

# myConnect<sup>®</sup>

## Frequently Asked Questions

As Mytrex launches our new mPERS solution “myConnect” we thought it would be helpful for dealers to have some additional information and answers at your fingertips. The frequently asked questions listed below are intended to help you better understand some of the features associated with the myConnect device.

### **1. I have received my myConnect order from Mytrex. What are the best practices to ensure proper functionality?**

myConnect devices will be shipped to the dealer with your predetermined profile loaded into the cloud based myLink platform. myConnect will need to download its profile from myLink prior to being used. You, or your customer, can initiate the profile download by following these easy steps:

1. Connect charging cradle to AC power. The myConnect cradle should be plugged into AC power not controlled by a switch.
2. Place myConnect on the charging cradle.
3. myConnect will power up, connect to myLink, and begin downloading the profile. This download will take approximately 2-3 minutes and you will notice myConnect will start flashing red/blue, which indicates it is charging and connected to cellular network. Important: Do not remove myConnect from charging cradle, or press the help button, until the profile is finished downloading. Instruct your customer to fully charge myConnect before use. Full charging of myConnect takes 1-2 hours.

**Note:** You can check the status of the profile download in myLink by looking up the unit and verifying the “Force Ping” button is blue, and the unit status bar is fully populated as shown in the example below.

### **2. How long does it take myConnect to place a call?**

**“Basic mode”** - Approximately 30 seconds. In “Basic” mode, myConnect is typically in a power saving mode; this preserves battery life and allows for 45+ days of use on a single charge. When the help button is pressed, the myConnect exits power saving mode, establishes cellular network connection, and then places the call to monitoring center. In “Basic” mode, the myConnect will return to power saving mode approximately 30 minutes after the call ends.

**“Advanced mode”** - Approximately 6 seconds. In “Advanced” mode, myConnect remains in a fully powered on state and places a call to the monitoring center much quicker.

Once a call is placed using myConnect, both the “Basic” and “Advanced” modes operate the same.

### **3. How do I turn a myConnect unit “off”?**

From time to time, it may be necessary to have a client turn their myConnect unit off. For example, return shipping or flying on an airplane. Turning the myConnect off is easy.

**“Basic mode”** - By default, the unit is in power saving mode; nothing needs to be done.

**“Advance mode”** - There is a hidden power button on the myConnect device. The button is hidden so that clients do not accidentally turn off myConnect. This button is on the left side of myConnect, even with the speaker. Pressing the button once will power myConnect off. See image.



**Note:** In “Advanced” mode, myConnect can be turned back on at any time by pressing and holding the “Help” button down or cradling the device. myConnect will power up and announce “Battery OK,” “Battery Low,” or “Charging,” depending on its current state. Pressing the “Help” button a second time will place a call into the monitoring center.

In “Basic” mode, pressing and holding the “Help” button will power up the unit AND place a call into the monitoring center.

#### **4. How do I make changes to a myConnect device using myLink?**

Whether the unit is operating in **“Basic”** or **“Advanced”** mode- Making changes to a myConnect unit is easy using the cloud-based myLink portal.

Look up the specific myConnect device in the myLink portal and make any changes necessary. Click the “Save” button. Once myLink changes have been saved, all that is required is to sync the myConnect unit with myLink. There are multiple ways to do this. However, the easiest way is to have the client place the myConnect in the charging cradle. Placing the device in the cradle will cause the myConnect to connect with the myLink portal. myConnect will download\sync any pending changes at that time.

**Note:** myConnect will also sync changes with myLink when removed from the charging cradle or on its daily scheduled myLink ping.

#### **5. Why does battery life vary from 2-5 days on “Advanced mode”?**

Like your cell phone, battery life will vary in “Advanced Mode” based on the cellular strength. The stronger the cellular service is in the area, the longer your battery life will be. If you are using myConnect in an area with poor cell coverage, myConnect will need to work harder to maintain a strong cellular connection. Since myConnect is a mobile device, clients are assumed to move in and out of strong and weak coverage areas. The myConnect device will automatically switch cell towers to maintain the strongest possible signal. In addition, if you have the fall detection and or step counter enabled, this will also have an impact on battery life as the myConnect device is continuously monitoring the motion and activity of your device. The myConnect device is designed to fully charge in 1-2 hours, when not in use it’s always good practice to place the device on the charging cradle, even for short periods of time. Please see the chart below for estimated “Advanced mode” battery life.

Mode	Fall	Step	Expected Battery Life	Factors that will negatively affect battery %
Advanced	Disabled	Disabled	3-5 days	Will vary based on how often button is pressed, and cell signal strength
Advanced	Enabled	Enabled	1-5 days	Customer activity level while wearing myConnect, how often button is pressed or fall detection triggers a call, and low cell signal strength
Advanced	Enabled	Disabled	1-5 days	Customer activity level while wearing myConnect, how often button is pressed or fall detection triggers a call, and low cell signal strength
Advanced	Disabled	Enabled	1-5 days	Customers activity level while wearing myConnect, how often button is pressed and low cell signal strength

## 6. How do I connect and remove the lanyard to the myConnect device?

**To attach and lock the lanyard in place-** Locate the rubber flap on the lanyard and lift it with your thumb. The exposed plastic piece will fit into the socket of the myConnect. Press down until the plastic assembly is flush with the back of the myConnect. Once the plastic piece is flush with the myConnect device, pull it up toward the top of the myConnect device (and away from the label on the back of the myConnect device). It should snap and lock in place. Once properly locked in place, the rubber flap should fit inside the myConnect case to securely hold the lanyard.

**Note:** When installed correctly, the lanyard attachment should be flush with the back of the myConnect device.

**To remove the lanyard-** Use your thumb or a small screwdriver to remove the rubber flap from the back of the myConnect. While holding the rubber flap back from myConnect, gently press the lanyard down (toward the label on the back of the myConnect). The lanyard should unlock and snap out of place.

## 7. What happens if a client travels to a location with no cellular coverage?

The myConnect device operates on the AT&T 4G LTE network. While Mytrex has partnered with AT&T for coverage for all of North America, there are, unfortunately, areas with limited or no cellular coverage for either myConnect or AT&T cell phones. In these areas, myConnect will not operate. As a client travels out of these areas, myConnect will establish a network connection automatically and function properly.

## 8. How do I test the battery in a myConnect device?






Testing the battery of the myConnect device is easy. First, determine if your myConnect device is in “Basic” or “Advanced” mode.

**For Basic mode,** place the myConnect device in the charging cradle. Wait for the device to say “Charging.” Remove the device from the cradle and press the button on the upper right-hand side of the device. myConnect will say “Battery OK” or Battery Low.”

**For Advanced mode,** press the button on the upper right-side of the device. myConnect will say “Battery OK” or Battery Low.”

If you hear the “Battery Low” announcement, place the myConnect device on the charging cradle for at least one hour. myConnect should fully recharge in less than two hours.

## 9. What do the lights mean on my device?

Status Light Chart		
Status Light	Definition	Visual
Solid Red	Fully charged	
Flashing Red	Charging	
Solid blue	Placing a call	
Flashing Blue	Normal Operation mode for advanced mode	
No Light On	Normal operation in Basic Mode or device battery is depleted and needs to be charged.* <i>*See FAQ #7 Above</i>	

## **Tips and reminders**

1. It is important to test your myConnect device monthly to ensure it is functioning properly.
2. Your myConnect device may have fall detection included as an option. No fall detection device can detect 100% of falls. You should always push your button for help.
3. Your myConnect device is water resistant. However, it should never be fully submerged in water.