

# myHalo<sup>®</sup>

## User Installation Guide

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## **Welcome**

Welcome and thank you for choosing myHalo. If you have questions or need assistance with your myHalo system at any time, 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 (CT) at 1-888-971-HALO (4256).

Or during off-hours

- Monday - Friday: 5pm-9pm (CT)
  - Saturday: 9am-5pm (CT)
  - Sunday: 1pm-5pm (CT)
- Email us at [support@halomonitoring.com](mailto:support@halomonitoring.com)

## Before you begin

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

- If you obtained your myHalo from an authorized dealer, they will be able to provide you with the intake form.
- By visiting your personal myHalo webpage at [www.myhalomonitor.com](http://www.myhalomonitor.com) and using your personal Username and Password. Your User Intake Form is found under My Links (upper right hand corner of the page), User Intake.
  - Your Username and Password are created when you click on the link in the activation email that you received after ordering your myHalo Kit.
  - If you do not remember your Username and/or Password please call a myHalo Operator at 1-888-971-HALO (4256) and they will help you retrieve that information.
- By calling and speaking with a myHalo Operator at 1-888-971-HALO (4256).

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

**Please read these instructions carefully** before beginning installation. For your convenience, we have provided a glossary of terms at the back the 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 installation type (broadband high speed internet or phone line installation).

Items that are needed prior to installation	Installation type		
	Broadband High Speed Internet	Phone(or phone backup for internet)	VOIP but no internet service <sup>4</sup>
Unswitched AC Power Outlet	X	X	X
Available Ethernet Port	X		
Traditional Phone Wall Jack		X	
DSL Filter <sup>1</sup>		X	
RJ31x Jack <sup>2</sup>		X	
ATA Adapter for traditional Phone			X
Table or Desk for Gateway	X	X	X
UPS (Uninterruptable Power Supply) <sup>3</sup>	X	X	X
Surge Suppressor (if no UPS) <sup>4</sup>	X	X	X

<sup>1</sup> A DSL Filter is required at the phone line wall jack if you have DSL Broadband High Speed Internet Service. These filters are normally provided by your DSL provider (typically the phone company). If your Broadband High Speed Internet Service is provided via a Cable Modem this is not necessary.

<sup>2</sup> The RJ31x Jack is for controlling all connected phones in the home, so that the myHalo Gateway can dial out in an emergency even if the phone is off hook.

<sup>3</sup> These are optional but recommended

<sup>4</sup> If you have Vonage or Magic Jack then you have Broadband High Speed Internet service and should be doing a Broadband High Speed Internet install, please refer to pg. 6 for proper Connections.

# 1. Charging the myHalo Transmitter

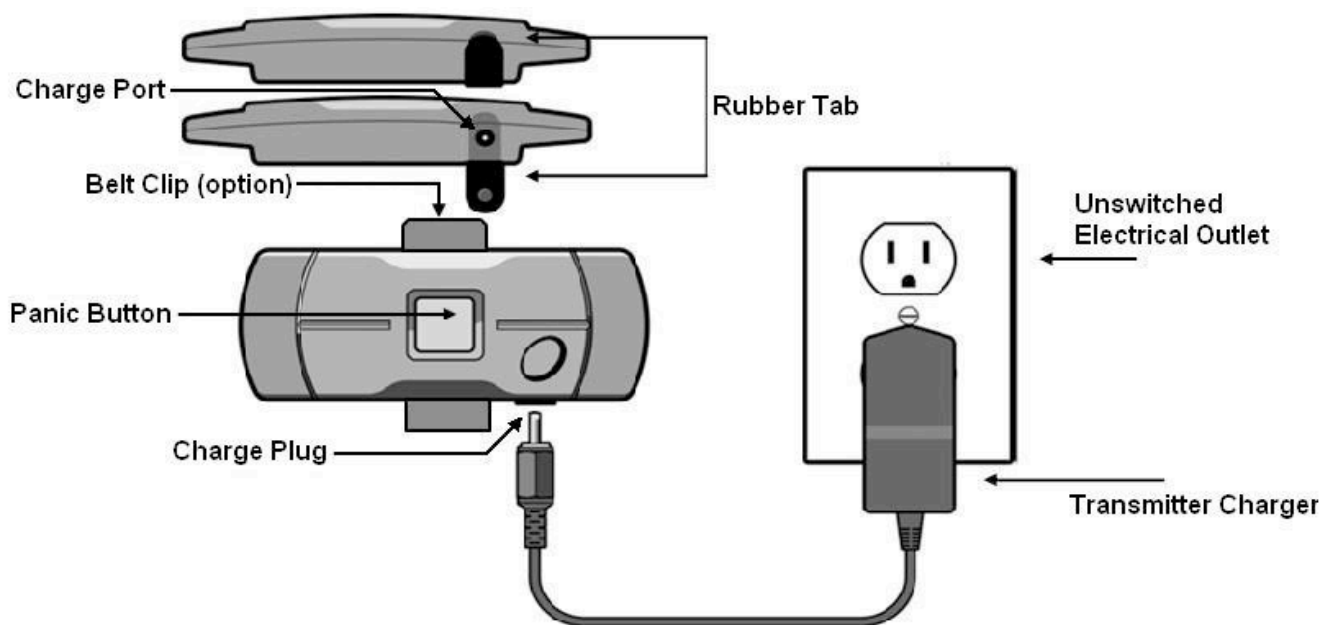
**Step 1. Open charge port.** Open the battery charge port on the myHalo Transmitter by pulling out on the rounded edge of the rubber tab. (See Figure 1 below)

**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 suppressor.)

**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.

**Caution: To avoid accidentally triggering a false fall or the panic alarm, handle carefully.**

**Figure 1: Charging of the myHalo Transmitter**



## 2. Connecting the Gateway to a standard Phone Line

If you are installing for Broadband High Speed Internet, please refer to Broadband High Speed internet Instructions on pages 6 and 7.

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

- Centrally located to all living areas and fall risk areas
- An electrical outlet not controlled by a light switch
- A telephone connection nearby
- A table or shelf that can be reached easily by User, where the Gateway can be placed
  - **NOTE:** Do NOT put Gateway out of reach, because this introduces an added fall hazard
  - **NOTE:** Do NOT place Gateway on or near a cabinet or refrigerator, because this could affect the systems maximum range

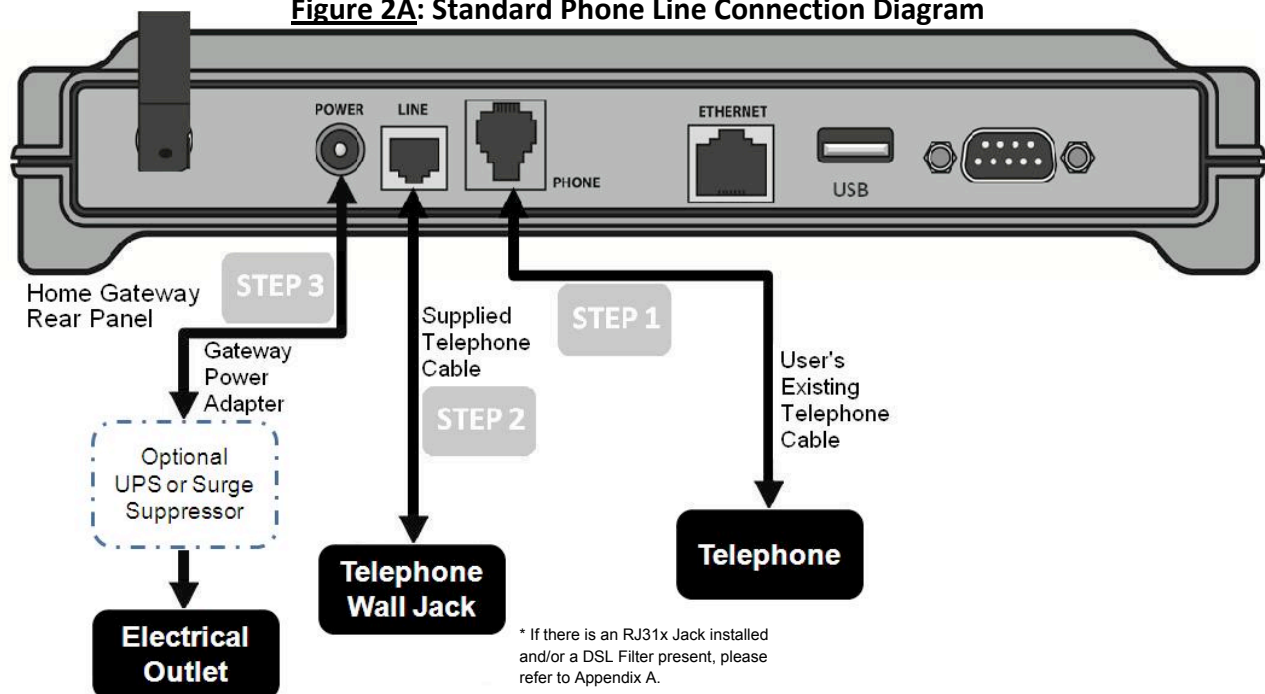
**Step 1. Connect your telephone.** If there is a telephone connected to the telephone wall jack, remove the phone cable from the wall and insert this cable into the “PHONE” port on the rear of the Gateway. (See Figure 2A below).

**Step 2. Connect the telephone line.** Connect the small end of the provided telephone cable to the phone jack in your wall. Connect the large end to the “LINE” port on the rear panel of the Gateway (See Figure 2A below).

**Step 3. Apply Power.** Connect the provided power adapter to the “POWER” port of the Gateway, then plug the adapter into the electrical outlet (See Figure 2A below). If you have a UPS or surge suppressor, plug the power adapter into the UPS or surge suppressor first, and then plug the UPS or surge suppressor into the electrical outlet.

- **NOTE:** Do NOT use a power outlet that is controlled by a wall switch, someone could turn it off causing the Gateway to be powered off and it will not be able to send out an alert.

**Figure 2A: Standard Phone Line Connection Diagram**



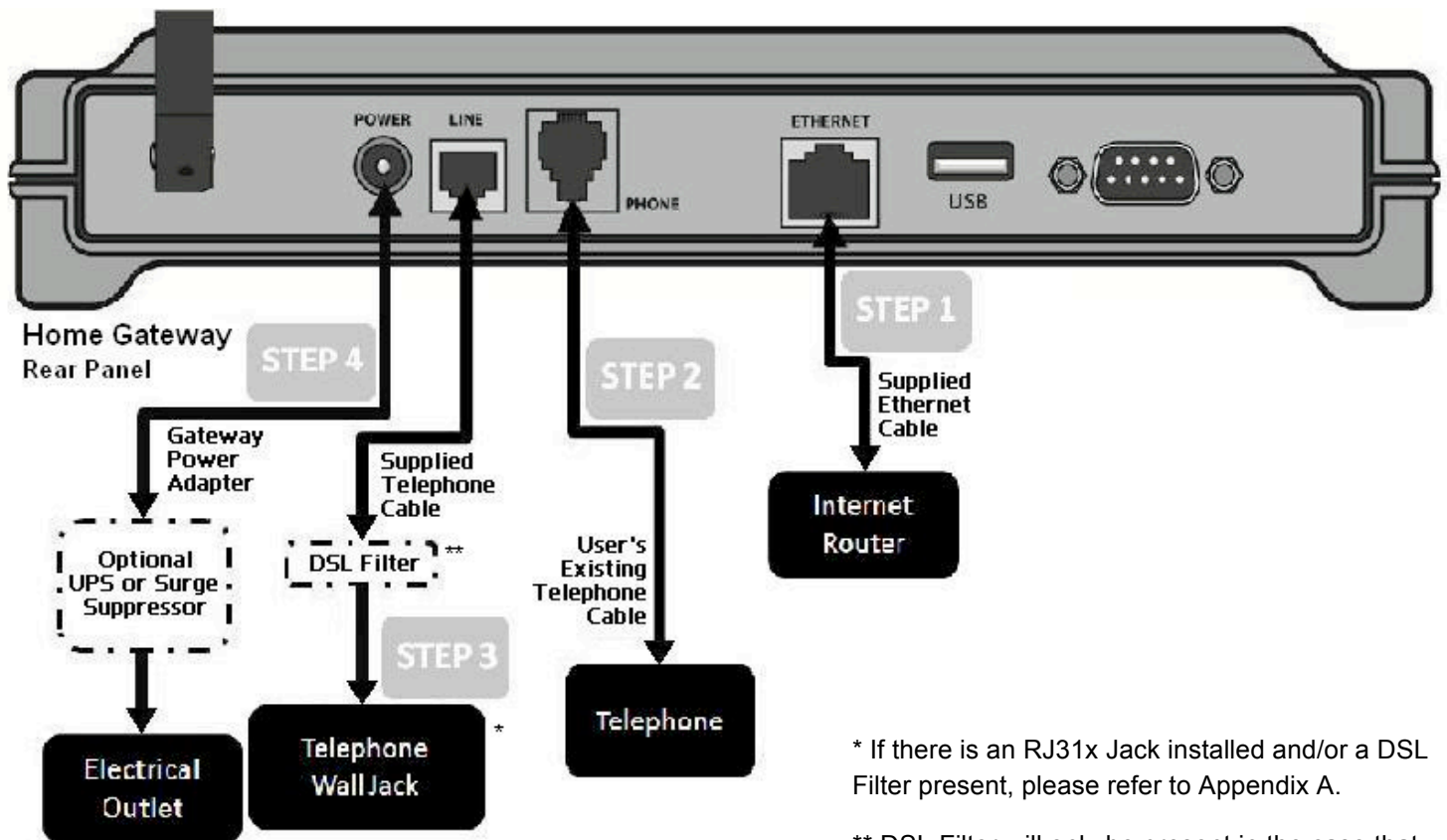
## 2. Connecting the Gateway to Broadband High Speed Internet

If you are installing for a standard phone line, please refer to the instructions on page 5.

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

- Centrally located to all living areas and fall risk areas
- An electrical outlet not controlled by a light switch
- A table or shelf that can be reached easily by User, where the Gateway can be placed
  - **NOTE:** Do NOT put Gateway out of reach, because it can cause an added fall hazard
  - **NOTE:** Do NOT place Gateway on or near a cabinet or refrigerator, because this could affect the systems maximum range
- An operational Internet connection and an Internet Router with at least one free Ethernet LAN port
- A telephone wall jack nearby (as a backup connection)

**Figure 2B: Broadband High Speed Internet Connection Diagram**



\* If there is an RJ31x Jack installed and/or a DSL Filter present, please refer to Appendix A.

\*\* DSL Filter will only be present in the case that your Broadband High Speed Internet is provided by your telephone company

## 2. Connecting the Gateway to Broadband High Speed Internet

### Broadband High Speed Internet Instructions (continued)

**Step 1. Connect Ethernet.** Connect the provided Ethernet cable to the “ETHERNET” port on the rear of the Gateway. (See Figure 2B on pg 6) Connect the other end to any open port of the Internet router.

• **NOTE:** Do NOT disconnect the Ethernet cable linking your Internet router, broadband modem, or computer.

**Step 2. Connect Telephone.** If there is a telephone connected to the telephone wall jack, remove the phone cable from the wall and insert this cable into the “PHONE” port on the rear of the Gateway. (See Figure 2B on pg 6)

**Step 3. Connect the Telephone Line.** Connect the small end of provided telephone cable to the phone jack in your wall. Connect the other end to the “LINE” port on the rear panel of the Gateway (See Figure 2B on pg 6)

• **NOTE:** If you skip step 2 & 3, please be advised that the myHalo system will not be able to use the phone line to send an alert if there is a problem with your Internet connection.

**Step 4. Apply Power.** Connect the provided power adapter to the “POWER” port of the Gateway, then plug the adapter into the electrical outlet. (See Figure 2B on pg 6). If you have a UPS or surge suppressor, plug the power adapter into the UPS or surge suppressor first, and then plug the UPS or surge suppressor into the electrical outlet.

• **NOTE:** Do NOT use a power outlet that is controlled by a wall switch, someone could turn it off causing the Gateway to be powered off and it will not be able to send out an alert.

## 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. The range test is recommended so the User can be aware of the limitations, if any.

Before performing a range test, please make sure the myHalo Transmitter has been charged for at least 30 minutes as described on page 5, and that the PAN LED is GREEN on the front of the Gateway.

It is recommended that the range test be performed with two people. One person needs to walk through the home with the transmitter and the other person needs to be next to the Gateway to listen for the in and out of range signals

**Step 1. Initiate Range Test.** With the transmitter in hand, initiate a range test by pressing the Red Reset Button, on the front of the Gateway for 10 seconds. The Gateway will begin beeping twice every few seconds, and continue to beep twice 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 house 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. Then walk to the last known place where the signal was present and the Gateway until beeping resumes. It may take up to 60 seconds for communication between the Transmitter and Gateway to be reestablished. Continue testing until all areas of the home have been covered, and all out of range areas have been established.

**Step 4. Cancel Range Test.** When testing is finished, press the Red Reset Button on the front panel of the Gateway one time to cancel the range test. The User **must** be aware of any out of range locations in the home, and that the Gateway cannot signal an emergency if the User were to fall in these out of range areas.

- **NOTE:** As well as performing the range test, the red reset button on the front of the Gateway is for clearing the emergency responses. DO NOT PRESS THE RED RESET BUTTON EXCEPT TO CANCEL ALARM.

## 5. Wear the myHalo Transmitter

Refer to the "Wearing and Caring for Your System" section of the User Guide when beginning to wear the device. Periodic laundering of the strap, as discussed in the user guide, is very important for proper operation of the myHalo.

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 dry skin. Call your dealer or Halo Monitoring at 1-888-971-HALO (4256) if you wish to order more electrode cream.

## 6. Call Halo Monitoring (1-888-971-HALO (4256))

### Final System and Call Center Check

After the completion of the range test, the User needs to call Halo Monitoring from a different phone line than the one on which the myHalo Gateway is installed on— this will be a cell phone or second line in the house. If you have neither, call Halo at 1-888-971-HALO (4256) for further instructions. A myHalo operator will help you complete the installation process and 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 into power. 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.
- Red “Battery” light on Gateway – The indicator will turn Red when the charge of the battery life is 2% during the day, or if it is 15% in the evening. At this point, it is time to charge your Transmitter and the indicator will return to Green once the battery has completed charging.
- Amber “WAN” light on Gateway – This means that someone in the home is using the phone, or the phone is off the hook, and will return to Green or off once the line is free again.
- Red “WAN” light on the Gateway– This indicates there is a communications problem with the connection to the Gateway. 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 on the myHalo Transmitter has fully discharged, or the transmitter is out of range of the Gateway. Charging the battery or returning to the vicinity of the Gateway will be detectable by a Green “PAN” light within 5 minutes.

## Glossary

**Broadband/Ethernet**– Best known as High Speed Internet within the home which is used for high speed communication. This can be in the form of cable or DSL connections, provided by your cable or phone company.

**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.

**Gateway**– This device is installed in the home, and is responsible for communicating to the myHalo server/ call center.

**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** or **Personal Area Network**- The connection linking the Gateway to 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 and a surge protector designed to help protect devices from power line voltage spikes (surges).

**UPS- Uninterruptable Power Supply**, this device provides power to the Gateway, cable or DSL modem, and router for a limited period of time in the event of a power outage, to prevent disruption of service. A UPS also serves as a surge protector.

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

**VOIP** or **Voice Over Internet Protocol**- Technology that allows phone connections to be made through the Internet.

**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.

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

## Appendix A: Installation Instructions for Special Situations

### If there is a DSL Filter with a Standard Phone Jack:

You should attempt to install via Broadband High Speed Internet Instructions (pg.6) if possible and use the phone line as a backup for the internet connection. In all cases, connect to the phone line as follows:

**Step 1. Connect your telephone:** If there is a telephone connected to the DSL filter, remove the phone cable from the DSL filter and insert this cable into the “PHONE” port on the rear of the Gateway.

**Step 2. Connect the telephone line.** Connect the small end of the provided telephone cable to the DSL Filter in your wall. Then connect the large end to the “LINE” port on the rear panel of the Gateway.

**NOTE:** Leave the DSL Filter in the wall jack, there is no need to remove it.

**Step 3. Apply Power. Apply Power.** Connect the provided power adapter to the “POWER” port of the Gateway, then plug the adapter into the electrical outlet. If you have a UPS or surge suppressor, plug the power adapter into the UPS or surge suppressor first, and then plug the UPS or surge suppressor into the electrical outlet.

• **NOTE:** Do NOT use a power outlet that is controlled by a wall switch, someone could turn it off causing the Gateway to be powered off and it will not be able to send out an alert.

### If there is a DSL Filter with an RJ31x Jack Installed:

You should try to install via Broadband High Speed Internet Instructions located on page 6 if possible. You should also use the phone line as a backup for the internet connection. In either case, connect to the phone line as follows:

**Step 1. Connect your telephone.** If there is a telephone connected to the DSL filter, remove the phone cable from the DSL filter and insert this cable into the “PHONE” port on the rear of the Gateway.

**Step 2. Connect to the DSL filter.** Plug alarm compatible DSL Filter into the RJ31x Wall Jack.

**NOTE:** The DSL Filter must be specifically made to be used in conjunction with an RJ31x Jack (Typically called an alarm compatible DSL Filter).

**Step 3. Connecting the telephone line.** Connect one end of the provided Ethernet cable to the alarm compatible DSL Filter. Connect the other end to the “LINE” port on the rear panel of the Gateway.

**NOTE:** If Ethernet is connected as well then a second Ethernet cable must be obtained. Please refer to the note on page 3.

**Step 4. Apply Power. Apply Power.** Connect the provided power adapter to the “POWER” port of the Gateway, then plug the adapter into the electrical outlet. If you have a UPS or surge suppressor, plug the power adapter into the UPS or surge suppressor first, and then plug the UPS or surge suppressor into the electrical outlet.

• **NOTE:** Do NOT use a power outlet that is controlled by a wall switch, someone could turn it off causing the Gateway to be powered off and it will not be able to send out an alert.

