

OTG myConnect

Does the fall detection still work if they wear the device on the belt clip.?

Wearing the belt clip reduces the accuracy of fall detection functionality and the wearer may experience more unintentional fall detected signals.

Will they be coming out with an adjustable neck cord?

Yes an adjustable neck cord is being designed for the OTG myConnect. In the meantime, it is possible for the current neck cord to be removed and the adjustable neck cord could be attached using the extender.

What about pacemakers?

There are no contact magnets imbedded within the OTG myConnect device that should interfere with a pace maker. We always recommend that each subscriber check with their respective doctor as for final advice.

What cell carrier do we have with this model? Will we get Verizon?

Currently all of the new mobile device are on the AT&T network. We are working to add Verizon.

Can we cancel the call if it goes off accidentally?

A user can cancel a Fall Detect call. The user must press the help button immediately after hearing device announces, "Fall detected, press the help button to cancel" (approximately 3 seconds). A button push can not be canceled.

Will they hear an indicator if they accidentally turn it off?

There is no auditory message when the device is accidentally turned off. The user will no longer see the blue flashing light when it is powered off.

If the mobile buttons are able to be used in the home as well, what is the benefit of the in-home devices?

Some subscribers do not have a need for a mobile device due to their living situation and are happy with the in-home PERS solution.

Some people object to having a flashing light show under their clothes. Can that be changed in an upgrade in the future?

We will provide this feedback to the product management team.

Is the cord on the charging cradle for the my connect longer than in the past????

The myConnect cord including the plug and cradle is 110CM / 43.31inches. The OTG cord including the plug and cradle is 99 CM / 38.98 inches.

Does the subscriber have the ability to randomly turn the fall detector on/off?

No, the subscriber cannot turn off fall detection accidentally or randomly. Fall Detection has to be turned off in our back end system. The program manager can contact Lifeline Program Services team to disable the fall detection feature.

What is the biggest difference/selling point between the myConnect and the OTG mini?

The biggest difference between the two mobile devices is size and color. Users may prefer black over white and vice versa. The OTG Mini is our smallest mobile device, but the OTG myConnect is smaller than original OTG model. The OTG Mini does have the two LED lights providing visual and auditory indicators for low battery and cellular signal strength.

OTG Mini

What lights (if any) should be on under normal circumstances at rest?

If the user has fully charged the device there will be no LED visible. This means that there is sufficient battery charge and that there is sufficient signal strength.

Is the cord adjustable?

Yes, the cord on the OTG Mini is adjustable.

Will these OTG devices interfere if someone has a pacemaker?

Like the OTG myConnect, the OTG Mini does not have any contact magnets in it and is safe to use in concert with a pacemaker, but we always recommend that each subscriber seek advice from their doctor.

Smartwatch

Does the smart watch have fall detection?

At launch the Smartwatch will not have fall detection. This is something that is under development.

Is there more than 1 size on the wrist band? Is a small wristband available?

Currently there is only one size wristband.

Do they have to swipe to press for help?

To signal for help, the user can press the Help Button for 3 seconds on the bottom on the face of the Smartwatch. Once they press the button for 3 seconds, they will hear the announcement there help call is in progress.

Can someone swim with the device?

Yes, someone can wear the device when they swim, however, we do not recommend the user to keep the Smartwatch submerged in water for long periods of time.

Will the mini eventually be able to transition to a smart watch once the fall detection piece is developed?

We are looking to release a wrist option in the future.

Assure

500 Foot range to base unit, to clarify this means that the wearable button can be 500 feet away from the "in home communicator" and still be able to place a help call?

That is correct, the button can be up to 500 feet from the communicator and a signal will be sent to the Emergency Response Center. This is dependent on the building structure. Some building materials may impact the ability for the button to connect with the communicator.

How many hours of backup battery?

The Assure has 30 hours of back battery once power connection is lost.

Do the buttons for the Assure work with 6900?

No, the buttons for the Assure only pair with the Assure communicator.

Do these products have FDA approval?

The new mobile buttons do not have FDA approval.

What kind of messages would they be receiving?

Lifeline has not programed any messages to be played on the Message Button. A possible reason for a message would be messages related actions to take during a natural disaster.

Assure messages would include when they turn it on that it is ready for use. At set up there is a recording that will indicate that they need to test their device. If a call is being made it will have an auditory message. Also, if there is a power loss it will announce that and as it the battery charge gets lower it will continue to let them know that it is off power.

Button questions:

Will those casing and wrist bands come in black?

Currently we only have white buttons and white wrist bands for the buttons that pair with the 6900 and the 7200c.

Does the 6900 watch style have fall detection?

No, currently there are no wrist options that have Fall Detection.

For the new landline 6900 buttons, do we range test these as well? I've noticed with a couple replacements, that I'm not given the option to range test.

The buttons that pair with the 6900 do have the capability of conducting a range test. Please report any future problems you may encounter.

A question came up on neck worn mobile devices and embedded medical devices (Pacemakers).

There are no contact magnets imbedded within the Micron My Connect device that should interfere with a pacemaker. The Mytrex team and CA\LL have always recommend that each subscriber check with their respective doctor as to final advice in concert with the respective pacemaker manufacturer re wearing this neck worn mobile product.

As to the Pearl - that device does not have any contact magnets in it either and is safe to use in concert with a pacemaker BUT again - we recommend that each subscriber seek advice from their doctor and the respective pacemaker manufacturer for final advice.

It is the contact magnets that have always been the driving force in concerns of wearing a neck worn mobile device with a pacemaker

Monitoring for all new mobile devices is \$25.00 monthly monitoring, and the MyConnect Micron, the OTG Mini (Pearl) and the SmartWatch all have the upfront pass-through cost of \$99.95

Is there an information sheet that shows all equipment that is available. We currently have 6900s and 7200c, are those changing too

Form questions

Sorry if it has already been answered. Where can we get these forms?

if you wanted to check your order form again to make sure you have it correct, or to review it after you save it to your own file, how do you stop the date from changing on it.