

# LivingWell Companion™ Home

## User Manual



 **TELUS** Health

Welcome and thank you for  
choosing LivingWell Companion.

TELUS is proud to offer you this  
personal safety device that will  
keep you connected to 24/7  
live emergency support.

This user manual will show you  
how to use your device.  
Please keep the manual in a  
safe place for easy reference.

For more information,  
visit [telus.com/LWC](https://telus.com/LWC)  
or call **1-888-505-8008**.



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What equipment is included?



Base unit



Home device with lanyard and wristband

**Note:** The wristband is not available with the fall pendant.

Or



Fall detection pendant with lanyard

## What features are included?

- 24/7 access to live emergency support
- Automatic fall detection<sup>1</sup> (optional)
- Emergency help button
- 2-way speaker on base unit to speak with trained operators
- Water-resistant, so you can wear your device in the shower



1) The automatic fall detection feature might not detect all falls. If you do fall, don't wait for the automatic call, always press and hold the button for at least 3 seconds for help when possible.

## How does the service work?

### If you need help:



1. Press and hold the button for at least 3 seconds.



2. Speak to a trained operator through the base station.



3. The operator can call your emergency contacts and dispatch an ambulance if needed.

**Note:** Test your device once a month by completing the steps above. When the operator answers, inform them that this is a test call.

### Tips:

- Always **provide your location** if possible.
- Accidental **false alarm**?  
No problem, simply let the operator know you're safe.
- The base unit is sensitive enough to hear voice communication around corners and in other rooms of your home. But in case the operator **can't hear you**, they will still send help.
- The optional fall detection feature may provide additional safety for instances when you can't press the button, but always **press and hold the button if possible**.

## Wearing your device

There are two ways to wear your device:



Around your neck  
with the lanyard



On your wrist

**Note:** This option is  
not available with  
the fall pendant.



### Tips:



- **Wear your device all day so you're always protected.**
- Only use the provided lanyard, which is designed for safety. The device won't work if it's carried in your pocket or purse.
- If you wear the device around your neck, please ensure that the device remains close to your chest. The fall detection pendant should rest at the center of the user's breastbone and be worn outside of clothing.



## 2-colour signal indicators



### Cellular signal strength:



-  Green: No action required. (Strong)
-  Flashing red: Move the unit to a better location and press the reset button. (Low)

### Can I use the pendant away from home?

The pendant will only remain connected to emergency support up to **600 feet** away from the base unit. It won't work outside of this range.



**Battery level:**

-  Green: No action required. (Strong)
-  Flashing red: Call to have your battery replaced. (Low)

**Note:** The pendants feature a long-lasting, built-in battery, so no charging is needed.

## Frequently asked questions:

### How does automatic fall detection work?

The automatic fall detection function collects and analyzes data, such as orientation change, impact intensity and impact speed, to predict whether a fall has occurred.

**The automatic fall detection feature might not detect all falls.**

**If you do fall, don't wait for the automatic fall detection, always press and hold the button for help when possible.**

If you encounter a false alarm from the automatic fall detection alarm, simply let the operator know you're safe.



### Can I wear the device in the shower?

Yes, the device is water-resistant up to 1 metre, so you can wear it safely while showering or bathing. The device is not waterproof, so we don't recommend swimming with it.

### Can I adjust the speaker volume?

Please contact us at **1-888-505-8008** to request an adjustment.

### Can I cancel an alarm?

No, you can't cancel an alarm for safety reasons. Instead, simply tell the operator it's a false alarm and you're safe.

## What do these audio prompts mean?

### **“Calling for help.”**

The base unit has received an alarm signal and is calling the response centre. A trained operator will speak with you shortly. If you need help, inform the operator and they will assist. If this is a false alarm, kindly let the operator know that it was a false alarm.

### **“Please check power connection.”**

The base unit is unplugged from the wall or the power circuit is not energized. Verify the power cord is plugged into a power outlet that is not controlled by a light switch.

**“System Ready.”**

The system is connected to the cellular network and is ready to process alarm signals.

**“No cell service.”**

The base unit isn’t detecting a cellular signal. If possible, try to move the base unit to a different location in your home and press the black reset button located on the back of the unit.



## What does the operator do?

### 1. Emergency alert received

Our trained operators are alerted when the emergency button is pressed or if the optional fall detection feature detects a fall.

### 2. Trained operator contacts customer

When the alert is received, an operator contacts you through the 2-way speaker in the device to confirm the emergency status prior to initiating the emergency protocol.

### 3. Family or friends contacted

If you can't be reached or an emergency is confirmed, the operator first contacts up to 3 family and/or friends.

### 4. Emergency services contacted

If family or friends are unavailable or if the situation warrants, the operator will then contact emergency services.



## Terms of use

**Battery warning:** Lithium-ion batteries can EXPLODE, CATCH FIRE, and/or CAUSE BURNS if disassembled, punctured, cut, crushed, short-circuited, incinerated, or exposed to water, fire or high temperatures. To ensure optimal safety and performance of your MXD-LTE:

- **DO NOT** disassemble or open, crush, bend, deform, puncture or shred the battery.
- **DO NOT** modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery for the MXD-LTE for which it was specified.
- Only use the battery with the MXD-LTE charging system that has been qualified with the system per standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.
- **DO NOT** short circuit a battery or allow metallic or conductive objects to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the MXD-LTE per standard. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- **DO NOT** keep a battery at rest for a long time (over 6 months). A safety accident may occur when re-charging a battery, which has rested longer than 6 months.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.

- Avoid dropping the MXD-LTE or battery. If the MXD-LTE or battery is dropped, especially on a hard surface, and you suspect damage, please contact your service provider.
- Improper battery use may result in a fire, explosion, or other hazard.
- In the event of a battery leak, DO NOT allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- Seek medical advice immediately if a battery has been swallowed.
- In the unlikely event a Lithium-ion battery catches fire, DO NOT attempt to put the fire out with water—use a Class A, B, or C fire extinguisher.
- **DO NOT** place loose batteries in a pocket, purse or other receptacle containing metal objects.
- **DO NOT** store batteries in extreme heat or with hazardous/combustible material; store in a cool, dry, ventilated area.
- **REPLACE** the battery **IMMEDIATELY** if it has begun to BULGE or **DISTORT**.
- Failure to follow these warnings and/or directions could result in damage to your MXD-LTE and will void the warranty for the battery and MXD-LTE.
- Mytrex, Inc. is not liable for any damage caused by failure to follow these warnings and/or directions.
- Fall detection technology does not detect falls with perfect accuracy or precision. If you need help, you must always push the help button on your wearable device or base unit and not rely solely upon the determination of the fall detection algorithms.

The MXD-LTE User Manual can found at  
[www.mytrexinc.com](http://www.mytrexinc.com).

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

