

# Connect America CEL LTE

*Cellular Medical Alert System*



 **Connect America**<sup>®</sup>

Connect America Customer Care: 1-877-266-0733

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## Introduction to the **CEL LTE Medical Alert**

Thank you for choosing the CEL LTE Medical Alert to help you maintain your independence and well-being at home. The CEL LTE is your personal connection to care 24 hours a day, 7 days a week at the touch of a button. The CEL LTE uses the cellular network to connect you with the monitoring center. When the button on the console unit or Help Activator is pressed, the console unit dials the monitoring center and enables hands-free communication between you and a trained response professional to identify the nature of your call and send help if needed.

The CEL LTE has been specifically designed to operate on the cellular telephone network and therefore does not require a traditional land line telephone connection to connect you with the monitoring center.

### **IMPORTANT INFORMATION ABOUT CELLULAR NETWORKS AND THEIR LIMITATIONS:**

The home console unit requires a satisfactory GSM cellular network connection in order to operate and transmit a signal to the monitoring center. If limited or no cellular network coverage is available, the console unit will be unable to call the monitoring center. Many factors could affect the operation of cellular networks beyond the control of Connect America or your Service Provider. Connect America or your Service Provider is not responsible for maintaining or monitoring the reliability of cellular networks used for communication with the system and can only provide timely and accurate response if all equipment and networks are functioning and providing adequate signal strength to dial the monitoring center. Users should test their equipment on a regular basis to identify any deterioration of network service and signal strength.

### **INTENDED USE**

This device is intended to enable a user to request assistance by providing an additional method of communication in the event of a potential emergency, specifically in a non-clinical setting where a fixed line telephone communication path cannot be used.



# What's in the box?

## Box Contents

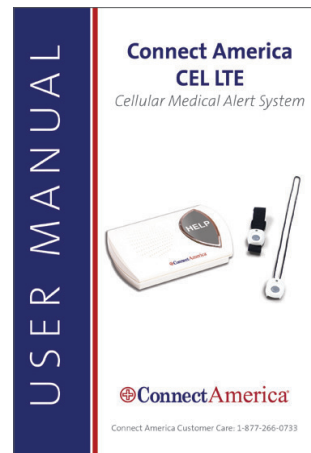
- 1** CEL LTE All-in-one Cellular PERS device



- 1** Personal Help Button (PHB) or MyActive Fall Detector



- 1** Quick Install Guide and User's Manual



\* PHB also available as a wristband accessory.

## Base Console Front View

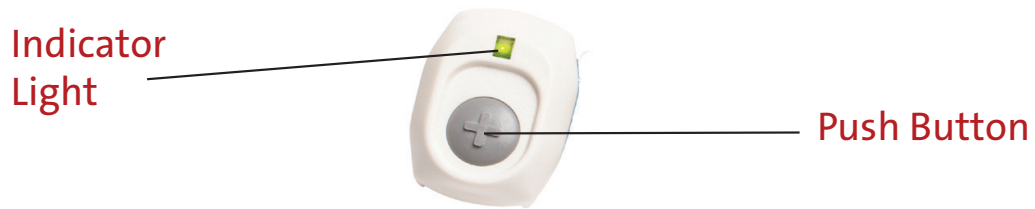


## Base Console Back View



# Personal Help Button (PHB)

## Pendant Model PHB



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## Wrist Strap Model PHB\*



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## MyActive Fall Detector\*



\* Optional

# Quick Start Guide

## Do's

**Do:** Keep the base console connected to the AC power at all times.

**Do:** Contact Customer Care (1-877-266-0733 toll free) as soon as the red LED light on your help activator indicates a low battery or if you lose your help button/activator.

**Do:** Regularly test the base console and help activator to familiarize yourself with the service and ensure you are comfortable communicating with monitoring center personnel.

## Don'ts

**Don't:** Expose the base console to water or other liquids.

**Don't::** Connect cables other than those supplied with the unit.

**Don't:** Connect the base console to an outlet with an on/off switch.

**Don't:** Place your base console next to something that makes a lot of noise, such as next to a television, radio, washing machine, or dishwasher.

**Don't:** Put your base console right next to your stove or close to any other heat source.

**Don't:** Set the base console in a place where it will get damp, such as a bathroom, or near house plants that are sprayed at any time.

**Don't:** Place the base console very close to any large metal objects, such as microwave ovens or refrigerators as large pieces of metal may stop the signals from the help activator from reaching the home console.

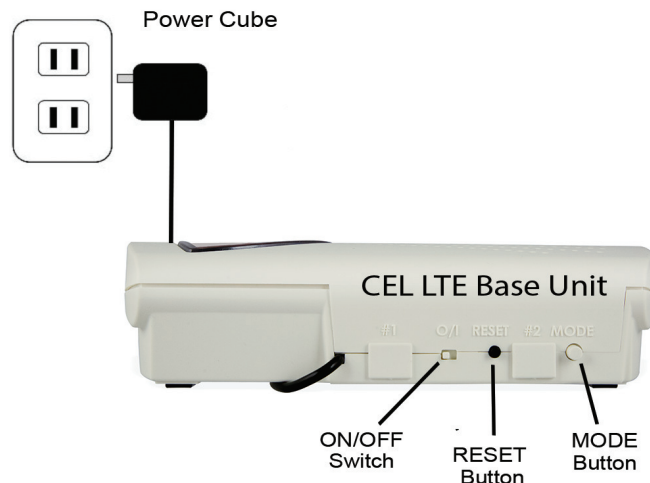
**Don't:** Place your base console closer than four feet from something that may emit electromagnetic interference, such as a cordless telephone, CD or video player, or personal computer, as this may inhibit longer range coverage.

**Don't:** Relocate the base console after installation without repeating the installation test process to check for continued satisfactory operation.

# Installation Steps

1. Plug the CEL LTE power cube into an AC power outlet that is not controlled by a light switch. (Figure 1)
2. Place the On/Off Switch, located on the back of the unit, into the “I” position. The status light on the CEL-LTE will begin to flash orange.
3. The Status light located on the left edge of the large HELP button will change to steady green, indicating that the CEL LTE is connected properly and the cellular radio has been activated with the cellular company.
4. Test the range of the PHB to make sure it works throughout the home and yard. *See Testing the PHB (Range Test Mode), below.*
5. Initiate your first call to the Response Center by pressing the PHB or the HELP button.

**Figure 1: CEL LTE Setup**



**Figure 1: Status Indicator Location**



Please contact your service provider if the CEL LTE does not connect.

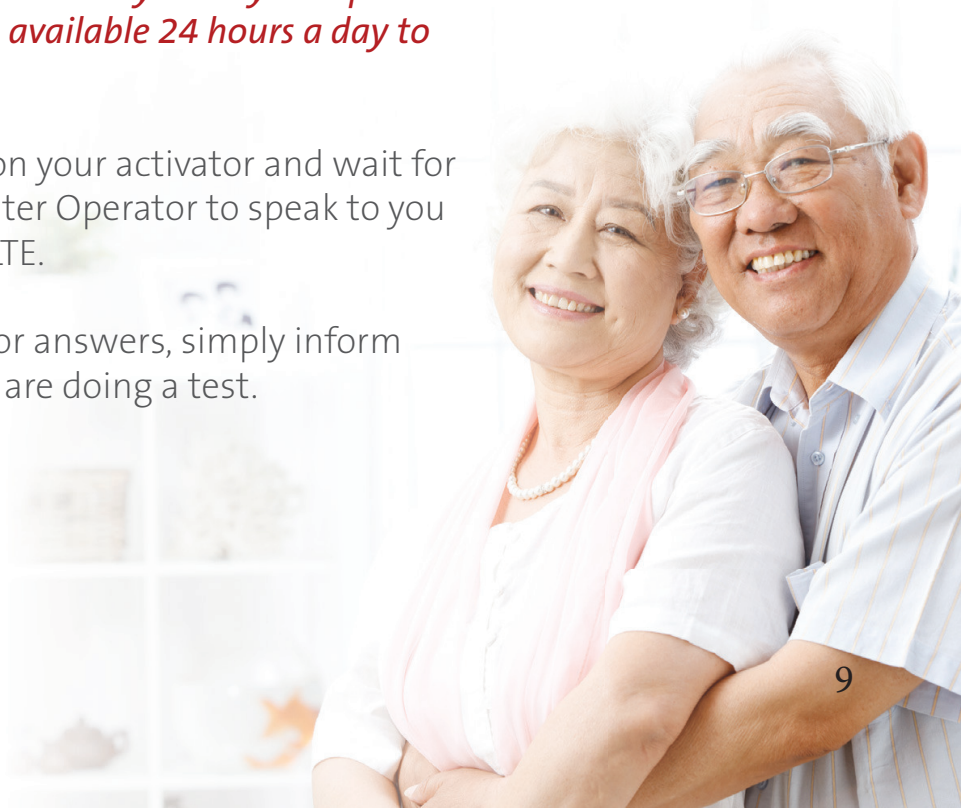
# Testing the PHB (Range Test)

1. Locate the MODE button on the back of the CEL LTE and press one time (Figure 1).
2. The CEL LTE will announce *“Range Test Mode.”*
3. Immediately activate the PHB by pressing and holding down the button. A green light will illuminate on the PHB and a steady tone will sound from the CEL LTE, as long as it is detecting the PHB.
4. While activating the PHB, walk around all areas of the home and yard. Listen for gaps in the tone. Gaps indicate “dead zones” where the PHB is not detected. If “dead zones” are detected, try relocating the CEL LTE and/or contact your service provider.
5. To finish the Range Test, stop pressing the PHB. After the tone stops, press the black RESET button on the back of the CEL LTE (Figure 1). The unit will announce the *“[number] bars, System Ready.”*

# Testing the CEL LTE Unit

***Note: The manufacturer recommends that the CEL LTE be tested at least every 30 days. Response Center Operators are available 24 hours a day to help.***

1. Push the button on your activator and wait for the Response Center Operator to speak to you through the CEL LTE.
2. When the operator answers, simply inform him/her that you are doing a test.



# Calling For Help

Simply press the button on your Personal Help Button (PHB) or MyActive Fall Detector to activate your CEL LTE unit at any time. You can also press the large HELP button on top of the base console.

Once the help signal is initiated, the base console will announce “Calling for help”. This phrase will be repeated every 15 seconds until the call is connected with the Response Center. Shortly after connecting with the Response Center an Operator will attempt to communicate with you through the system’s two-voice base console to ascertain the nature of the call and provide appropriate assistance.

Figure 4

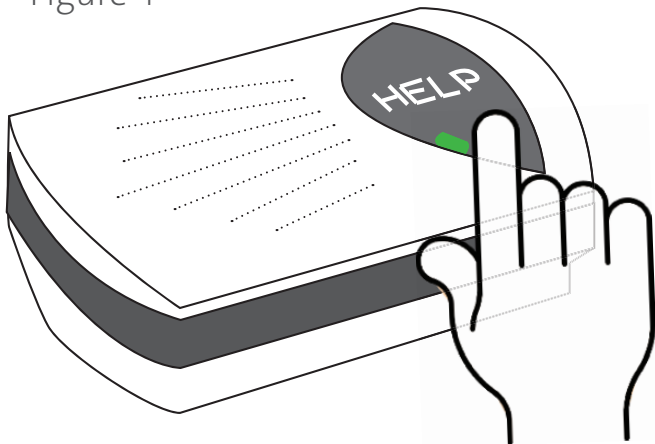


Figure 3

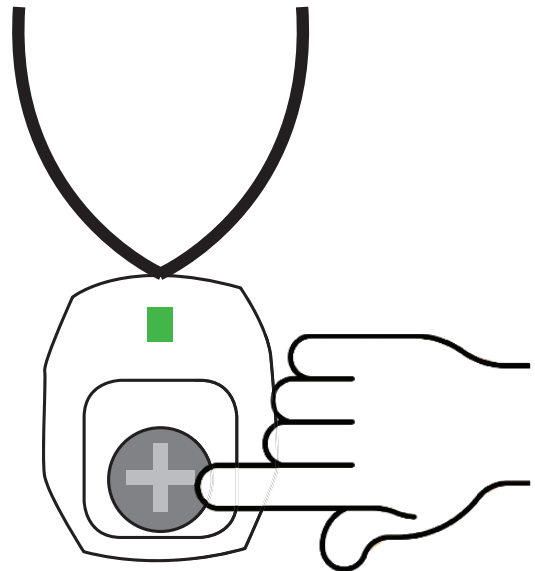
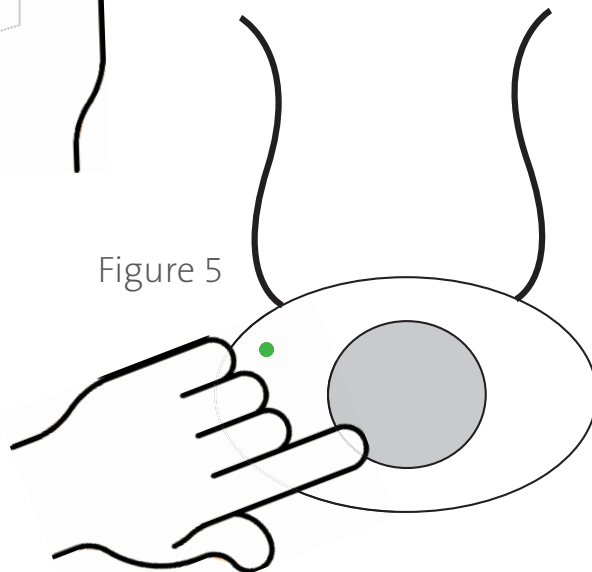


Figure 5



# CEL LTE Features

## **Microphone and Speaker**

The microphone in your CEL LTE unit is sensitive enough to hear voice communication around corners and in other rooms of your home. You do not need to be in the same room with the CEL LTE unit for the response center to hear you.

## **Two-Way Voice Communications**

After connecting to the response center, the speaker and microphone in your CEL LTE are enabled allowing for two-way voice communication between you and the response center operator.

## **Control Buttons**

The Reset and MODE buttons are placed on the back of the CEL LTE. These two buttons and the base unit HELP button on the top of the unit are used by authorized individuals to conduct range tests, turn off the MXD, and program the CEL LTE to recognize personal help buttons (PHBs).

## **Waterproof Personal Help Button (PHB)**

Your PHB may be worn as a necklace or a bracelet. Both styles are waterproof and should be worn in the bathtub and shower. Your PHB uses an indicator light to display the status of its internal battery. While your PHB is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak – please notify your service provider.

## **Fall Detector – optional**

MyActive fall Detector may be used as an option to the standard PHB. In addition to standard Help button functionality, the Fall Detector has the ability to automatically detect falls and signal the ERC\*. The Fall Detector is waterproof and should be worn in the bathtub and shower. Your Fall Detector uses an indicator light to display the status of its

Continued on next page

\*Fall detection feature may not detect 100% of falls. If able, users should always press their help button when they need help.

# CEL LTE Features

internal battery. While your Fall Detector is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak – please notify your service provider.

## **Personal Help Button Performance**

The CEL LTE unit is equipped with a sophisticated receiver that is carefully matched to the PHB. The CEL LTE unit can receive signals from the Personal Help Button when it is up to 600 feet away from the base unit.

## **Battery Monitoring**

Your CEL LTE unit is equipped with an internal rechargeable battery. The battery provides constant power to your CEL LTE unit for up to 27 hours if power is lost. The CEL LTE constantly monitors its battery condition when the unit is being powered by its battery.

## **Automatic Testing**

Your CEL LTE unit is programmed to do a silent self-test every 28 days.

## **Manual Testing**

It is recommended that you test your unit monthly by pushing your PHB or MyActive Fall Detector. We want you to be familiar and comfortable with your CEL LTE and the response center.

## **Additional PHBs**

Your CEL LTE unit can be programmed to respond to multiple PHBs. If you require multiple PHBs, please consult your service provider.

## **Audible Alarm**

Your CEL LTE unit has an audible alarm that will announce ‘Calling for help’ when activated by pressing your PHB, MyActive Fall Detector, or HELP button on the base console.

# Help and advice

## **False alarms**

If you accidentally activate a help call, please do not worry as your monitoring center is always happy to hear from you and raising of the alarm acts as a useful test of your home console.

## **Cleaning**

Dust the home console with a soft cloth moistened with a gentle detergent if required. Ensure that no moisture goes through the speaker grill. Do not spray cleaners directly on the CEL LTE base console. Extensive moisture can cause damage to the CEL LTE system. The help activator can also be cleaned in the same manner.

## **Moisture**

Do not position your home console where it may come into contact with water or moisture. The Help activator is waterproof up to 3 feet water depth (IP67 standard). It can be worn in the shower or bath however, it should not be submerged for more than 30 minutes.

## **Battery information**

Please contact Customer Care if the battery needs to be replaced. Do not open the battery compartment or attempt to replace the battery in either the base console or Help activator.

# Frequently Asked Questions

## **Is my CEL LTE compatible with all cellular networks?**

The CEL LTE is only designed to operate with the AT&T Cellular Network. It is not designed to work with any other cell network or with any land-line telephone service. Please contact your service provider if your CEL LTE does not find an AT&T cell signal or reports that the signal is weak.

## **Will my CEL LTE unit affect my personal cell phone?**

Your CEL LTE unit uses its own dedicated cell phone account and telephone number, and will not interfere with any aspect of your own personal cell phone. You cannot plug any telephone handset or other cell phone into your CEL LTE.

## **What if I am outside and you can't hear me?**

An Response Center Operator will attempt to contact you over the

CEL LTE. If you do not respond, the Operator will then follow your response center's procedures, such as calling your home telephone, your cell phone, listed responders in the order you have provided, or calling your local emergency services.

## **Is my Personal Help Button (PHB) waterproof?**

Yes. Your PHB is waterproof and we encourage you to wear it in the bathtub or shower.

## **If I will be away for an extended period of time or moving, can I take the CEL LTE with me?**

The CEL LTE is not a mobile Medical Alert. Providing proper emergency response is predicated on having a current and accurate home location. Do not attempt to remove or relocate the system. If you will be away for an extended period of time or moving, please notify your service provider at least two weeks beforehand.



# Removing and Returning Your System

If services need to be discontinued, please inform your service provider or Customer Care (1-877-266-0733). Advise them of the reason for discontinuation of service and request removal and return instructions.

## Turning off the CEL LTE

**Note:** When the CEL LTE is removed from service and/or relocated, it is very important to turn it off to preserve the battery and to keep the unit from initiating any inadvertent alarms while in transit.

1. Unplug the CEL LTE from the AC outlet.
2. Place the power switch in the “O” position and wait for the status lights to stop blinking. (Figure 6)

Figure 6: On/Off Switch



# Troubleshooting – Use of Status Lights

The CEL LTE speaks the system status each time the RESET button is pressed. The Status light displays the following light signals when operating:

Behavior	Description
Steady Green	Unit is properly connected
Steady Red	Unit is currently trying to call the response center
Single Green Flash	AC power not available, unit is running on battery
Fast Red Flash	Cellular connection problem or weak signal strength
Alternating Red/Green	The Unit is in the process of shutting down
Alternating Red/Green/Orange	Contact your service provider.

*When the CEL LTE is in “Range Test” mode, the **Status** light will show:*

Behavior	Description
Steady Green	Base unit is receiving signal from the PHB
Steady Red	Base unit is NOT receiving signal from PHB

# Notifications

Your CEL LTE has been registered with the U.S. Federal Communications Commission (FCC), in accordance with FCC Rules Part 15.

## **Repair information:**

If trouble is experienced with this equipment (CEL LTE Medical Alert), please contact your service provider.

**Caution:** Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

## **Interference Information:**

FCC Rules Part 15: The CEL LTE complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:** Your CEL LTE has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Move the CEL LTE away from your radio or television
- Plug the CEL LTE into a different power outlet than your radio or television.
- Re-orient or relocate the receiving antenna.
- Consult your service provider or an experienced radio/TV technician for help.

## **Notice to End User: Wireless Telephone Reliability Considerations When Using the CEL LTE Medical Alert**

Your CEL LTE has been designed to be very reliable when sending an alarm signal to the monitoring center and then connecting the call to a live attendant. However, the CEL LTE must have sufficient cell phone reception to make and maintain a call using an AT&T network.

Because wireless phones communicate using radio waves, you are hereby advised that the ability of the CEL LTE to connect to your monitoring center via the wireless telephone network is influenced by many factors, including:

- The distance between the CEL LTE unit and the AT&T network cell tower with which it is communicating. Please understand that even though you may get reliable cell service using your personal cell phone from your home, there is no guarantee that the CEL LTE will do the same, as your personal cell phone may use a different network and/or lack 3G technology.
- Transmission of the cell signal may also be hindered by physical obstacles between your CEL LTE base unit and the nearest AT&T-compatible base station or antenna, such as hills or large buildings; the presence of unwanted electronic signals introduced by circuit components in microwaves, computers and other electrical devices; or natural disturbances created by severe weather or even cloud coverage.
- Cell signal connection quality to and from the local AT&T network can and does vary, sometimes substantially, from minute to minute. Moving the CEL LTE base unit even just a few feet can affect cell signal connection quality. It is possible that your unit will not be able to complete a call because of the lack of cell service even though a connection was made without problems when the unit was first installed and tested.

- A large number of cell phone users trying to use the local network at the same time may overload cell circuits and cause your CEL LTE to detect a “busy” signal instead of completing its call.
- During a local disaster, personnel from local, state, and federal emergency agencies may be given priority to use the cell system. If this happens, your alarm call may not go through.
- While wireless service providers attempt to design their networks to eliminate dropped calls, busy signals and dead zones, no network is perfect and coverage breaks within the general coverage areas are still possible.
- Calls will take a little longer to be connected to the Response Center than land line calls – perhaps as much as two minutes from the time you press your personal help button – due to switching and other delays.
- Your CEL LTE has an internal backup battery that will allow it to continue to operate for up to 30 hours after the loss of AC power. When the unit is powered by the battery, it may take up to 60 additional seconds to “wake up” and send a signal to the cell network, because the cell phone circuit may be turned off to save energy. If your AC power is off, please be patient while the CEL LTE unit turns on its cell phone circuit and makes the connection to the network.

The CEL LTE is a wireless device that can be used in any location in which AT&T cell service is available. However, it does NOT have GPS capabilities and CANNOT determine a user’s location via signal transmission. The Response Center relies on the accuracy of the information you provide them and will direct Emergency Responders to the address they have on file. Therefore, it is imperative that you promptly notify the Response Center whenever you relocate your CEL LTE unit. Before choosing the CEL LTE for your medical alarm needs, it is extremely important that you press your button to initiate tests of the CEL LTE in the locations where you plan to use it most frequently, in order to determine that solid, repeatable cell service is present at all times.

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