

## Specific parts of the myConnect:

1. **Speaker:** This is used to hear the monitoring station operators.
2. **Help Button:** This is used to call the monitoring station for help or to test.
3. **Status Light:** This light will indicate the condition the myConnect unit is in. For full details see Status Light Chart.
4. **Microphone:** This is used to talk to the monitoring station operators when a call has been placed.
5. **Charging Contacts:** These contacts are found on the back of the device and are used to charge myConnect when properly placed in the charger.
6. **Battery Test Button:** Used to check device battery level.



**Need Technical Support?**  
Contact Helpline Service  
Monday to Friday  
8:00 am - 4:30 pm EST  
705-523-7000 / 1-800-667-8019



**Mytrex GPS**  
**myConnect**®  
**Mobile Emergency Response System**

## Quick Start Guide

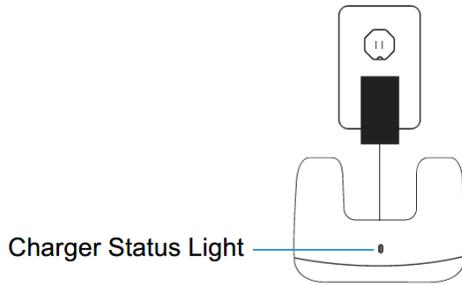


*“Peace of mind, at home  
or on the go”*

**705-523-7000 / 1-800-667-8019**  
**info@helplinemedicalalarm.ca**  
**www.helplinemedicalalarm.ca**

## Installation of myConnect is easy!

1. Plug the charging cradle into power, the charger status light will turn red and make sure the outlet is **NOT** controlled by a light switch. Make sure the power cord does not cause a tripping hazard.



The charger status light should always be red as this indicates the charger is connected to power.

**Please ensure you always see this light when the charger is plugged in.**

2. Place myConnect into the charging cradle as shown below. Once properly placed, you will hear a chime, and myConnect will announce “Charging”.
3. Before testing, please allow 5 minutes for device to connect to your local cellular network.



## Testing your Device

1. Contact our Monitoring Station at 1-800-465-4166 to advise you will be testing your device for 2-way voice for 15 minutes.
  2. Perform two tests into the monitoring station. **Test 1: Press and hold** middle Help Button until you hear “calling for help.” After a short pause you will speak to a monitoring station operator. Confirm your address.
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3. Wait one minute before completing test 2...
  4. **Test 2:** Complete a **Fall detection** test. Toss button into a couch/chair until you hear “Calling for help, press the help button to cancel”. Do not pick up the device to cancel as you are testing. Wait until you hear “calling for help.” If there is nothing heard from the device after 15 seconds, you will need to repeat the test. If the signal is received, you will speak to a monitoring station operator.
  5. On last test advise that you are done testing.

## Things to Remember

- We recommend daily charging.
- Fall Detection\* does not detect all falls
- Device is water resistant NOT water proof. NEVER submerge the device in water and ALWAYS ensure device is DRY **BEFORE** placing in the charger. For those clients with pacemakers, always consult your health care professional **BEFORE** using the myConnect device.

**\*The automatic fall detection pendant will not detect all falls; whenever possible subscriber should always press the button to place a call for assistance.**

Status Light Chart			
In/Out of Charger	Status Light	Definition	Visual
In Charger	Solid Red	Fully charged	●
In Charger	Flashing Red & Blue	Charging	Pause ● Pause ●
Out of Charger	Solid blue	Placing a call	●
Out of Charger	Flashing Blue	Normal operation mode.	●
In or Out of Charger	No Light On	Device battery is depleted & needs to be charged.	○
Out of Charger	Flashing Red, Blue, Red	Low Battery	● ● ●

## Checking the battery of your myConnect device

1. Place the device in the charging cradle until it announces “charging.”
2. Remove device from cradle.
3. Press the battery test button on the upper right side of the device.
4. Device will state “Battery Low” or “Battery Okay.”

If you hear the “Battery Low” announcement, place the myConnect device on the charging cradle for one to two hours.

myConnect should fully recharge in less than two hours.