



Pendant Overview

On-the-Go Medical Alert User Guide



Read thoroughly: contains important information



To Change From Lanyard to Belt Clip

1. Turn the pendant so the call button faces you. With your thumb, push the lanyard attachment away from you until the lanyard clicks off.
2. Place the horizontal piece of the clip on top of the pendant so that the notches on the pendant and the clip line up.
3. Press the clip into the pendant until it slides securely into place.

Set Up & Charging

Testing & Calling for Help

Important: Fully charge before first use.



1 Plug in the charging cradle. The red light at the back of the cradle will light up.



2 Place your pendant into the cradle as shown. You will hear audible confirmation that charging has begun, and the light around the call button will flash red and blue.



3 Let your pendant charge for 2-3 hours.



4 When your pendant is fully charged, the cradle's red battery light will be solid. (The blue pendant light will continue to flash while on charging cradle).

The rechargeable battery can last up to 7 days per charge.

Please note: If you're having trouble charging your device, wipe the connecting pins with rubbing alcohol to clean the charger.

Test your system every 30 days.



Press and hold the alert button until the light turns blue.



You will hear a message, then a tone, before being connected to the Command Center.



The Command Center will send help unless you inform them that you're testing.





For those with **Fall Detection**, your pendant can automatically send an alert if it senses a fall, based on speed, impact, and lack of movement. However, we do recommend pressing your button whenever possible.

How to Wear Your Pendant







Indicator Signs





While On Charger

Flash red every 5 seconds	 Charging (in service)
Solid red	 Charged
Flash blue every 5 seconds	 Normal
Flash blue every 1 second	 Out of service* - contact Alert1

While Off Charger

Flash red every 10 seconds	 Low battery
Flash blue every 5 seconds (GPS + Fall)	 Device is in active mode.
Flash blue every 2 seconds (Standard)	 Device is in active mode. Light should turn off within 5 minutes
Flash blue every 1 second	 Out of service* - contact Alert1

During A Call

Flash red every 10 seconds	 Low battery
Solid blue	 Normal
Solid blue for 10 seconds then off	 Out of service* - contact Alert1
Flash blue every 1 second	 Call failed - contact Alert1

*A cellular signal may not be available in all areas.

Audio Messages

“Device disabled” - Device has not been activated. Contact Alert1 for support with device.

“Call failed” - Call did not connect to Command Center. Contact Alert1 for support with device.



Never Face an Emergency Alone

For assistance or questions, please call
Member Care: 800-693-5433 ext 2
Or visit Alert-1.com