

# myHalo<sup>®</sup>

## User Installation Guide

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## **Welcome**

Welcome and thank you for choosing myHalo. If at any time you have questions or need assistance with your myHalo system, please contact us using one of the methods below:

## **Contact Information**

- Visit us online at <http://www.halomonitoring.com/support/>
- Call us toll free Monday - Friday 8am-5pm Central Time at 1-888-971-HALO (4256).
- Email us at [support@halomonitoring.com](mailto:support@halomonitoring.com)

## Before you begin

**Please read these instructions carefully** before beginning installation. For your convenience, we have provided a glossary of terms at the back of this document. You will also need to do the following:

- Verify the contents of the myHalo Kit using the *Final Inspection Sheet* included in the myHalo box.
- Read the *myHalo User Guide* to familiarize yourself with the operation of your system.
- Select an installation type (broadband installation or standard phone line installation).
- Complete and submit the *myHalo User Intake Form* before beginning.

**If you have not yet completed the *myHalo User Intake Form***, please do so now using one of the following methods:

- By contacting your myHalo dealer if you obtained your system from a dealer.
- By calling and speaking with a myHalo operator at 1-866-546-2540.
- By visiting the myHalo online store, at <http://www.halomonitoring.com/>

The myHalo unit will be ready for installation **48 hours** (2 business days) after the *myHalo User Intake Form* is submitted to Halo Monitoring by you or a dealer.

# 1. Connect the Home Gateway

## Standard Phone Line Instructions

If you are installing for broadband, please refer to broadband Instructions on pages 4 and 5.

You will need to identify a location that meets the following:

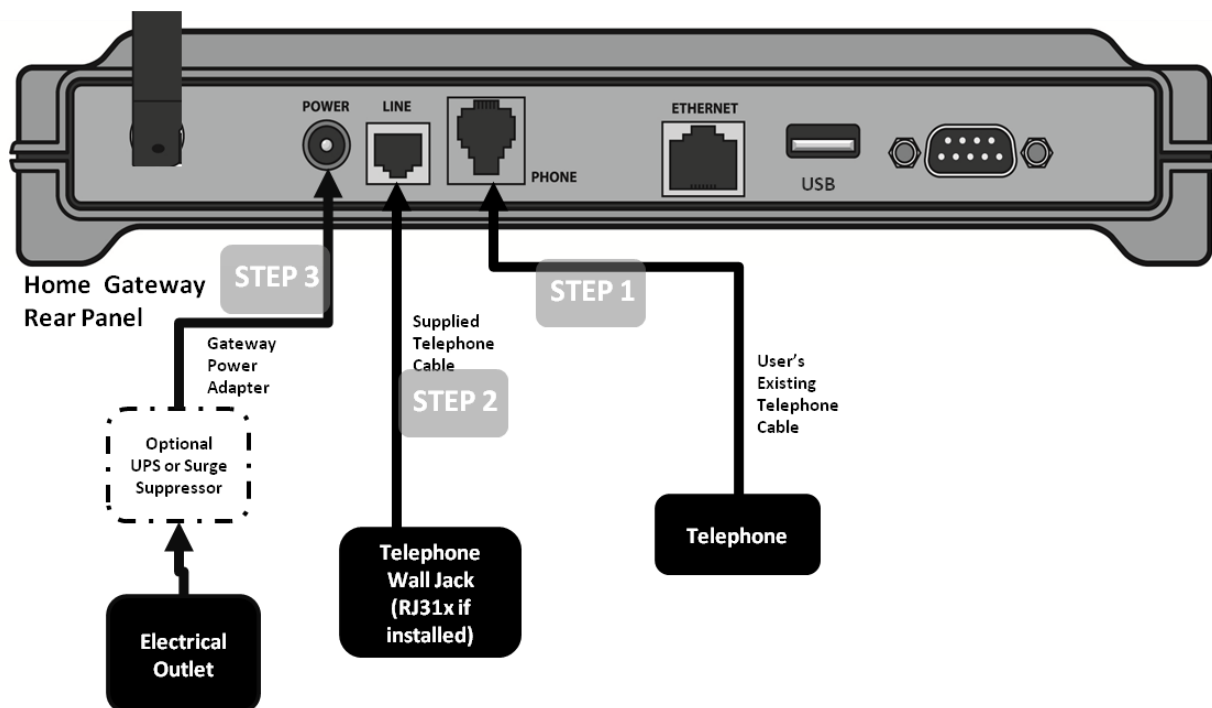
- Centrally located to all living areas and all fall risk areas
- An electrical outlet not controlled by a light switch
- A telephone connection nearby
- A table or shelf on which to place the Gateway

**Step 1. Connect your telephone.** If there is a telephone connected to the telephone wall jack, remove the telephone cable from the wall and insert this cable into the 'PHONE' port on the rear of the Home Gateway. (See picture below).

**Step 2. Connect the telephone line.** Connect the small end of the provided telephone cable to the phone jack in your wall. Connect the other end to the "LINE" port on the rear panel of the Home Gateway (See picture below).

**Step 3. Apply Power.** Connect the provided power adapter to the rear of the Home Gateway, then plug the adapter into the electrical outlet. (See picture below). If you have a UPS or surge suppressor, connect the power adapter to the UPS or surge suppressor first, and then plug this into the electrical outlet.

**Figure 1A: Standard Phone Line Connection Diagram**



# 1. Connect the Home Gateway

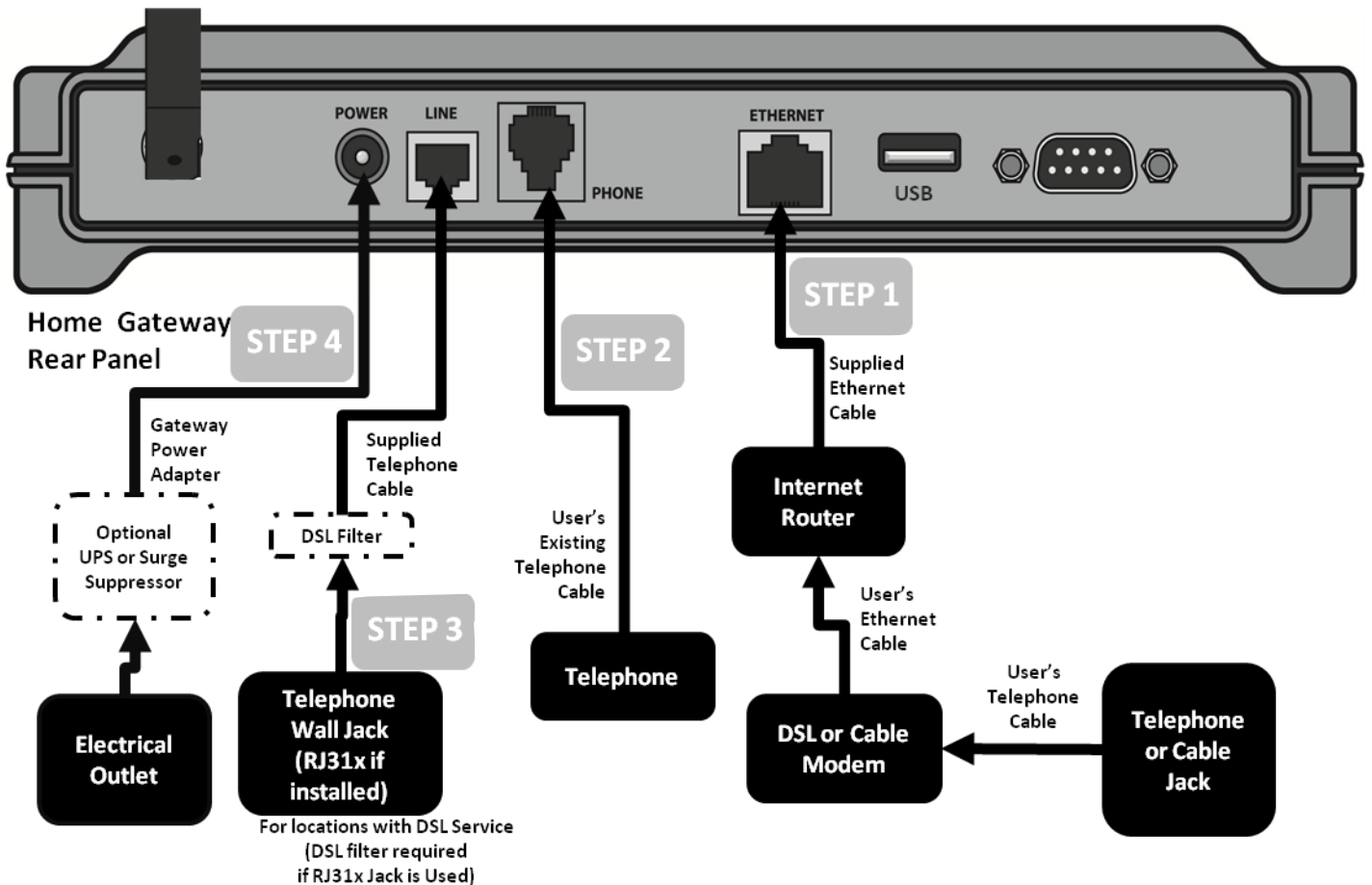
## Broadband Instructions

If you are installing for a standard phone line, please refer to the instructions on page 3.

You will need to identify a location that meets the following:

- Centrally located to all living areas and all fall risk areas
- An electrical outlet not controlled by a light switch
- A table or shelf on which to place the Gateway
- An operational home network and an Internet Router with at least one free Ethernet LAN port.
- A telephone connection nearby (as a backup connection)

**Figure 1B: Broadband Connection Diagram**



# 1. Connect the Home Gateway

## Broadband Instructions (continued)

**Step 1. Connect Ethernet.** Connect the provided Ethernet cable to the “ETHERNET” port on the rear of the gateway. (See Figure 1B to the left) Connect the other end to any open port of the Internet router. Do not disconnect the Ethernet cable between your router and broadband modem or computer.

**Step 2. Connect Telephone.** If there is a telephone connected to the telephone wall jack, remove the telephone cable from the wall and insert this cable into the ‘PHONE’ port on the rear of the Home Gateway. (See Figure 1B to the left)

**Step 3. Connect the Telephone Line.** Connect the small end of the provided telephone cable to the phone jack in your wall. Connect the other end to the “LINE” port on the rear panel of the Home Gateway (See Figure 1B to the left) Note - if you skip this step, please be advised that the myHalo system will not operate during a problem with your Internet connection.

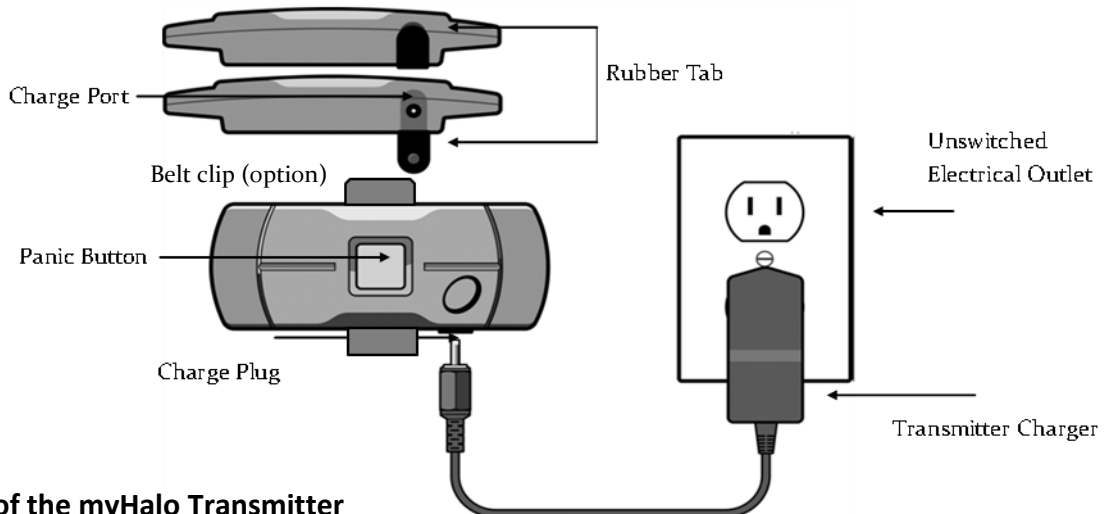
**Step 4. Apply Power.** Connect the provided power adapter to the rear of the Home Gateway, then plug the adapter into the electrical outlet. (See Figure 1B to the left) If you have a UPS or surge suppressor, connect the power adapter to the UPS or surge suppressor first, and then plug this into the electrical outlet.

# 2. Charging the myHalo Transmitter

**Step 1. Open charge port.** Open the battery charge port on the myHalo Transmitter by pulling out on the rounded edge of the rubber tab. (See Figure 2 below)

**Step 2. Apply Power.** Insert the charge plug into the charge port of the myHalo Transmitter. Connect the other end of the myHalo Transmitter charger to an electrical outlet (or to an outlet on the UPS or surge protector.)

**Step 3. Wait 30 minutes.** After 30 minutes, unplug the charge plug from the myHalo Transmitter and close the charge port tab. Your myHalo Transmitter is now active and ready for the following steps. Use Caution in handling to avoid accidentally triggering a fall or panic alarm.



**Figure 2: Charging of the myHalo Transmitter**

### 3. Watch the User Instructional Video

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

### 4. 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.

**Before performing a range test, please make sure the myHalo Transmitter was charged for at least 30 minutes as described on page 5.**

**Step 1. Initiate Range Test.** With the transmitter in hand, initiate a range test by pressing the Gateway front panel reset button 15 times within a 30 second period. The Gateway will begin beeping, twice every few seconds, and continue to beep in this manner as long as the Transmitter is within range of the Gateway.

**Step 2. Walk through home.** Holding the Transmitter in hand, walk through the entire home and listen for the beeping to continue. If range is lost, a long constant beep will sound, followed by silence.

**Step 3. Note any dead spots.** If range is lost, note where it happened, and then slowly move the Transmitter toward the Gateway until beeping resumes. It may take up to 30 seconds for communication between the Transmitter and Gateway to be reestablished. Continue testing until all areas of the home have been covered, and all uncovered (out of range) areas have been noted.

**Step 4. Cancel Range Test.** When finished, press the reset button on the Gateway front panel once to cancel the range test. The user **must** be aware of any uncovered locations in the home, and also that the Gateway cannot signal an emergency if the user were to fall and remain in these uncovered areas.

**NOTE:** Other than performing the range test, the red reset button on the front of the Gateway is for clearing the emergency responses. **DO NOT PRESS THIS BUTTON EXCEPT TO CANCEL ALARM.**

## 5. Wear the myHalo Transmitter

Refer to the “Wearing the myHalo Transmitter” section of the User Guide to begin wearing the device.

If you have purchased a myHalo Complete (Chest Strap), apply a small amount of the supplied electrode cream directly to the skin where the lighter colored fabric of 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. Call your dealer or Halo Monitoring at 1-888-971-4256 if you wish to order more electrode cream.

## 6. Call Halo Monitoring (1-866-546-2540)

### Final System and Call Center Check

Call Halo Monitoring from a different phone line than the one on which the myHalo Gateway is installed. This will be a cell phone or second line in the house. A myHalo operator will help you complete the installation process. The operator may ask for the remaining User Intake form information which can be provided over the phone. The operator will then activate and confirm your system is operational including checking that a panic alert is received by the call center.

## 7. Troubleshooting the myHalo System

Note: Refer to the Table of Indicators in the User Guide.

- No lights on the Gateway – Check to ensure that the Gateway is plugged in. If it is plugged in, unplug the gateway and try another device in the same AC outlet connection to make sure that power is present. Note : Sometimes one or both outlet connections can be switched. Do not use a switched outlet for the gateway.
- Amber or Red “Battery” light on Gateway – When this indicator turns orange, the myHalo Transmitter battery life is at 40% or below. The indicator will turn red when the battery life is below 20%. Indicator will return to green or off once the battery has been recharged.
- Amber ‘WAN’ light on Gateway – This means that someone in the home is using the telephone, or the telephone is off the hook, and will return to green once the line is free again.
- Red ‘WAN’ light on the Gateway– This indicates a communications error with the Gateway system. Please contact your dealer or Halo Customer Technical Support if this still occurs after checking all cabling and that the cable/DSL modem and Internet router are powered on for Internet connected systems.
- Red ‘PAN’ light on the Gateway– This will happen if the battery charge on the myHalo Transmitter is too low, or the transmitter is out of range of the Gateway system. Charging the battery or returning to the vicinity of the Gateway will be detectable by a green PAN light.

## Glossary

**Broadband/Ethernet**-Best known as Internet within the home, for high speed communication.

**DSL filter**- A type of filter normally provided by your DSL provider and is used in the home to separate Internet signals from phone signals.

**Home Gateway (Gateway)**– This device is installed in the home, and is responsible for communicating user information to the myHalo server computer.

**IP(Internet)Router**- Routers are primarily used to supply Internet to multiple devices from one Internet source within the home.

**MODEM**- Modulator-Demodulator, used to connect to the Internet over a phone line or cable.

**PAN**–Personal Area Network-This the connection between the Gateway and the myHalo Transmitter.

**RJ31X Jack**- This special jack allows the Gateway to interrupt phone service in the event of a fall or panic while the user is on the phone, or if the phone is unintentionally off of the hook.

**Surge Suppressor**– A type of extension cord containing multiple receptacles designed to help protect devices from lightning damage.

**Wireless Transmitter**-This is the device worn by the User that communicates detected falls and monitored activity to the Gateway. Please see the “Overview” section in the Halo User Guide for further details.

**UPS**- Uninterruptable Power Supply, this device provides power to the Gateway for a limited period of time in the event of a power outage, without disrupting service. A UPS also serves as a surge protector.

**USB**- Universal Serial Bus, Gateway connector port used here for the Bluetooth adapter application of wireless Internet on the Gateway.

**WAN**–Wide Area Network– This is the connection between the Gateway and the myHalo server computer, also used to describe a connection to the Internet.

