USER GUIDE



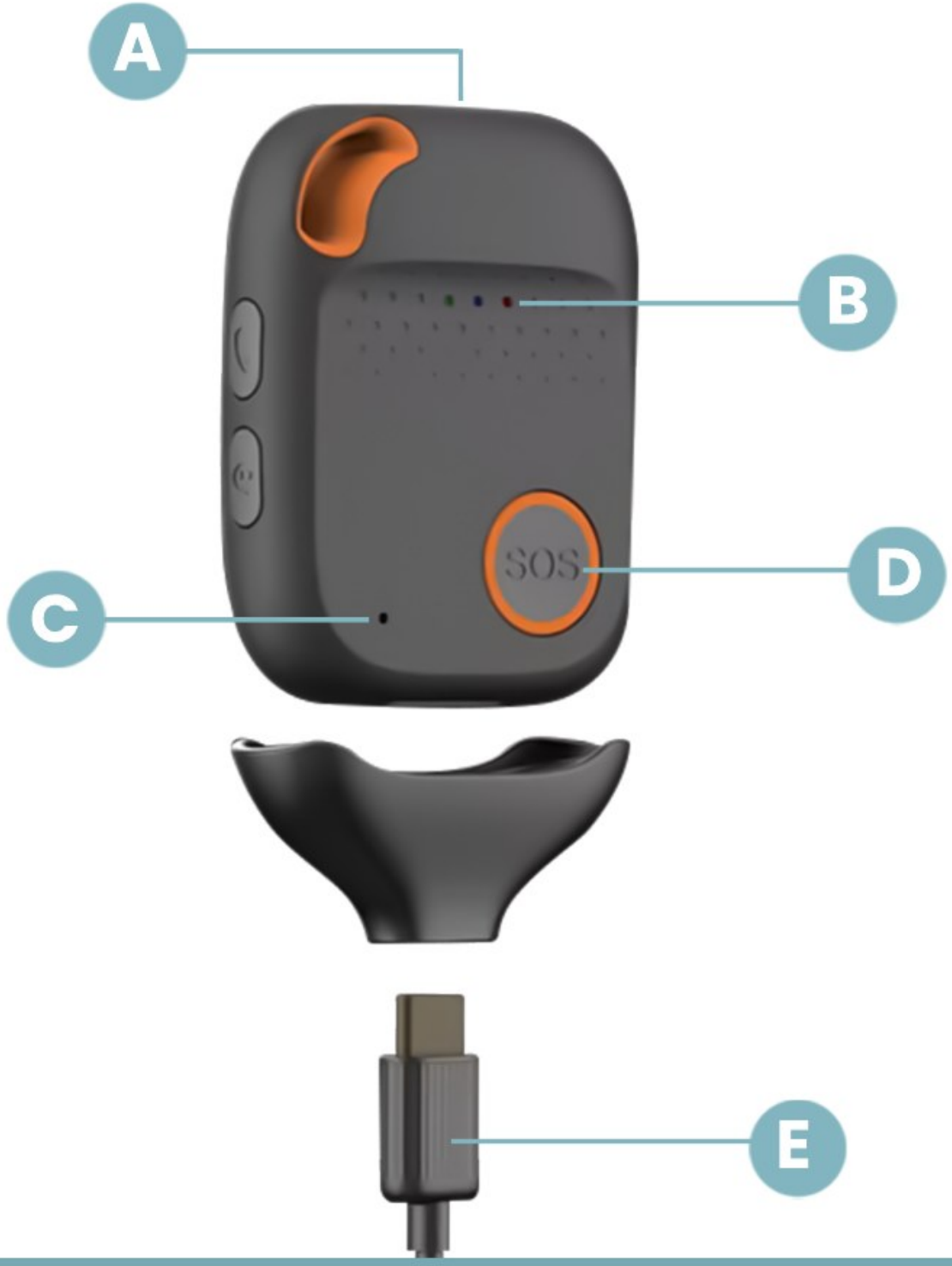


3 2 1
ALERT

Mini Y

SOS ALERT SYSTEM

What's **Included**



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How it **Works**

A **SPEAKER**

The powerful HD speaker is used to communicate with the emergency operators via 2-way voice.

B **LED LIGHTS**

Status lights.

C **MICROPHONE**

Speak into the microphone to communicate via 2-way voice with the emergency operator.

D **HELP BUTTON**

Press and hold for 3 seconds to activate a call to our 24/7 emergency operators.

E **CHARGING CABLE**

Attach your device onto the cable to charge the battery. It takes around 3 hours to fully charge.

Turning the **Device On**



1 OPTION 1: USE THE HELP BUTTON

Press the Help button for 1 second.

- The LED will flash, indicating that the device is turning on.



2 OPTION 2: USE THE CHARGER DOCK

Place the device into the Charger Dock.

- The device will automatically turn on.

Turning the **Device Off**



Press and hold the Help button.

2. Immediately press and hold the Top Side button as well.

3. Hold both buttons simultaneously for 3-5 seconds.

4. When the device vibrates, release both buttons.

The device is now powered down.

How to **Activate**

HOW TO ACTIVATE MY DEVICE

To activate your system, please call:

- **1.833.312.5378**

AVAILABILITY

MONDAY TO SATURDAY, 8 AM TO 5 PM PST

ACTIVATION PROCESS:

On the call, provide your name, address, and email address.

2. We will email you a form to complete and sign.
3. Activation only takes a few minutes!

WHAT TO HAVE READY

User Information

- Name of the person using the system.
- Their address, phone number, and email address

2. Emergency Contacts

- Names and contact numbers for up to 3 emergency contacts who will be notified in case of an emergency.

3. Email Address

- An email address to receive the Terms and Conditions.

4. Payment Information

- Credit card details for monthly monitoring charges.

Once you provide this information:

- We will activate your device and set up 24/7 emergency monitoring.
- We'll guide you through using the device and conduct a button test.

Canceling Your Service

HOW TO ACTIVATE MY DEVICE

To cancel your service, please call Customer Support at:

- **1.833.312.5378**

AVAILABILITY

MONDAY TO FRIDAY, 8 AM TO 5 PM PST

CANCELLATION PROCESS:

Our team will email you a cancellation form.

2. Complete and sign the form to finalize the cancellation.

Status **LED'S**



GREEN

Light flashes once every 3 seconds
The device has a stable cellular signal.

Light flashes twice every 3 seconds.
The device is registered to the cellular network.



BLUE

Light flashes once every 3 seconds
The device has no latest location fix.

Light flashes twice every 3 seconds.
The device has latest location fix.



RED

Solid light
Device has been fully charged.

Red off or blinking slowly
The device is charging.

How to **Charge**

1 PLUG IN YOUR CHARGER

Plug your charging cable into a wall outlet.

2 CHARGING YOUR DEVICE

Plug your SOS Alert into the cable dock to charge. Charging should take approximately 3 hours and provide up to 2-5 day battery life (**depending upon use/features**).

3 CHARGE DEVICE TO FULL POWER

Once fully charged, the LED light will stay solid.

SOS Alert **Features**

WATER RESISTANT

Water Resistant IP67. The SOS Alert should not be submerged and always towel dry after water exposure.

UP TO 5 DAYS BATTERY LIFE

The battery will last up to 2-5 day battery life **(depending upon use/features)** before needing to recharge. The red light will flash every 30 seconds when the battery is low.

CONVENIENT AND COMFORTABLE

The SOS Alert comes with a lanyard and belt clip that are easily interchangeable. The lanyard also has a pull apart magnet for safety.

NATIONWIDE COVERAGE

This product requires that there be adequate cellular coverage to work property. It is important to test the device to know if it works in your area. Test your device to confirm you have coverage.

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Use in an **Emergency**

Press the **Emergency Help Button** on your Mini Y Device for 3 seconds.



An **operator will speak** with you via 2-way voice.



Help will be sent to your **exact location** and contacts notified.



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How **Fall Detection** Works

IMPORTANT SAFETY INFORMATION

To use Fall Detection, you must enable it in your protection package as an add-on. It doesn't detect 100% of falls, so always press the Help Button if you can. Fall Detection can't be accurately tested at home. The Mini Y uses an accelerometer and a proprietary algorithm to detect falls based on speed, direction, and impact.

When Fall Detection detects a fall, it automatically calls the Care Centre, even if you can't press the Help Button. You'll first hear the recording, "Fall Detected.

PLEASE NOTE:

For a medical emergency, stay on the line with an operator. For false alarms, hold the Help Button until you hear "Fall Detection Cancelled.

IMPORTANT SAFETY INFORMATION

For accuracy and fewer false alarms, wear the Mini Y around your neck at your breastbone, outside your shirt. Do not wear it while sleeping.

Test Your Device



Press and hold the HELP button for 3 seconds.



The system will connect you to our Care Centre and ask if you need help.



Advise you are testing the device, the operator will ask you to confirm this is a test. Once confirmed, the call will end and the system will reset back to stand-by mode.

REMEMBER TO TEST YOUR SYSTEM WEEKLY.

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Addtional **Information**

BY USING THIS DEVICE, YOU ACKNOWLEDGE AND ACCEPT ALL THAT FOLLOWS.

Coverage

This product needs adequate cellular coverage to work properly. Test the device in your area, as environmental and topographical conditions can affect coverage.

If you experience coverage issues, please contact 321Alert immediately.

Charging

Battery life will vary based on settings selected by your dealer. Please contact 321Alert with any questions.

Wear your device at all times and charge only when necessary. Not following charging procedures can prevent the device from working properly.

Water - Resistant

Although the device is IP67 water-resistant, it should not be submerged. If exposed to water, the device should be towel-dried.

Pacemakers

Individuals with pacemakers should consult their physician and follow the same precautions for this device as they would for cellphones.

Location-Based Services:

Some equipment enables third parties, including the Monitoring Center, to determine your physical location using Location Based Services, which can operate independently of your communication with them. However, the accuracy of these services is limited, and your precise location may not always be identified. You authorize the Company to collect and share your location information with relevant parties solely to enhance Monitoring Services.

ALL LOCATION-BASED INFORMATION IS FOR INFORMATIONAL PURPOSES ONLY AND SHOULD NOT BE RELIED UPON FOR PRECISE LOCATION NEEDS. INACCURATE OR INCOMPLETE DATA MAY CAUSE SERIOUS HARM. ACTUAL CONDITIONS MAY VARY DUE TO FACTORS LIKE WEATHER, TRAFFIC, AND PHONE SERVICE. WE DO NOT GUARANTEE THE ACCURACY OR COMPLETENESS OF THIS INFORMATION.

FCC

THIS DEVICE COMPLIES WITH FCC PART 15 RULES, MEANING IT MUST NOT CAUSE HARMFUL INTERFERENCE AND MUST ACCEPT ANY INTERFERENCE RECEIVED, EVEN IF IT AFFECTS OPERATION. UNAUTHORIZED CHANGES MAY VOID YOUR AUTHORITY TO USE THE EQUIPMENT. IT MEETS CLASS B DIGITAL DEVICE LIMITS UNDER FCC RULES, AIMED AT REDUCING INTERFERENCE IN RESIDENTIAL SETTINGS. IF INTERFERENCE HAPPENS, TRY TURNING THE EQUIPMENT OFF AND ON AND FOLLOW TROUBLESHOOTING STEPS TO RESOLVE IT.

— 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.

IC

This device contains license-exempt transmitter(s)/receiver(s) compliant with Innovation, Science and Economic Development Canada's RSS for license-exempt devices. Operation is subject to the following conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Customer Service

THIS DEVICE REQUIRES MONITORING TO WORK.

CALL 1.833.312.5378 TO ACTIVATE

If you are happy with your 321 Alert Mini Y, please tell us about your story and connect with us on social media.

/321ALERT

/321ALERT

www.321alert.ca

FM APPROVED

UL CERTIFIED

The Monitoring Association FIVE DIAMOND MONITORING CENTER

Legal documentation can be found at www.321alert.ca/legal