# USER GUIDE





3 2 1
ALERT

Instructions

# Mini X2

## SOS ALERT SYSTEM

# What's **Included**




**Mini X2**
SOS ALERT SYSTEM

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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 3-5 seconds to activate a call to our 24/7 emergency operators.

**E** **SILENT MODE**

Double-click the mute button to turn off voice warnings; double-click once more to turn voice warnings on.

# Turning the **Device On**



## 1 OPTION 1: USE THE CALL BUTTON

- Turn on the device by pressing the Power button for 1 second—LEDs will flash rapidly.



## 2 OPTION 2: USE THE CHARGER DOCK

- Place the device into the Charger Dock.
- The device will automatically turn on.

# Turning the **Device Off**



1. Press and hold the Power button and Help button.
2. Hold both buttons simultaneously, Then wait 60 seconds for the device to fully power off.

# How to **Activate**

## HOW TO ACTIVATE MY DEVICE

To activate your system, please call:

- **1.855.392.5378**

**AVAILABILITY**

MONDAY TO SATURDAY, 8 AM TO 5 PM PST

## ACTIVATION PROCESS:

1. 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

### 1. 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.

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**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:

- **1.855.392.5378**

**AVAILABILITY**

MONDAY TO FRIDAY, 8 AM TO 5 PM PST

## CANCELLATION PROCESS:

1. Our team will email you a cancellation form.
2. Complete and sign the form to finalize the cancellation.

# Status **LED'S**



## 4G LTE Signal Indicator - GREEN

**Green LED slow flashing** indicates the device is connected to the network; if **OFF**, the SIM card is invalid.



## Positioning Indicator - BLUE

**Blue LED slow flashing** means location is acquired; if **OFF**, positioning has failed.



## Power Indicator - RED

**Red LED rapid flashing** indicates battery below 20%, **slow flashing** means charging, and **OFF** shows battery above 20%.

# How to **Charge**



## 1 PLUG IN YOUR CHARGER

Plug your charging cable into a wall outlet.

## 2 CHARGING YOUR DEVICE

Place your device into the charging dock to charge. Provide 2-4 days of battery life depending upon use and features.

## NOTE:

The charging base has no built-in battery.
The white light on the base stays on while charging.

# SOS Alert **Features**

## WATER RESISTANT

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

## UP TO 4 DAY BATTERY LIFE

The battery will last betwen 2 and 4 days depending up on use and features. 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**

1

Press the **Emergency Help Button** on your Mini X2 Device for 3 seconds.

OR

1

Press the **Emergency Help Button** on your charger dock for 3 seconds. **Only works when device is in the dock**.

2



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

3



Help will be sent to your **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 1.855.392.5378 TO ACTIVATE**

**Instructions**

If you are happy with your 321 Alert Mini X2, please tell us about your story and connect with us on social media.

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www.321alert.com

FM APPROVED

UL CERTIFIED

The Monitoring Association FIVE DIAMOND MONITORING CENTER

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