

## Included in Kit

## Attaching the Lanyard



## Manufacturer's Disclaimers and Limited Warranty

The Manufacturer's warranty period is two years from time of purchase.

**COMMUNICATION AND RESPONSE LIMITATIONS:** Purchaser acknowledges that signals pass through communication networks wholly beyond the control of the Manufacturer and are not maintained by the Manufacturer, and, therefore, the Manufacturer shall not be responsible for any equipment or communication failure which prevents transmission signals from reaching your contact list including emergency 911 operators or damages arising therefrom. **Purchaser acknowledges that the Manufacturer provides no response to the System's equipment.** The Manufacturer shall not be responsible for ambulance, police or other emergency response.

**TESTING AND SERVICE OF THIS EQUIPMENT:** The equipment, once installed, are in the exclusive possession and control of the Purchaser, and it is Purchaser's sole responsibility to test the operation of equipment and request warranty service if the equipment is under warranty.

**PURCHASER'S EXCLUSIVE REMEDY:** Purchaser's exclusive remedy for the Manufacturer's default hereunder is to require the Manufacturer to repair or replace, at the Manufacturer's option, any equipment or part of the personal emergency alert system which is non-operational during the Manufacturer's warranty period.

**LIMITATION OF LIABILITY:** This equipment is not designed or guaranteed to prevent any loss or injury. This Limited Warranty and Disclaimer of Liability constitutes the terms of sale and use of the equipment, and if there should arise any liability on the part of the Manufacturer as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused by or contributed to by the Manufacturer's negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to an amount paid by the Purchaser to the Manufacturer for the product, or to the sum of \$350.00, whichever is greater.

For warranty information, contact Customer Service at LogicMark, LLC.

**WARNING:** Cancer and Reproductive Harm [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

*Lead may be used in the manufacture of printed circuit boards.*

Model 40711B  
FCC ID: TYD-GA40711B  
Part # 40530 v20.3

# GUARDIAN 911 ALERT PLUS

User's  
QuickStart Guide  
Model 40711B

Mobile Personal Emergency Response System  
Uses 4G LTE Cellular Networks

## Pendant Functions

### RED Low Power Light

Low Battery Warning:  
Flashes when battery is at less than  
25% capacity

### GREEN Power Light

Battery Charging:  
Green Light is Blinking.

Fully charged:  
Green Light is Solid.

Light is OFF when  
removed from charging  
base

### BLUE Call In Process Light

Solid when connected to a  
cellular network



## 1 Plug Base into power and charge pendant

### Before First Use:

Fully charge pendant prior to use by putting it in the charging cradle. (Make sure the Charger is plugged in and the Power light is Red.) It may take 3 to 4 hours to ensure a full charge. The Charging Light on the pendant will blink Green when charging and turn solid Green when fully charged. SEE ILLUSTRATION AT RIGHT



# GUARDIAN 911 ALERT PLUS

**RED Light**  
Low battery Warning

**GREEN Light**  
Battery Charging

**BLUE Light**  
Call in Process



**Charger Input**

## 2 System Check

### Press the TEST button for 4 SECONDS.

1. Push and HOLD the TEST button for 4-8 seconds, until the lights blink,
2. Pendant announces "Power ON," Pendant turns on
3. Pendant announces Version number
4. Pendant checks battery status and announces:
  - a. "Battery OK" if Battery is greater than 25%
  - b. "Recharge Battery Soon" if battery is less than 25%
5. Pendant then checks for cellular service and announces:
  - a. "Service Coverage OK" – Good Cellular service coverage
  - b. "Low Signal Strength or No Service Coverage" – indicates low cellular service or no cellular signal. (If you hear this message, place a test call to 911 by pressing the Emergency Call Button for 4 SECONDS. If they answer, tell them there is no emergency and that you are merely testing your unit.)
6. Pendant announces whether Battery Supervision feature is "On" or "Off"
7. Pendant announces "Return to Standby", which returns the pendant to a low-power STANDBY mode

## 3 Placing an Emergency Call

1. **User Pushes the BLUE EMERGENCY button until the BLUE LIGHT FLASHES (approx. 4-8 seconds):**
  - a. A short musical chime is heard
  - b. A dial tone is heard as the Pendant calls 911
2. When 911 answers, the User talks to the emergency operator using the speakerphone in the pendant  
**\*\*Immediately give the 911 operator your name and location**
3. Call can be ended one of two ways:
  - a. Pendant detects 911 has hung up, automatically ends the call, and the Pendant returns to standby
  - b. User pushes the TEST button on the pendant to end the call and hang up
4. Pendant announces "Hanging Up" and returns to Standby

**\*Pacemakers and Your Guardian Alert 911 PLUS:** The Guardian Alert 911 PLUS is a 4G - LTE cellular handset that is approved by the FCC (Federal Communication Commission). Based on current FCC and FDA (Food and Drug Administration) research, cell phones do not pose a significant health risk for the vast majority of pacemaker wearers. But, if you have any concerns, please consult with your physician.

## 4 Battery Supervision

The Battery Supervision feature allows the GuardianAlert 911 Plus to automatically check the status of its battery every 24 hours. This feature is factory set to ON.

When Battery Supervision is turned ON:

1. Estimated standby time between charges will be 2-3 months
2. It will check the status of the battery every day at the same time, beginning 24 hours after the handset is removed from the charging cradle
3. When the battery reaches 25% capacity or less, the handset will announce "Recharge Battery Soon". The announcement will be made at the same time every day until the handset is recharged

If the Battery Supervision is turned OFF:

1. Estimated standby time between charges will be 6-12 months
2. The user will have to manually perform a System Check periodically to check the status of the battery

Turning Battery Supervision ON or OFF:

1. Perform a system check – Push and HOLD the Gray TEST button for 4 seconds
2. After you hear "Battery OK" – Push and HOLD the Gray TEST button again for 4 seconds. The BLUE light will flash
3. The System Check voice prompt will then confirm the Battery Supervision status – either Battery Supervision ON or Battery Supervision OFF

Simply repeat steps 1-3 to toggle the Battery Supervision feature ON or OFF

## 5 Troubleshooting

If you are having problems, please call:  
**1-866-541-VETS (8387)**

**Note: If you place a call to 911 accidentally or to test, it is IMPORTANT that you stay on the phone and tell them you were testing your phone's 911 feature.**