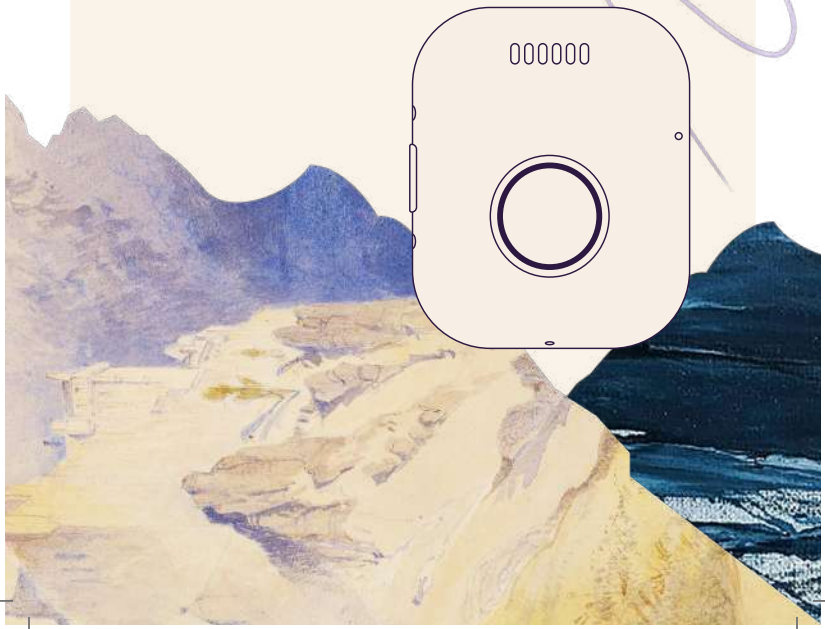
Medical Guardian

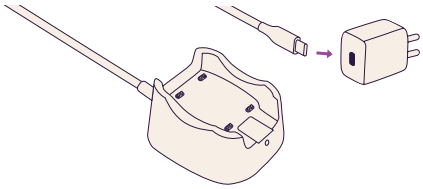
User guide

Guardian Flex

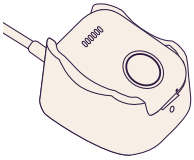


Quick start guide

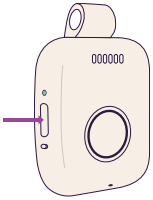
1 Assemble the charging cradle and plug it into a wall outlet.



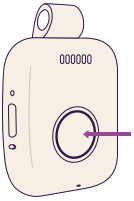
2 Place the device in the cradle. It will power on automatically and you will hear **“Charging”**.



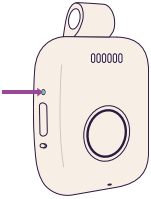
3 Take the device out of the cradle and press the side info button once to confirm signal and battery level. If cellular signal is poor contact our Member Support team.



4 Test your device by pressing and holding the SOS button for 3 seconds, then release it. When connected, let the operator know you are performing a test.



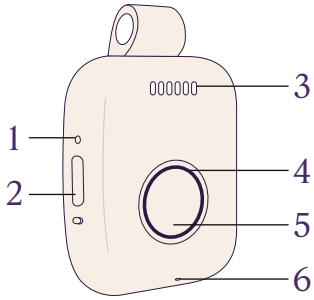
5 Place the device back in the cradle and allow it to charge completely. The status light on the side of the device will turn solid green when fully charged.



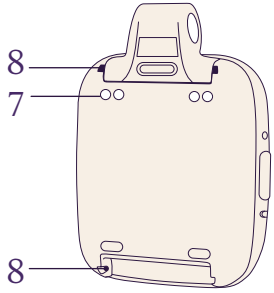
6 Once fully charged, your device is ready to wear and use. **For more details, please review the full user guide.**

Get to know your device

Front of device



Back of device



1 Status light

2 Power/info button

3 Speaker

4 Ring light

5 SOS button

6 Microphone

7 Charging pins

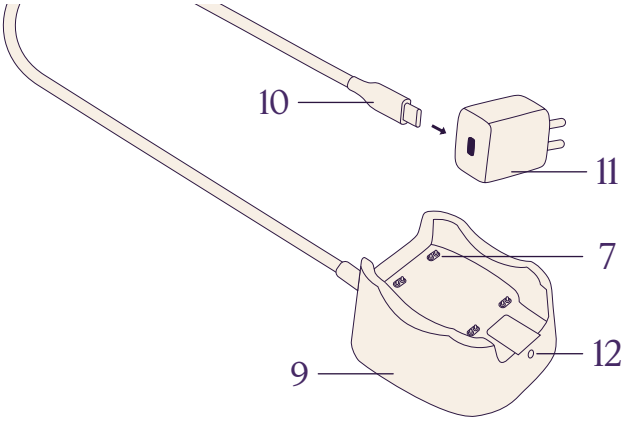
8 Snap adapter

9 Charging cradle

10 USB-C cable

11 Charging brick

12 Charging indicator light



Assemble your charging cradle

- Plug the USB-C cable (10) into the charging brick (11), then plug the brick into a wall outlet.
- Place the device on the charging cradle. Make sure the charging pins (7) on the back of the device line up with the pins (7) on the cradle.
- When the device is placed correctly, it will say **“Charging.”** The ring light will blink white for a second. The status light will blink a color that shows the battery level. (See the status light chart for more information.)
- When the status light stays solid green, the device is fully charged. The light will stay on until you remove the device from the charger.

Important tips

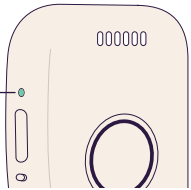
- Before your first-use, fully charge the device.
- Charge your device **every day** to keep it ready for use.
- Full charges can take up to 2 hours.
- Test your device **once a month** to ensure it is working properly.
- Your device is water-resistant and can be worn in the shower. Do not fully submerge it for more than 30 minutes.
- Battery life can last up to 5 days.
- Battery life can vary based on user settings, the environment (like cellular network strength), and how the device is used. For more details, visit our Support Site at **www.medicalguardian.com/support**.

Get to know your status light

When your device is turning on, the lights will cycle from red → orange → green

Light	What it means
Green light (battery)	• Slow blinks while charging: Battery is above 70%. • Solid on charger: Device is fully charged.
Orange light (battery)	• Slow blinks while charging: Battery is 30–70%.
Red light (low battery)	• Slow blinking while charging: Battery is under 30%. • Blinking every minute (while out of the cradle): Battery is very low, please charge soon. Voice guidance warnings will be announced at 30% and then at 20%.

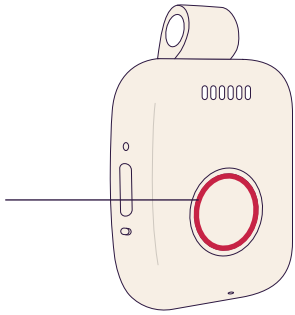
Reminder: Your status light will appear here



Get to know your ring light

Light	What it means
Solid red	SOS alarm or fall detected.
Blinking orange	No cellular network signal. If this issue persists, please contact Member Support.
White	• Slow blinks: Connecting to the Monitoring Center. • Solid: Connected to an active call.

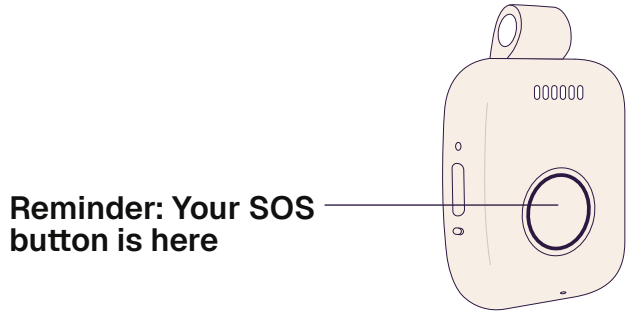
Reminder: Your ring light will appear here



Using your SOS button

Press and hold for 3 seconds to:

- Start an SOS emergency call.
- Cancel an SOS call or fall alert.*
- Power on the device if it is currently off.

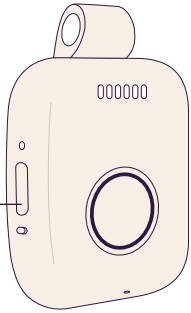


*Fall detection only works if it is part of your service plan. It may not detect every fall and may sometimes send a false alert. If you are able, always press the SOS button for help.

Using your power/info button

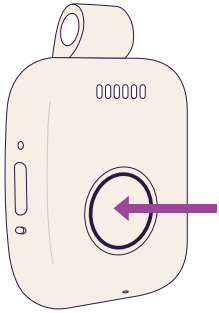
Action	What it does
Press and hold for 3 seconds	• Announces the current time.
1 quick press	• Announces battery level and signal strength. • Example: **“Cellular signal good. Battery level medium.”**
2 quick presses	• Announces step count.
4 quick presses	• Turns the device off.

Reminder: Your power/ info button is here



Test your device

1 Press and hold the SOS button on your device for 3 seconds.



2 The device will vibrate, and the ring light will illuminate.

3 You will hear, **“SOS activated. Calling for help. Press and hold the button to cancel.”**

4 Once your device has connected, it will say, **“Call connected.”**

5 Please state you are okay and just testing.

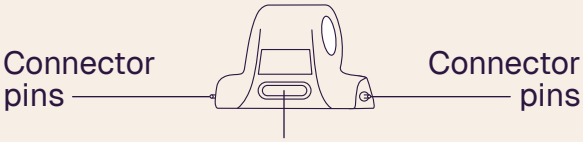
Attach your snap adapter (lanyard or wristband)

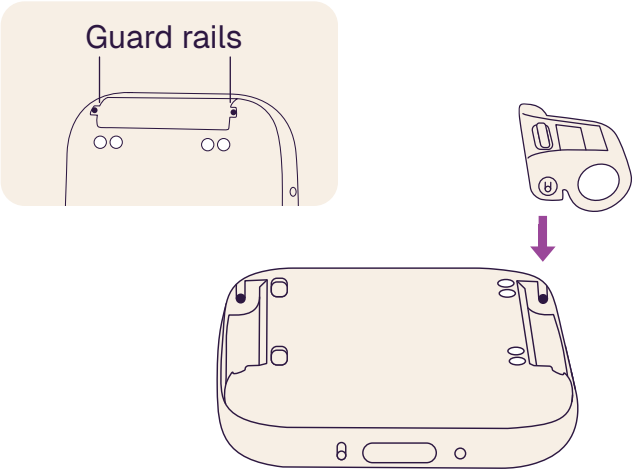
- Hold the back of the device facing you. The connector button on the snap adapter should also be facing you.
- Line the connector pins up with the guard rails on the back of your device.
- Press and hold the connector button.
- While holding the button, slide the snap adapter between the guard rails.
- When the snap adapter is fully in place, release the button.
- You will hear a click when it is secure.

Remove your snap adapter (lanyard or wristband)

- Hold the back of the device facing you. The connector button on the snap adapter should also be facing you.
- Press and hold the connector button.
- While holding the button, gently pull the snap adapter away from the device.
- The snap adapter will slide out from the device.

Get to know your snap adapter





NOTE: These steps apply to both the lanyard and wristband snap adapters. For the wristband, simply repeat the same steps on both sides.

Find your device (if lost)

- The device's location will show on the map in the portal or app.
- You can use the portal or app to find your device by clicking "Ring my Device."
- The device will say **"I'm over here"** very loudly for 10 seconds.

FCC Warning

15.19 Labeling requirements.
This device 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.
15.21 Information to user.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
15.105 Information to the user.
Note: This equipment 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

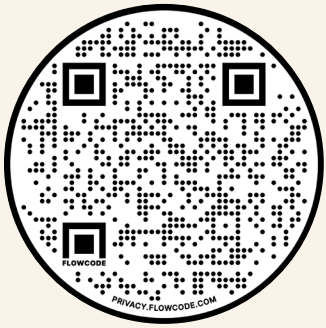
Absorption Rate (SAR} information:
This device meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.

FCC RF Exposure Information and Statement

The SAR limit of USA (FCC} is 1.6 W/kg averaged over one gram of tissue. This device was tested for typical body-worn operations with the back of the device kept 0mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a appropriate separation distance between the user's body and the back of the device. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. Use only the supplied or an approved antenna.

Have questions about your device?
Necesitas ver el manual en español?

Scan the QR Code below with your phone camera / Escanéame para descargar la versión en español en línea.



medicalguardian.com/support

If you need additional assistance, connect with our team through your portal or app.