

***Why did Mytrex switch to the new Fall detector?***

As you know the myActive Alert pendants utilize fall detection algorithms designed by BioSensics. BioSensics has sold its fall detection patent and Mytrex's licensing agreement to Best Buy. Regrettably, Best Buy did not renew the licensing agreement with us.

***Why did Mytrex choose this particular fall detector as the new myActive+ ?***

Because this fall detector has been widely used in the medical alert industry and has a proven track record with over 100K installed in the field.

***Can we still buy the MyActive alert fall detectors?***

No. The current model is out of stock. The new myActive alert+ will be ready for shipment approximately Feb.15<sup>th</sup>. Dealers may go ahead and place orders for myActive Alert+ at this time.

***Can I still return myActive for repair and refurbishment?***

Mytrex will no longer be able to repair damaged myActive fall detectors. However, standard battery replacement and refurb is still available.

***What should I do with my current inventory of myActive alert fall detectors?***

Continue to use your current inventory, there should be no need for any process changes.

***Can the Mytrex units use either fall detector? Both at the same time?***

Yes, the MXD, and MXD-LTE can monitor either or both pendants at the same time.

***Does the new fall detection button pair to the unit in the same manner?***

Yes, you can pair the new myActive alert + either locally, or over the air using the myLink portal.

