safety+ 4G Medical Alert System

1. Overview

The Safety+ 4G Medical Alert System is a wearable personal emergency response device designed for seniors and adults who want to maintain independence while having access to immediate help. It provides 24/7 nationwide emergency monitoring, automatic fall detection, GPS location services, and a mobile caregiver app—all in a small, lightweight, water-resistant device.



The device uses built-in 4G cellular connectivity (no smartphone or home phone required) and includes a rechargeable battery. It can be worn around the neck with the included lanyard or attached to a waistband with the belt clip.

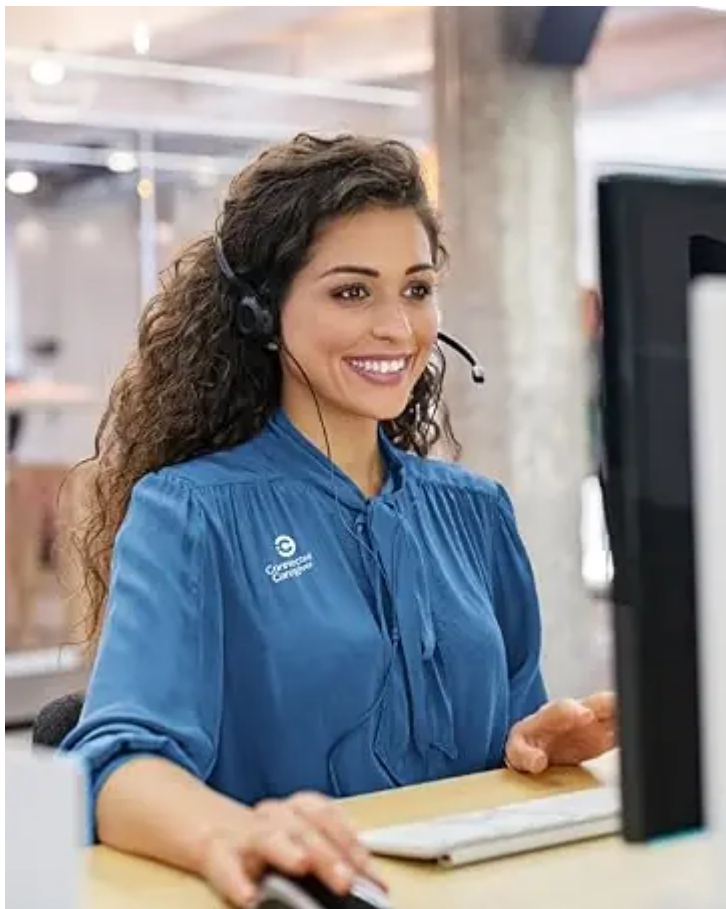
2. What's in the Box

- 1x Safety+ Medical Alert Device (with GPS and Fall Detection)
- 1x Charging Dock with Power Adapter
- 1x Lanyard with Magnetic Clasp
- 1x Belt Clip
- Access to the Caregiver Tracking App (free download)

3. Features

3.1 24/7 Nationwide Emergency Monitoring

Press the help button to connect with a trained emergency monitoring operator. The operator can assess the situation, contact emergency services when needed, and notify designated caregivers or family members. Multilingual operator support is available.



3.2 Automatic Fall Detection

Integrated fall detection technology can identify potential falls and automatically send an alert to the monitoring center. Operators can communicate through the device's built-in speaker and microphone to determine whether assistance is needed.



3.3 GPS Location Services

The device uses built-in GPS to provide location information to the monitoring center and to caregivers via the mobile app. This allows help to be dispatched to your exact location, whether at home or on the go.

3.4 Caregiver Mobile App

The free Connected Caregiver app provides caregivers with access to:

- **GPS Location** – View the device user's real-time location on a map.
- **Geo-Fence Alerts** – Set up virtual boundaries and receive alerts when the user enters or leaves a designated area.
- **Activity Tracking** – View step count and daily activity levels.
- **First-Motion-of-Day Notification** – Get notified when the user gets up and starts moving in the morning.
- **Battery Status** – Check the device battery level remotely.
- **Emergency Notifications** – Receive push notifications when an emergency event occurs.
- **Care Circle** – Invite multiple family members or caregivers to view information and receive alerts.



3.5 Water-Resistant Design

The device is water-resistant and designed for everyday use, including in wet environments such as showers or rain. It can be worn while bathing or washing hands.

3.6 Long Battery Life

Provides up to 6 days of battery life on a single charge. The device includes a charging dock for convenient recharging.

3.7 Multiple Wearing Options

- **Lanyard:** Wear the device around your neck using the included lanyard with magnetic clasp.
- **Belt Clip:** Attach the device to your pants waistband using the included belt clip.

3.8 4G Cellular Connectivity

The device uses nationwide 4G cellular networks for connectivity. No smartphone, home phone, or Wi-Fi is required. Cellular service is included as part of the monitoring subscription.



4. Product Video

The following video demonstrates the Safety+ Medical Alert System in use, including setup and key features.

Video: Connected Caregiver Safety Plus Medical Alert System

(Video content: product in use, setup guide, and feature overview)

5. Setup and Activation

5.1 Before You Begin

- Ensure the device is fully charged using the included charging dock. Charge for at least 3 hours before first use.
- You do not need a smartphone or separate mobile carrier. The device has built-in 4G cellular connectivity.

5.2 Activation Call

1. Call the activation number provided in the packaging or included documentation.
2. Follow the prompts to activate your device and start your first month of service (included).
3. Provide your personal information and emergency contact details as requested.
4. Confirm that the device is working by pressing the help button when instructed.

Note: The first month of service is included with your purchase. After the first month, ongoing subscription service is available for \$40/month. Subscription after the initial month is subject to applicable Terms and Conditions.

5.3 Charging the Device

1. Place the device on the charging dock, ensuring the metal contacts align.
2. Plug the power adapter into a standard wall outlet.
3. A red light on the device indicates charging. A green light indicates a full charge.
4. Charge the device fully before first use and regularly thereafter.

5.4 Wearing the Device

Using the Lanyard

1. Thread the lanyard through the loop on the device.
2. Secure the magnetic clasp at the back of your neck.
3. Adjust the length so the device hangs comfortably on your chest.

Using the Belt Clip

1. Attach the belt clip to the back of the device.
2. Clip the device onto your waistband or belt.
3. Ensure it is securely fastened.

6. Using the Device

6.1 Making an Emergency Call (SOS)

1. Press and hold the large HELP button on the front of the device for 2 seconds.
2. The device will vibrate and emit a loud siren to confirm the call has been placed.
3. A trained monitoring operator will answer and speak to you through the built-in speaker and microphone.
4. Tell the operator if you need help. If you cannot speak, the operator will dispatch emergency services to your location.

6.2 What Happens When Fall Detection is Triggered

1. The device automatically detects a potential fall and sends an alert to the monitoring center.
2. The monitoring center calls the device to check on you.

3. If you respond and say you are fine, no further action is taken.
4. If you do not respond or say you need help, emergency services are dispatched to your location.

6.3 Two-Way Communication

The device has a built-in speaker and microphone. When connected to a monitoring operator, you can speak and hear them without needing to hold the device. Speak clearly and directly toward the device.

6.4 Checking Battery Status

- **On the device:** A green LED indicates sufficient battery. A red flashing LED indicates low battery.
- **On the caregiver app:** The app displays the current battery level as a percentage.

6.5 Using the Caregiver App

1. Download the "Connected Caregiver" app from the Apple App Store or Google Play Store.
2. Create an account using the email address provided during activation.
3. Log in to view the device user's location, activity, battery status, and emergency history.
4. Enable push notifications to receive alerts for emergencies, low battery, and geo-fence events.
5. Invite other family members or caregivers to join your Care Circle.

7. Indicators and Buttons

| Element | Description |
|---------------------------|--|
| HELP Button | Large, red button on the front of the device. Press and hold for 2 seconds to call for emergency assistance. |
| Green LED | Device is on and battery is sufficient. Also indicates a full charge when charging. |
| Red LED (flashing) | Low battery. Charge the device as soon as possible. |
| Red LED (solid) | Device is charging. |
| Speaker | Built-in speaker for two-way communication with the monitoring operator. |
| Microphone | Built-in microphone for two-way communication. |
| Charging Contacts | Metal contacts on the back of the device that align with the charging dock. |

8. Specifications

| Feature | Specification |
|-----------------------|--|
| Brand | Connected Caregiver |
| Connectivity | 4G Cellular (nationwide) |
| Fall Detection | Included (automatic) |
| GPS Location | Yes |
| Battery Life | Up to 6 days (typical use) |
| Water Resistance | Yes – suitable for shower and rain |
| Weight | Lightweight (exact weight not specified) |
| Enclosure Material | Plastic |
| Supported Application | Alarm (emergency response) |
| Specific Uses | Elderly Care, Outdoor Activities, Independent Living, Caregiving |
| Compatible Devices | Smartphone (for caregiver app) |
| Unit Count | 1.0 Count |

9. Troubleshooting

9.1 Device is not turning on

- Ensure the device is charged. Place it on the charging dock for at least 2 hours.
- Check that the charging contacts are clean and making contact with the dock.
- If the device still does not turn on, contact customer support.

9.2 Cannot hear the operator during a call

- Ensure the device's speaker is not blocked by clothing or accessories.
- Move the device closer to your ear.
- Check that the device is not in a low-battery state.

9.3 Operator cannot hear you

- Speak clearly and directly toward the device.

- Ensure the microphone is not covered by clothing or debris.
- Move to a quieter location if possible.

9.4 Fall detection is not working

- Fall detection is designed to detect significant falls. It may not detect slow, controlled descents or minor trips.
- Ensure the device is worn correctly and securely.
- If you suspect fall detection is not functioning, contact customer support.

9.5 Battery is draining quickly

- Ensure the device is fully charged before use.
- Reduce the frequency of test calls.
- If the battery continues to drain quickly, contact customer support.

9.6 Caregiver app is not receiving notifications

- Ensure push notifications are enabled in the app settings.
- Check that your device's operating system allows notifications from the Connected Caregiver app.
- Ensure the device user's subscription is active.

10. Care and Maintenance

- Clean the device with a soft, damp cloth. Do not use harsh chemicals or abrasives.
- Keep the charging contacts clean and dry.
- Store the device in a cool, dry place when not in use.
- Charge the device regularly to maintain battery health.
- Do not expose the device to extreme temperatures or direct sunlight for extended periods.

11. Safety Information

- This device is not a substitute for professional medical care. Always seek emergency help for serious medical conditions.
- Fall detection may not detect all falls. If you are able, always press the HELP button after a fall.
- Keep the device away from small children and pets to avoid choking hazards.

- Do not attempt to open or repair the device yourself. Contact customer support for assistance.
- Use only the provided charging dock and power adapter.

12. Warranty and Support

For warranty information, support, or questions about your device, please contact Connected Caregiver customer support. Specific contact details are provided in the packaging or can be found on the Connected Caregiver store page on Amazon.

Note: This manual does not include specific warranty terms or contact phone numbers. Refer to the documentation included with your device for complete warranty and support information.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.