

User Manual

Overview

The Connected Caregiver Safety+ Gemini 4G Medical Alert System is a cellular-enabled personal emergency response device designed for seniors and individuals who want to maintain independence while having access to immediate help. The system provides 24/7 monitoring, automatic fall detection, and GPS location services both at home and on the go.



The device is small, lightweight (1.6 ounces), and can be worn around the neck using the included lanyard. It operates on the 4G cellular network, requiring no landline or home internet connection.

What's in the Box

- Safety+ Gemini 4G Medical Alert Pendant
- Charging Dock
- Lanyard
- SIM Card (pre-installed)
- Mobile App (free download)

Features

SOS Emergency Button

The device features a prominent SOS button on the front. Pressing this button immediately connects you to a US-based emergency monitoring center. Trained operators will respond via the built-in speaker and microphone to assess the situation and dispatch emergency services if needed.



Automatic Fall Detection

Built-in sensors can automatically detect a fall. When a fall is detected, the device sends an alert to the 24/7 monitoring center. An operator will call the device to check on you. If you do not respond or indicate you need help, emergency services will be dispatched. This feature is included with the subscription at no additional cost.

24/7 Nationwide Emergency Monitoring

The system is monitored 24 hours a day, 7 days a week by live, US-based agents. The average response time is less than 9 seconds. The monitoring center can communicate with you through the device's integrated speaker and microphone.

GPS Location & WiFi Locate

The device uses GPS and WiFi positioning to determine your location. When you press the SOS button or a fall is detected, the monitoring center receives your location, allowing them to dispatch help to the correct address, even if you are away from home.

Caregiver Mobile App

The free Connected Caregiver app provides caregivers and family members with real-time information and alerts. The app includes:

- **GPS Location:** View the wearer's current location on a map.
- **First-Motion-of-Day Notification:** Receive an alert when the wearer gets up and starts moving in the morning.
- **Step Count:** Track daily activity levels.
- **Battery Status:** Check the device's battery level remotely.
- **Emergency Alerts:** Receive push notifications when an SOS or fall event occurs.
- **Care Circle:** Share information and alerts with multiple family members or caregivers.



4G Cellular Connectivity

The device is cellular-enabled, meaning it works anywhere with 4G coverage. It does not require a landline or home WiFi to function, providing security both at home and when you are out and about.

Water-Resistant Design

The device is water-resistant and can be worn in the shower or in the rain.

Multiple Wearing Options

The device can be worn using the included lanyard around the neck. A wristband option is also available (sold separately).

Product Specifications

Feature	Specification
Brand	Connected Caregiver
Model	Safety+ Gemini 4G
Connectivity	4G Cellular (Nationwide)
Dimensions	2.5 x 1.5 x 0.5 inches
Weight	1.6 Ounces
Battery Life	Up to 144 Hours (6 days) on a full charge
Enclosure Material	Plastic
Special Features	Fall Detection, 24/7 Monitoring, Caregiver App, GPS Location
Supported Application	Connected Caregiver App (iOS and Android)
Specific Uses	Senior Care, Emergency Response

Setup & Activation

Before using the device, you must activate the service by calling the activation number provided in the box. The first month of service is free upon activation.

- 1. Charge the Device:** Place the pendant on the charging dock and plug it into a power outlet. Allow the device to charge fully before first use. A full charge takes approximately 2-3 hours.
- 2. Activate Service:** Call the activation phone number included in the package. You will need to provide your account information and the device ID (located on the back of the pendant).
- 3. Download the App:** Search for "Connected Caregiver" in the Apple App Store or Google Play Store and download the free app. Create an account and follow the in-app instructions to connect to your device.
- 4. Test the Device:** After activation, press and hold the SOS button for 2 seconds. The monitoring center will call back to confirm the device is working. Inform the operator that this is a test.

Note: After the first free month, the subscription is \$39.99 per month. This includes 24/7 monitoring, fall detection, GPS location, nationwide 4G coverage, and the mobile app. There are no hidden fees or long-term contracts.

Usage Guide

Making an Emergency Call (SOS)

1. Press and hold the SOS button on the front of the pendant for 2 seconds.
2. The device will vibrate and a light will flash to confirm the call is being placed.
3. A live operator from the monitoring center will speak to you through the device's speaker.
4. Explain your situation. The operator will dispatch emergency services if needed and notify your emergency contacts.

Answering a Call from the Monitoring Center

If the monitoring center calls you (for example, after a fall detection), the device will ring and vibrate. Simply speak normally – the device's microphone and speaker are always active during a call. You do not need to press any button to answer.

Fall Detection

The fall detection feature works automatically. If a fall is detected:

1. The device sends an alert to the monitoring center.
2. An operator will call 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 request help, emergency services will be dispatched to your location.

Charging the Device

1. Place the pendant onto the charging dock. The contacts on the back of the pendant must align with the pins on the dock.
2. A red light on the pendant will indicate it is charging. A green light will appear when charging is complete.
3. For optimal battery life, charge the device overnight or when not in use. A full charge provides up to 6 days of standby time.



Wearing the Device

- **Lanyard:** Thread the lanyard through the loop on the pendant and wear it around your neck. The pendant should hang at chest level.
- **Wristband (sold separately):** If using a wristband, secure the pendant in the wristband holder and fasten it around your wrist.

Using the Caregiver App

1. Open the Connected Caregiver app on your smartphone.
2. Log in with your account credentials.
3. The dashboard will display:
 - **Location:** The current GPS location of the pendant on a map.
 - **Battery:** The current battery level of the pendant.
 - **Activity:** Step count and first-motion-of-day status.
 - **Alerts:** A log of recent SOS or fall events.
4. Tap on any section for more details. You can also set up push notifications for emergency alerts in the app settings.

Indicator Lights & Sounds

Indicator	Meaning
Flashing Red Light (while on charger)	Device is charging.
Solid Green Light (while on charger)	Device is fully charged.
Flashing Blue Light	Device is powering on or connecting to the cellular network.
Solid Blue Light (for 2 seconds)	Device has successfully connected to the network.
Rapid Flashing Red Light + Vibration	An SOS call is being placed or a fall has been detected.
Single Beep (every 30 seconds)	Low battery warning. Charge the device soon.
Continuous Beeping	Device is not connected to the cellular network. Move to an area with better coverage.

Troubleshooting

Problem	Solution
Device will not turn on.	Place the device on the charging dock and ensure the contacts are aligned. Charge for at least 30 minutes, then try again.
Device is beeping continuously.	This indicates no cellular signal. Move to a location with better coverage (near a window or outdoors). If the problem persists, contact customer support.
SOS button does not work.	Ensure the device is charged and has cellular signal. Press and hold the SOS button for a full 2 seconds. If it still does not work, contact customer support.
App is not showing location.	Ensure the device has a cellular connection and is powered on. Close and reopen the app. If the issue continues, check your phone's internet connection.
Low battery alert.	Place the device on the charging dock immediately. A full charge takes 2-3 hours.

Warranty and Support

For warranty information, technical support, or to activate your device, please contact Connected Caregiver directly.

- **Brand:** Connected Caregiver
- **Manufacturer:** Connected Caregiver
- **UPC:** 860012166558
- **ASIN:** B0FNFMV8WQ

Visit the Connected Caregiver store on Amazon for more information or to contact the seller.

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.