



Connect App 365



How We Do It

With nearly 40 years of expertise in the medical alert industry, Mytrex designs and manufactures advanced PERS and connected health hardware solutions, supported by proprietary cloud-based software platforms developed in-house for seamless monitoring and connectivity. Combining innovative technology with decades of industry knowledge, Mytrex delivers reliable solutions that advance safety, independence, and connected care.

The Connect App 365

Empowering caregivers and family members with real-time insights.

Introducing Connect App 365 from Mytrex, a platform that equips caregivers and family members with powerful tools to better manage and support their loved ones. With the introduction of Connect App 365, Mytrex continues its mission to future-proof the medical alert industry by delivering innovative solutions that enhance safety and provide peace of mind.

The platform can be used on smartphones, tablets, and computers for convenient monitoring from virtually anywhere.

For the first time Mytrex gives caregivers and family members secure access to real-time information on myConnect, myConnect Air, and the MXD-LTE devices used by their loved ones.

- Multiple permission levels- Assign Admin, Interactive, and View Only roles based on a caregiver or family member's needs.
- Manage caregivers- Easily add or remove caregivers as needs change.
- Alerts and notifications- Receive push, text, SMS, and email notifications for key events such as help button activations or critical low batteries alerts.
- Check the status of the device- View real-time battery level, connectivity, and power status.
- Chime to Locate function- Trigger a chime directly from the App to help locate a misplaced device.
- Update Location (Silent)- Request the device's current location in real-time without disturbing the user.



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