

# LivingWell Companion™ Home

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## Getting Started Guide





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## How does the service work?

**LivingWell Companion** is a wearable personal safety device that provides access to 24/7 support in case of a medical emergency.

To use:



1. Press and hold the button.



2. Speak to a trained operator.



3. Receive medical help.

## Tips:

- Always **provide your location** if possible.
- Accidental **false alarm?**  
No problem, simply let the operator know you are safe.
- The base unit is sensitive enough to hear voice communication around corners and in other rooms of your home. But in case the trained operator **cannot hear you**, they will still send help.

The trained operator will call your **emergency contacts** and dispatch an **ambulance** when needed.

## What equipment is included?



Base unit



Home device with lanyard and wristband

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

Or



Fall detection pendant

## What features are included?



Speaker on base unit to speak with trained operator



Automatic fall detection



Access to 24/7 support with the press of a button



Water-resistant so you can wear pendant in the shower, where falls are common

# 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.

- Only use the provided lanyard which is designed for safety. The device will not work if it is simply carried in your pocket or purse.
- The fall detection function is meant to provide additional safety for instances where you may not be able to press the button for help. If you do fall, do not wait for the automatic call, always press and hold the button for help when possible.

## **Wear your device all day so you are protected.**

- Wearing your button at **all times** provides peace of mind to you and your loved ones, knowing help is just a press of a button away.
- If you decide to take the pendant off while sleeping, remember to **put it back on if you get out of bed** in the middle of the night.
- The device is water-resistant up to one metre so you can **shower and bathe with it safely.**



## Testing your device

We recommend **testing your device once a month** by pressing the button.

- If the call connects, kindly let the operator know that it is a test call.
- If the call does not connect, call **1-888-505-8008** for support.



# Frequently asked questions

## **How does automatic fall detection work?\***

The automatic fall detection function collects and analyzes data to predict when a fall has occurred. It is meant to provide additional safety for instances where you may not be able to press the button for help.

If you encounter a false alarm from the automatic fall detection, simply let the operator know you are safe. Note this fall detection feature is only available for plans with fall detection.

\*The fall detection function is meant to provide additional safety for instances where you may not be able to press the button for help. If you do fall, do not wait for the automatic call, always press and hold the button for help when possible.

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

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

## **Can I wear the device in the shower or bath?**

Yes, the device is water-resistant up to one meter, so you can wear it safely while showering or bathing.

The device is not water-proof so we recommend against swimming with it and suggest drying it from any excess water.

## **Can I cancel a call?**

No, you won't be able to cancel a call on the device for safety reasons.

Instead, simply tell the operator it is a false alarm and you are safe.

## **What do the audio prompts mean?**

### **“Calling for help.”**

The base unit has received an alarm signal and is calling the response center. 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 is not detecting 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.

# Getting support

## Questions about your TELUS account

Call **1-888-505-8008**

- Updating emergency contacts
- Questions about billing
- Changes to your account
- Moving addresses



## 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). 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.



