

# User's Guide for the SkyAngel911FD



## Features:

- Calls 911 by pressing the SOS button
- Calls 911 automatically when it detects a fall
- The SkyAngel911FD can be worn in the shower
- The SkyAngel911FD can be bathed with
- There is no monthly fee to use the SkyAngel911FD to call 911
- The SkyAngel911FD can be upgraded to call friends, family and 24-hour monitoring (Contact us for details on how to upgrade this unit)

## WHAT DO THE LIGHTS ON THE SIDE OF THE UNIT MEAN?

### Top Light – Green Light:

- Green light single flash every 3 seconds: unit is connected to a cellular network
- Green light flashing every 1 second: unit is calling 911

### Center Light – Blue Light:

- This light will flash when the unit is talking to a satellite. Do not worry about what this light does.

### Bottom Light – Red Light:

- **When the unit is on and not being charged:**
- The red light should normally be off. If the battery is low the red light will flash.
- **When being charged:**
- The red light will flash once every 6 seconds. Once fully charged the red light will stay on and not flash.

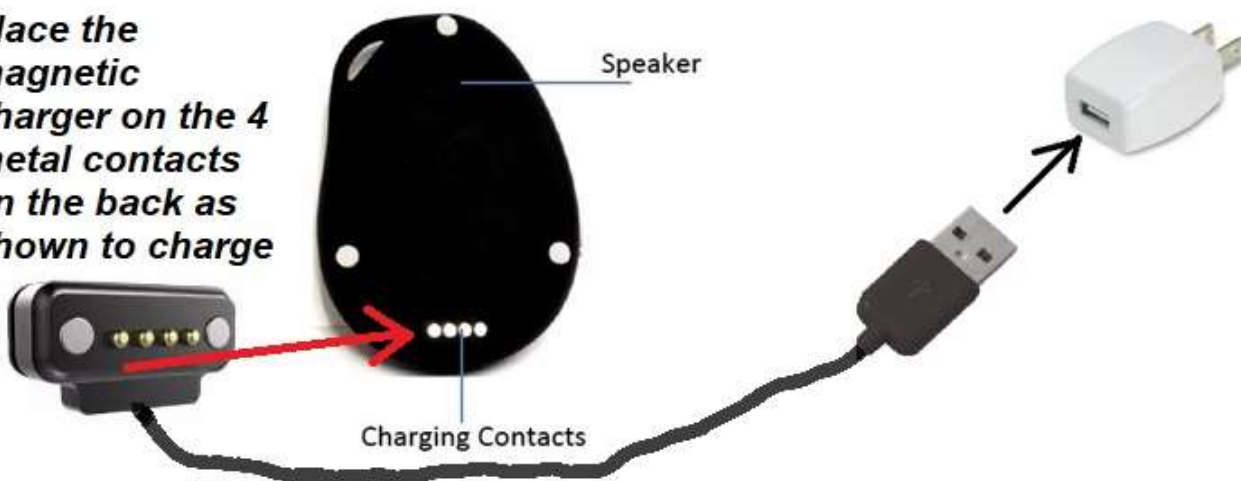
## DEVICE CHARGING:

For the first time of use, please fully charge the unit for at least **2~3 hours**. The unit will last approximately 4 days on a full charge.

### How to use the Charging Station to charge the SkyAngel911FD

- Place the magnetic charger to the back of the SkyAngel911FD unit.
- Plug the end of the magnetic charging cable into the wall charger.
- Plug the wall charger into the wall power socket. (see image below)
- (You will hear the device speak '**your mobile alarm is charging**') (It may take a few minutes to speak)

**Place the magnetic charger on the 4 metal contacts on the back as shown to charge**



## SWITCHING THE DEVICE ON AND OFF:

- **To turn ON the device:** press the **Volume Up** button for 1 second, all the LEDs will flash. The device can also be turned on automatically by connecting the charging cable to the unit.
- **To turn OFF the device:** Press and hold the **Volume Up** button and **SOS button** together for 3 seconds. Wait 1 second and press and hold the **Volume Up** button and **SOS button** together for 3 seconds again. All the lights should go off.

## WATERPROOF:

Your SkyAngel911FD is waterproof and can be briefly worn in the shower or even submerged under water for up to 10 minutes at a time. Do not allow the device to be exposed to water for more than 10 minutes at a time.

If you do shower or submerge the unit, allow the unit to dry for 8 hours between each session.

## HOW TO TEST THE SKYANGEL911FD:

We recommend that you test your system as soon as possible. Press and hold the SOS button for 3 seconds until the device vibrates, and then the green light will start to flash rapidly to confirm the unit is about to make a call. After that, the unit will call 911. Once 911 answers, **do not hang-up**, inform 911 this is only a test. To end the call, press the SOS button. We highly recommend that you **test your unit monthly** to ensure the system is functioning properly and will be available if you need it.

## ACTIVATING AN SOS ALARM:

Press and hold the SOS button for 3 seconds until the device begins to vibrate.

The unit will continue to vibrate as it has been activated.

The unit will speak '**Your alarm has been activated click the SOS to stop**' approximately 3 times

The unit will then speak '**Calling contact number 1**' to call 911.

Then the green light will start to flash rapidly as it calls 911.

If for some reason 911 fails to answer, the unit will start to dial the number again after 5 minutes.

This will continue until the call is answered. To end the call, press the SOS button.

After you have spoken with 911 and 911 hangs up the unit will automatically hang up.

## AUTOMATIC FALL DETECTION:

To cancel the call before it calls 911, press the SOS button.

When the unit detects a fall from at least 2 feet above the ground it will speak.

**'Fall alert has been activated click the SOS to stop'** approximately 3 times

This is to indicate that it has detected a fall and will soon begin to call 911 automatically.

To cancel the call before it calls 911, press the SOS button

The unit will then speak '**Calling contact number 1**' to call 911.

Then the green light will start to flash rapidly as it calls 911.

If for some reason 911 fails to answer, the unit will start to dial the number again after 5 minutes.

This will continue until the call is answered. To end the call, press the SOS button.

After you have spoken with 911 and 911 hangs up the unit will automatically hang up.

## LOCATING:

When calling 911 please make sure you clearly speak your location so 911 will know where to send assistance if necessary.

## LOW BATTERY ALARM:

The SkyAngel911FD has a Low Battery Alarm. When the battery on the unit drops to less than 15%, the RED light on the unit will flash rapidly to warn the user that the unit needs to be charged.

The unit will also speak '**Battery is low please recharge your battery**'

**WARNINGS:**

PLEASE NOTE: *Do not remove the back cover at any time; this will break the waterproof seal. Also, removing the back cover will void all warranties.*

(Do not shower or submerge this device for more than 10 minutes at a time)



Scan for more information



**For questions or technical assistance, please contact our office:**

Assistive Technology Services (615) 562-0043

Questions@AtsCares.com

NOTE: Our customer service telephone hours are Monday – Friday, 8:00 AM – 6:00 PM Central Time

**DO NOT RETURN THIS DEVICE  
CALL CUSTOMER SERVICE WITH ANY  
QUESTIONS  
OR TO REQUEST RETURN AUTHORIZATION**

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