

Family First Alert<sup>llc</sup>



# Welcome

Because every second matters  
your safety is our priority





# Table of Contents

01	—————	INTRODUCTION
02	—————	GETTING STARTED
03	—————	HOW IT WORKS
05	—————	FALL DETECTION & SAFETY TIPS
07	—————	SUPPORT & CONTACT
08	—————	CLOSING
09	—————	REFRIGERATOR FORM



# Welcome to the family

We're so glad you've joined Family First Alert! Our mission has always been simple – to help families feel safe, connected, and cared for. Your new medical alert pendant arrives ready to protect you right out of the box, so you can live each day with confidence knowing that help is just one button away. Whether you're at home, out for a walk, or spending time with loved ones, our team is always here to watch over you like family – because to us, that's exactly what you are.

Family First Alert<sup>llc</sup>



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# Quick Guide

Your Family First Alert Pendant is ready to use right out of the box!  
Follow these simple steps to start enjoying peace of mind today.

**Note: If you purchased your device on Amazon, you must first call to activate.**

## 1. Unpack Your Pendant

Inside your package, you'll find:

- Your medical alert pendant
- A charging cable and dock
- A lanyard and clip

## 2. Charge Your Pendant

- Plug in the charger and place your pendant on it overnight or until the light shows it's fully charged (**Green**).
- We recommend charging your pendant every few days or each night while you sleep. If you get up to use the bathroom, take it with you.

**Tip:** Make charging part of your nightly or daily routine – just like plugging in your phone!

## 3. Test Your Pendant

- Once it's charged, press and hold the help button for **at least 2 seconds**.
- You'll hear the operator answer through your pendant.
- Let them know you're just testing your new device – they'll confirm everything is working perfectly!

Don't worry – testing is encouraged and helps us keep you safe.

## 4. Wear It Every Day

- Use the lanyard or clip to wear your pendant around your neck or on your clothing.
- It's water-resistant, so you can even keep it on in the shower.
- Always keep it close – accidents can happen anytime.

## 5. When to Press the Button

- Press your button anytime you need help, such as if you:
- Feel dizzy, weak, or unwell
- Trip, fall, or can't get up
- Feel unsafe or alone and need to speak to someone
- A caring operator will answer right away, speak with you, and send the help you need – whether that's family, a caregiver, or emergency services.

## 6. Need Help or Have Questions?

- We're always here for you!



Account Support: 304-224-3496  
Tech Support: 800-313-1191



familyfirstalertmedical@gmail.com



familyfirstalert.com



# How it works

When an emergency happens, every second counts – and that's when your Family First Alert pendant goes to work. This section will walk you through exactly what happens when you press your help button, so you'll know what to expect and feel confident using your device. Whether it's a fall, a medical concern, or just a moment when you don't feel safe, our trained response team is always ready to listen, respond, and get you the help you need – anytime, day or night.



# What happens during an Emergency?



## **Press the button**

Simply press and hold your pendant's help button whenever you need assistance.



## **Automatic Connection**

Your pendant immediately connects to our 24/7 monitoring center.



## **Confirm location**

The operator confirms your location through GPS so help can arrive quickly — even if you can't speak clearly.



## **Contact EMS or Call list**

The operator contacts local emergency responders or call list to come to your location.



## **Completion**

After the incident, the team may follow up to ensure you're safe and everything is resolved.

Note: If your pendant includes fall detection, the process is the same — the alert will automatically activate if a fall is detected, and our team will respond right away.

# Understanding Fall Detection



Powered by Precision Gyroscope Technology

The fall detection feature on the MG Mini is designed to be smart, not overly sensitive. It does not activate just because the device is dropped on the floor.

Instead, the pendant uses advanced sensors and algorithms that look for a pattern of movement that closely matches a real human fall.

## Here's what it's actually detecting

- A rapid change in motion
- The device senses a sudden acceleration, similar to what happens when a person loses balance.
- A change in orientation
- It checks whether the position of the pendant changes in a way consistent with a body moving from upright to horizontal.
- A period of little or no movement afterward
- After a real fall, people often remain still for a moment. The MG Mini looks for this lack of movement before deciding to trigger an alert.
- 

**Only when all of these factors happen together does the system identify the event as a potential fall.**

# Safety Tips & Best Practices

Your Family First Alert pendant is a powerful tool to help keep you safe, but a few simple habits will help you get the most from it every day.

## 1. Wear Your Pendant All the Time

- Keep it around your neck or on your clothing whenever you're home or out.
- The pendant is water-resistant, so you can wear it in the shower or bath.

## 2. Keep It Charged

- Charge your pendant every night or every few days to make sure it's always ready.
- A fully charged pendant ensures it can connect instantly when you need help.

## 3. Test Regularly

- Press the button once a month to complete a quick test call with the monitoring center.
- Testing keeps your pendant working reliably and gives you confidence in the service.

## 4. Press the Button Anytime You Need Help

- Don't hesitate – whether you feel dizzy, fall, or just need assistance, press the button.
- Our trained operators will respond immediately and send help if needed.

## 5. Let Family or Caregivers Know You're Using It

- Share your pendant's purpose and instructions with loved ones so they know how it works.
- Encourage them to help you remember to charge it and check it regularly.

## 6. Keep Your Pendant Accessible

- Avoid storing it in hard-to-reach places or leaving it in drawers.
- Having it within reach ensures you can call for help quickly.

## 7. Report Any Problems Promptly

- If the pendant is lost, damaged, or not working properly, contact Family First Alert right away.
- Our team will help troubleshoot or provide a replacement quickly.

## 8. Make a Safety Plan

- Identify who you want contacted in an emergency.
- Review the plan with family or caregivers so everyone knows what to do if the button is pressed.

**Remember:** Your pendant is most effective when it's worn, charged, and tested. Following these simple tips helps ensure help is always just one button away.





# Support & Contact

At Family First Alert, we're always here to help – whether it's an emergency, a question about your pendant, or just some guidance on using your service.

Here's how to reach us:

## 1. 24/7 Emergency Monitoring

If you need immediate help, press your pendant's button.

Our trained operators are available 24 hours a day, 7 days a week to respond to emergencies.

## 2. Customer Care & Technical Support

For questions about your pendant, charging, testing, or service:

**Phone:** 304-224-3496

**Email:** [familyfirstalertmedical@gmail.com](mailto:familyfirstalertmedical@gmail.com)

**Hours:** Monday – Friday, 9 AM – 5 PM **(for non-emergency support)**

## 3. Reporting Lost or Damaged Devices

If your pendant is lost, damaged, or not working properly, contact Customer Care immediately. We'll help troubleshoot or replace your device quickly to keep you safe.

## 4. Family & Caregiver Support

Family members and caregivers can reach out to Customer Care to update contacts, review your safety plan, or ask questions about the service.

## 5. Online Resources

Visit our website for FAQs, instructional videos, and tips on getting the most from your Family First Alert pendant:

 [familyfirstalert.com](https://familyfirstalert.com)

**Tip:** Keep this page handy, along with your pendant, so help is always easy to reach.

**\*If you need to cancel your service, please reach out to us by email or give us a call, and we'll be happy to take care of it for you.\***

# Thank you

## Family First Alert<sup>llc</sup>



THANK YOU SO MUCH FOR TRUSTING FAMILY FIRST ALERT TO  
HELP KEEP YOU SAFE AND CONNECTED.

We're honored to be part of your daily life and your family's peace of mind. Remember, your pendant is always there for you – ready to call for help with just one button. We're here for you every step of the way, and we look forward to supporting your independence, confidence, and safety every single day.

Welcome to the Family!

FAMILYFIRSTALERTMEDICAL@GMAIL.COM

FAMILYFIRSTALERT.COM

PLACE ON YOUR REFRIGERATOR

# IN CASE OF AN EMERGENCY

Name

Date of Birth

**Medical Conditions**

**Allergies**

**Medications with Dosage**

**Emergency Contacts**

Name

Phone #

Name

Phone #

**Other Notes**

**Preferred Hospital:**