

User Installation Guide for the myHalo™ System

Welcome and thank you for choosing myHalo.

Please read through these instructions completely before beginning the installation process. You may also want to scan the myHalo™ User Guide to familiarize yourself with its content before beginning the installation. If after reading these you have any questions, please visit our knowledge base at <http://kb.myhalomonitor.com> or contact Halo Monitoring at 1-888-971-4256.

Please verify the Contents of the myHalo Kit using the Final Inspection Sheet included in the myHalo box.

1. Complete the User Intake form

All required fields of the user intake form must be filled in before installation can be completed. This information will be given to a Halo Monitoring operator over the phone.

2. Connect the Gateway

2A. Dial-up Installation Instructions

- Refer to Figure 2A: Dial-up connection Diagram for Dial-up installations
- Identify a location to install the gateway. Ideally this will be located in the center of the house or where the user resides most of the time. The location must have an available electrical outlet and phone line, and a table or shelf to place the gateway.
- If the user has a telephone connected to the telephone wall jack, remove the phone cable from the wall or the DSL filter, if present, and insert this cable into PHONE port on the back of the Home Gateway. If DSL is present, leave the DSL filter attached to the wall jack.
- Connect the small end of the supplied Phone cable to the telephone wall jack or if DSL is present, connect a DSL filter to the wall jack and then insert the cable into the filter. Connect the large end of the cable to the LINE port on the back of the Home Gateway.
- If the optional USB Bluetooth adapter was purchased, insert this into the USB port on the back of the Home Gateway.
- Insert the Home Gateway Power Adapter into the POWER port on the Home Gateway. Connect the other end to an electrical outlet, surge protector (Recommended), or Battery backup power supply (Recommended for power outages).

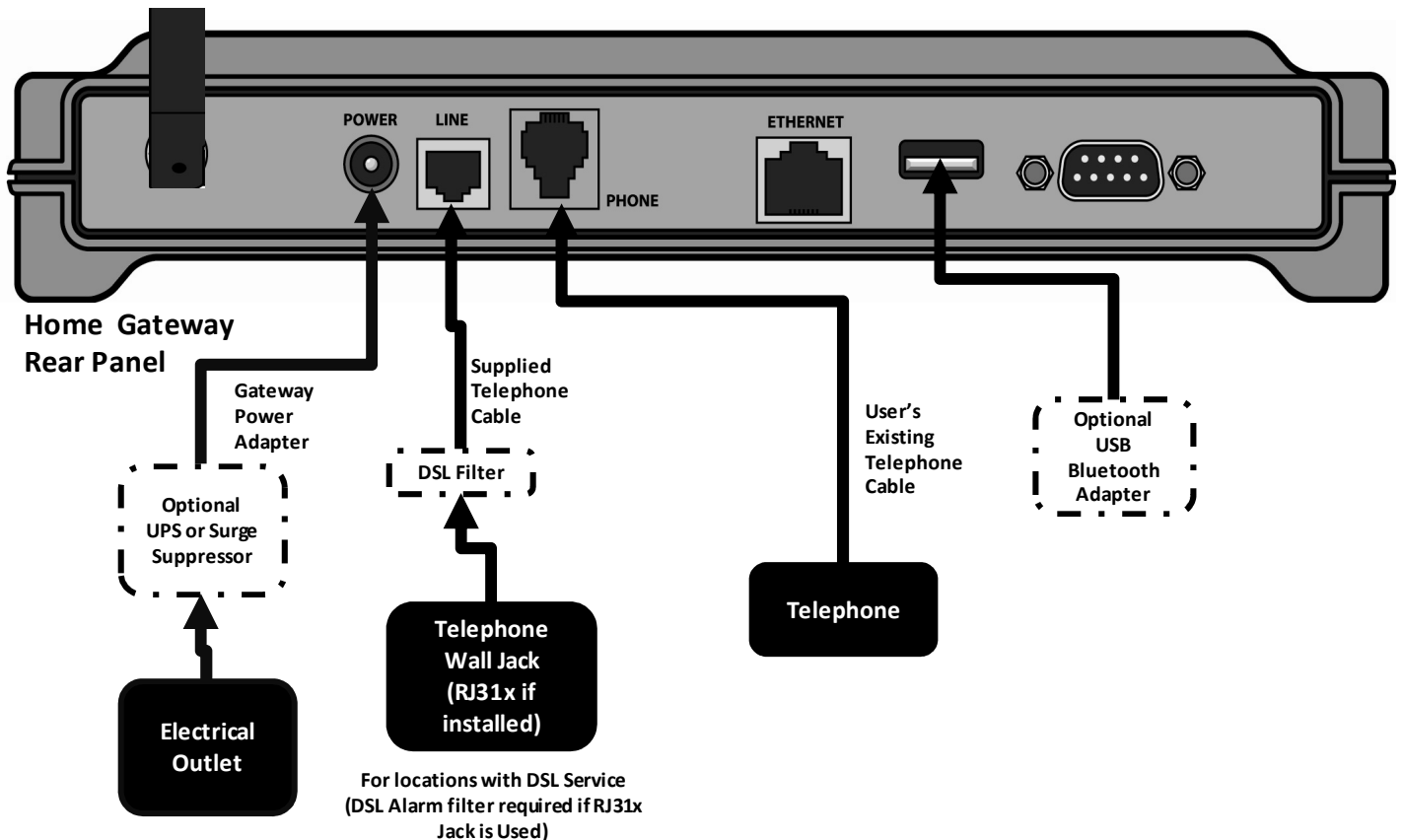


Figure 2A: Dial-up connection Diagram for Dial-up Installations

2B. Ethernet Installation Instructions (for installations using the Internet as the primary connection to the outside world—skip this section if you are using a standard dial-up phone line as your primary connection)

- a. Refer to Figure 2B: Ethernet Connection Diagram for Ethernet Installations
- b. Identify a location to install the gateway. Ideally this will be located in the center of the house or where the user resides most of the time. The location must have an available electrical outlet and phone outlet, Ethernet port, and a table or shelf to place the gateway
- c. Perform Steps c – e of the Dial-up Connection Instructions.
- d. If the user has a broadband router already installed with a spare port, connect one end of the supplied Ethernet cable to the spare broadband router port and the other end to the ETHERNET port on the Home Gateway. If a spare port is not available or no router is installed already, perform the installation as a Dial-up connection. You may choose to purchase a broadband router and install the Ethernet connection at a later time.
- e. Insert the Home Gateway Power Adapter into the POWER port on the back of the Home Gateway. Connect the other end to an electrical outlet, surge protector (Recommended), or battery backup power supply normally called an Uninterruptible Power Supply, UPS, (Recommended for power outages).

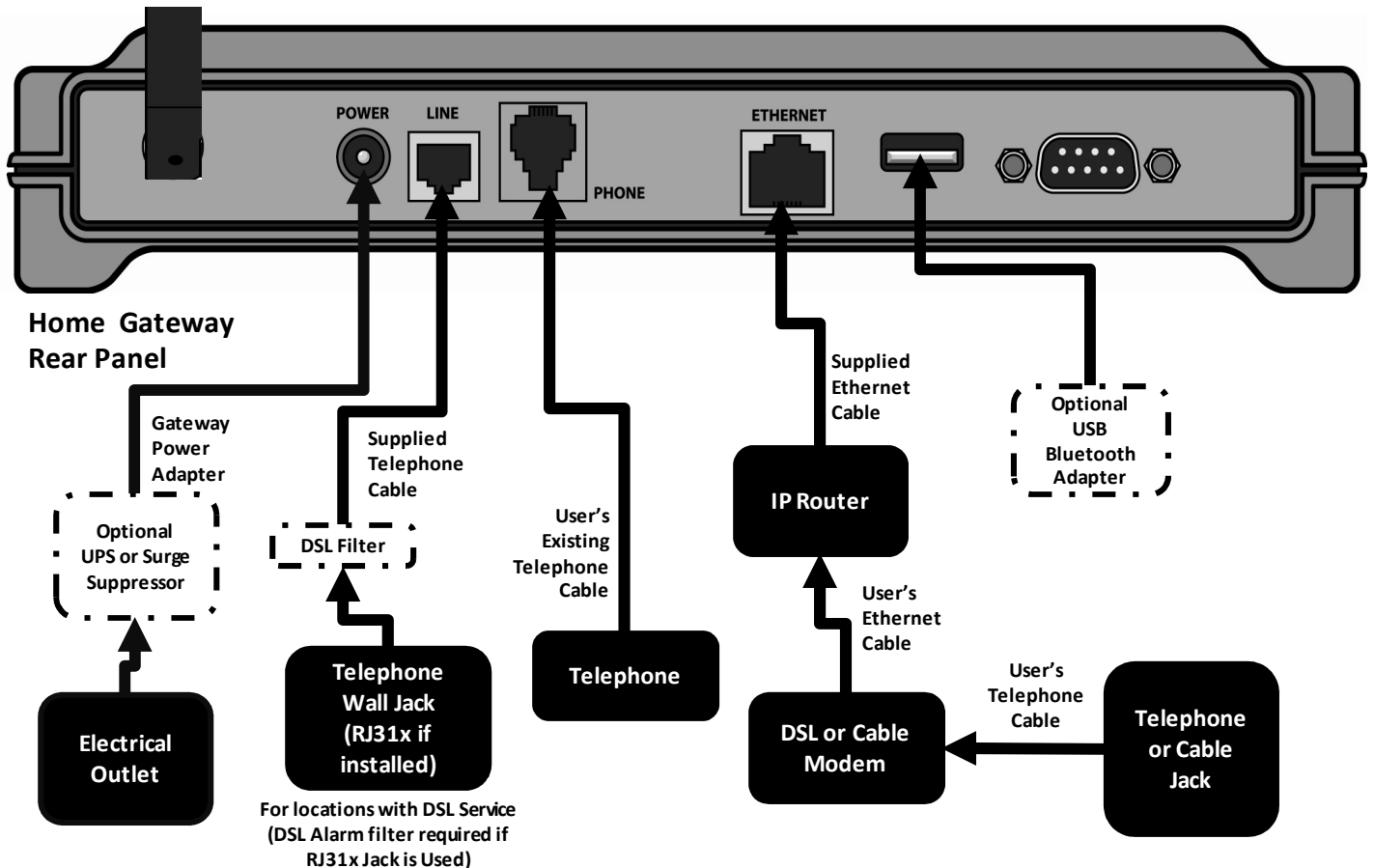


Figure 2B: Ethernet Connection Diagram for Ethernet Installations

3. Initial Charging of the Transmitter Battery

- a. Open the battery charge port on the myHalo transmitter by pulling on the plastic plug. See Figure 3: Charging of the myHalo Transmitter
- b. Insert the charge plug into the charge port. Connect the other end to your electrical outlet (or to an outlet on the UPS or surge suppressor).
- c. Press panic button to initiate connectivity with the Gateway. The PAN Led should turn GREEN when connection has been established. This may take several minutes while the gateway makes contact with the myHalo server.
- d. Please read the User Guide for instructions on “Charging the Battery” for the time and frequency of charging required during normal operation after installation is completed.

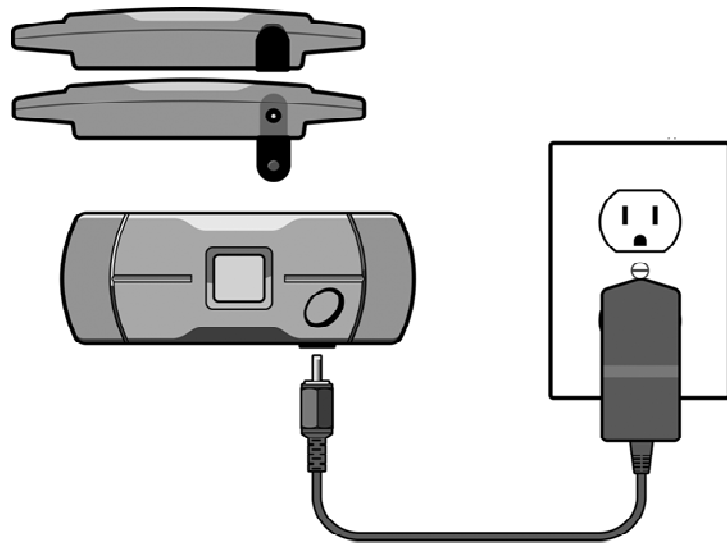


Figure 3: Charging of the myHalo Transmitter

4. Watch the User Instructional Video

Watch the User Instructional Video (DVD) or if you do not have a DVD player be sure to read the User Guide.

5. Perform a Range Test

The user acknowledges that the wireless range of the equipment may not fully cover the user's residence. This procedure is recommended so that the user can be aware of these limitations, if any.

- a. Please make sure you have charged the transmitter for at least 30 minutes before unplugging it from the charger to perform this test.
- b. Initiate a range test by pressing the Home Gateway front panel reset button 15 times within a 30 second period. The Home Gateway will begin beeping and continue beeping as long as the Transmitter is within range.
- c. Move the Transmitter throughout the house and listen for the beeping to continue. If range is lost, a long constant beep will be produced. It will then be followed by silence.
- d. When range is lost write down where it happened and then move the Transmitter toward the Gateway until beeping resumes. It may take up to 30 seconds for communication to be reestablished. Continue testing until all areas of the house have been covered.
- e. Press the reset button on the Home Gateway front panel again to cancel the range test.
- f. The User **must** be aware of any dead-spots in the home because the myHalo cannot signal an emergency if the User were to fall and remain in these dead-spot areas.

6. Wear the myHalo Transmitter

Refer to the "Wearing the Halo Transmitter" section of the User Guide to begin wearing the device.

If you have purchased a myHalo Chest Strap, apply a small amount of the supplied electrode cream directly to the skin under where the strap contacts your chest. This will help ensure proper contact between the chest strap and the skin. For normal use, the electrode cream will only be necessary for users who have extremely dry skin.

7. Call Halo Monitoring (1-888-971-4256)

If possible, call Halo Monitoring from a different phone line than the myHalo Gateway is installed. This will be a cell phone or second line in the house. If not possible, remove power from the Home Gateway prior to calling. The call will be forwarded to an operator who can complete the installation and registration process. The operator will ask for the remaining user intake information which can be provided over the phone. The operator will then run an installation wizard that will map the user to their device to begin call center monitoring service.

