

# **Mysafe Pendant**

FAQ's

## **How do I signal for help?**

Press the center button with the Plus Sign. The plastic shield should remain on the device when not in use to avoid accidental activations. Please do not discard.

## **Does the unit work everywhere?**

Anywhere you are in the US with cellular coverage, if you press the button, it will connect you within 15-20 seconds to the local 911 Dispatch for that location.

## **How can they hear me?**

You simply speak into the device.

## **Are there any hidden fees associated with the Mysafe Emergency Pendant?**

No. There are no hidden fees and no monthly payments. Just a one-time fee to purchase the device.

## **Is there a dedicated phone number to the Mysafe Emergency Pendant?**

No. The device is programmed to call 911 in case of an emergency. Just press the center button and 911 will be called and answer!

## **How often do I need to charge it?**

You don't need to charge it. It works with 3 AAA Batteries. There is a battery strength check button that lets you know when the batteries are running low. It will be red if you need to change the batteries; green if they are good.

## **Do we have to buy batteries from you when the device batteries die?**

No. The Mysafe Emergency Pendant is the only medical alert with AAA interchangeable batteries.

## **What happens when we press the help button?**

The Mysafe Emergency Pendant calls 911 immediately. The 911 emergency services answers and assess the situation with you and sends the necessary Emergency Services.

## **How do I know when the batteries need to be replaced?**

On the right side of the Mysafe Emergency medical Alert Pendant there is a button with a small battery icon on it. Press the button and if it shows as red you need to replace your batteries.

## **Does the Mysafe Emergency Pendant support GPS tracking? Can they locate my exact location?**

The Mysafe Emergency Pendant does not support GPS tracking and GPS location. In order to give our customers an alternative to high monthly fees we designed the device so that no

monthly cellular service was needed. In order to support GPS location services, there would have to be a monthly fee paid to a cellular carrier.

*Information provided by TechSmart USA, Inc.*