

myHalo™ Personal Monitoring and Alert System



Quick Start and User Guide



Trademarks & Patents

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Halo Monitoring has several patents pending related to the products described in this manual.

Microsoft and Internet Explorer are registered trademarks of Microsoft Corporation.

Mozilla and Firefox are registered trademarks of the Mozilla Foundation.

Adobe and Flash Player are registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

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Warranty Information

Unless otherwise specified, all equipment has a 12-month limited warranty from the date of purchase against defects in material and workmanship. Any defective part will be replaced or repaired if used in the manner described in the *myHalo Personal Monitoring and Alert System* user guide.

Limited Lifetime Warranty on Select Products

Select product equipment has a limited lifetime warranty which applies to all subscribers who have a continuous, monthly subscription with payments up-to-date. Any defective part will be replaced or repaired if used in the manner described in the user guide. The warranty does not protect against intentional misuse or damage, including damage during shipment or damage from lightning. The following products are included in this category:

- Home gateway.
- Wireless transmitter (does not include battery or fabric electrode strap).

Contact our Technical Support Department as described in the **Contact Information** section (below) to request assistance.

Exclusion of Warranties

Neither Halo nor provider nor any of Halo's licensors make any other warranty, expressed or implied, with respect to the Halo system and all other warranties, whether expressed or implied, are hereby disclaimed, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose. In no event shall Halo be liable for any incidental, indirect, special, consequential or punitive damages, losses, costs or expenses of any kind, however caused and whether based in contract, tort, strict liability or any other theory of liability.

Contact Information

- Visit us online at <http://www.halomonitoring.com>.
- Call us toll free at 1-888-971-HALO (4256).
- Send us an email message at support@halomonitoring.com.

Warnings and Disclaimers

NOTE: *The following section contains important notes, cautions, and warnings. Failure to follow these instructions could result in equipment damage or personal injury.*

- If you have a pacemaker or other intravenous cardiac device, **DO NOT** use the *myHalo* chest strap and wireless transmitter before consulting with a physician (not applicable for *myHalo Clip System*).
- If you have a known skin allergy, or if you suspect an allergic reaction from using the *myHalo* chest strap and wireless transmitter, please check the materials listed in *Appendix A: Specifications* on page 26 before using this product.
- **CAUTION!** The red reset button on the front of your *myHalo* home gateway is for clearing the emergency response. **ONLY PRESS THIS BUTTON TO CLEAR A FALSE ALARM.**
- The wireless transmitter should be charged periodically as discussed in later sections of this user guide. If the transmitter is not in use for an extended period of time for any reason, it should still be charged at least once every three months to prevent reduced capacity or shortened battery life.
- For optimum battery life, the wireless transmitter should not be subjected to temperatures exceeding 95°F during operation or stored at temperatures above 113°F for an extended period. If the user is not wearing the wireless transmitter for any reason, keep it out of the sun and away from other heat sources. Do not leave it in an extremely hot or cold automobile for an extended period.
- Do not submerge the wireless transmitter in water and do not put it in a microwave oven for any reason.
- Never attempt to repair the Halo equipment yourself; it contains no user-serviceable parts and should never be opened by the user. The rechargeable battery in the wireless transmitter is a factory-only replaceable item which should be replaced when the transmitter requires recharging more frequently than once a day after receiving a full charge of approximately 1.5 hours. Contact the Halo Partner/Dealer who rented you the Halo equipment or (if you rented the equipment directly from Halo) contact us at the support number or the email address listed on page 1 of this user guide to return the transmitter for battery replacement.
- The Halo wireless transmitter and home gateway both contain a battery and electronic components. If you are terminating your use of the equipment (and it has been rented) the equipment must be returned to the renting company. This is typically Halo or a Halo Partner/Dealer. If you purchased the equipment, it may be returned to Halo by calling the Halo Support number (see page 1) or it can be disposed of if you no longer have a need for it. Disposal should be in accordance with regulations for electronic device disposal in your area. Equipment should not be crushed, punctured, incinerated, or burned. Contact your local waste or recycling company to determine the disposal method for your area. Do not put any equipment directly in the trash since it can harm the environment.
- If the wireless transmitter battery should leak (which is not likely if the previously mentioned cautions are observed) this is evidenced by a small amount of fluid coming

from the battery port when it is opened for charging the battery. If you observe this, do not touch the liquid. Carefully place the transmitter in a zip-lock type plastic bag and contact Halo for return instructions. If any liquid contacts your skin, wash it off thoroughly. If there is contact with the eyes, DO NOT RUB. Rinse eyes with clean running water and seek IMMEDIATE medical attention.

- See the FAQs on page 12 and read this entire user guide for further precautions.

Regulatory Information

UL 1637 (Home Health Care Signaling Equipment)

UL 1635 (Digital Alarm Communicator System Units)

Federal Communications Commission (FCC) Information Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the installation instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception (receiver), the user or technician is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiver's antenna.
- Increase the separation between the *myHalo* device and the receiver.
- Connect the *myHalo* device into an outlet on a circuit different from that to which the receiver is connected.
- Consult a qualified technician or an experienced radio/TV technician for help.

Possible interference can be determined by taking the following action:

- For the home gateway: turning the device off and on.
- For the wireless transmitter: moving away from the receiver while wearing it, or charging the battery in a different location.

Overview

Welcome to the *myHalo™ Personal Monitoring and Alert System*. This guide provides you with the information necessary for wearing and caring for the system. If you have a computer and an Internet connection available, you can access the web portal to view the myHalo User's status and manage account settings.

Features of the *myHalo System*

The *myHalo System* is designed for seniors (or other home health patients) and their Caregivers. It is much more than just a panic button worn for emergency situations. With those systems, the user must be conscious and physically able to push the panic button to summon help. The advanced technology and reliability built into the *myHalo System* allows myHalo Users who are temporarily unable to call for help to still be protected.

This system comes in two different product offerings. The *myHalo Complete System* includes a chest strap and wireless transmitter. The *myHalo Clip System* includes a wireless transmitter with a belt or waistband clip. Both of these systems offer the following features:

- Advanced fall detection and alerts without user initiation since the wireless transmitter is able to detect most falls and automatically contact the call center.
- Monitoring and tracking level of activity and sleep/wake patterns.
- Cell phone text messages and email alerts to the Caregiver(s).
- 24/7 call center monitoring support.
- User friendly, easy-to-read, and private web portal interface for the myHalo User and/or the Caregiver(s).
- Comfortable wireless transmitter (worn by the myHalo User).

The *myHalo Complete System* (which includes a chest strap) also provides:

- Monitoring of heart rate and skin temperature.
- Strap on/off detection.

Equipment Included

- One chest strap (optional second chest strap if purchased) *or* one belt clip.*
**Chest strap is included in the myHalo Complete System. Belt clip is included on the wireless transmitter in the myHalo Clip System.*
- One wireless transmitter.
- One home gateway with wireless interface to the transmitter.
- One power adapter for the home gateway and one power adapter for charging the wireless transmitter battery.
- Two cables for use during installation of the home gateway.
- One *myHalo Personal Monitoring and Alert System* quick start and user guide.

Installation

Install the *myHalo System* using the user installation instructions included with the *myHalo* kit or (if preferred) you may have equipment installed by a Halo trained technician (where available).

Requirements for Installation

myHalo User Requirements

- Either a standard phone line or a broadband Internet connection for the home gateway's primary connection to the call center. When the Internet (rather than a phone line) provides the primary connection, it is recommended you use a phone line as a backup connection.
- An Internet connected home gateway requires an available Ethernet port on the user's home router or on the cable or DSL modem. If Internet is provided through a DSL connection, a DSL filter (usually supplied by the Internet service provider) needs to be placed on the phone line connecting to the home gateway.
- In the event the Internet connection is down and power is still available, the gateway is designed to use the phone line as a backup connection to reach the call center.

NOTE: *If a phone line is used for the primary connection, a second phone line is not necessary.*

- Enough table space for the *myHalo* home gateway.
(L x W x H = approximately 7" x 9" x 2")
- An AC power receptacle that is not controlled by a wall switch.
- Properly configured Internet ports. If the user's equipment is installed in a facility using the Internet, please notify the network administrator that UDP port 123 and TCP ports 443 and 37215 must be unblocked to allow the service to work properly.
- Optional - RJ31X phone jack.
If the user's telephone line is occupied, the equipment is not able to obtain access to the phone line unless the user has his or her telephone provider install an RJ31X jack for connecting the phone line to the *myHalo* home gateway. If the user has the jack installed, the equipment interrupts the user's telephone in the event it detects an emergency or life-threatening situation. This is necessary to ensure the call center receives notification of the event. Contact a professional phone line installer for further details. If you have a home alarm system connected to the phone line, the installer should coordinate with the alarm system company to ensure that your home alarm service is not disabled or disrupted.
- Optional - Uninterruptible power supply (UPS).
Using a UPS in conjunction with the *myHalo* equipment provides battery backup power for the *myHalo* home gateway during an AC power failure and allows continued communication between the home gateway and the phone line during the power outage. Refer to the UPS manufacturer's installation instructions for setup.

NOTE: *The UPS cannot guarantee communication through the Internet connection.*

- Surge Protector.
If a UPS is not used as described above, it is advised that you install a UL rated surge protector to protect both the power connection and any phone line connections to the equipment. In the event of a power surge or line spike, the equipment could be damaged and become inoperable.

Caregiver Requirements

- A means of contacting the Caregiver such as a standard phone or cell phone.
- Optional: A cellular phone with text messaging support.

Optional for viewing the status of the loved one on the web:

- A computer with an Internet connection.
- Internet Explorer® 7 (or later) or Mozilla Firefox® 2 (or later).
- Adobe® Flash Player® 9.0.124 or later.

Wearing and Caring for Your System

Wearing and caring for your system is easy and requires only a few steps. Refer to the guidelines in the following sections:

- *Wearing the Wireless Transmitter and Chest Strap (myHalo Complete)* on page 8
- *Wearing the Wireless Transmitter with Belt Clip (myHalo Clip)* on page 10
- *Charging the Wireless Transmitter Battery* on page 11
- *Frequently Asked Questions* on page 12

Wearing the Wireless Transmitter and Chest Strap (*myHalo Complete*)

Follow these steps to ensure a proper fit when wearing the chest strap and wireless transmitter included in the *myHalo Complete System*.

NOTE: *There are two different types of chest straps available with the myHalo Complete System. Be sure to follow the instructions in this section which correspond with the strap type you have.*

Instructions for Strap Type A

If your chest strap opens in the middle and the ends attach to the wireless transmitter as shown in Figure 1, follow these instructions. Otherwise, see *Instructions for Strap Type B* on page 9.

Step 1

Remove the chest strap and the wireless transmitter from the *myHalo* box. Pre-adjust the strap length (allowing for the length added by the wireless transmitter) to three inches less than your chest measurement, just above your sternum. Then snap it to the transmitter on one side. Be sure to match the strap's **LEFT** side to the transmitter's left (**L**) side. Carefully align the snaps and press firmly to connect. See Figure 1.

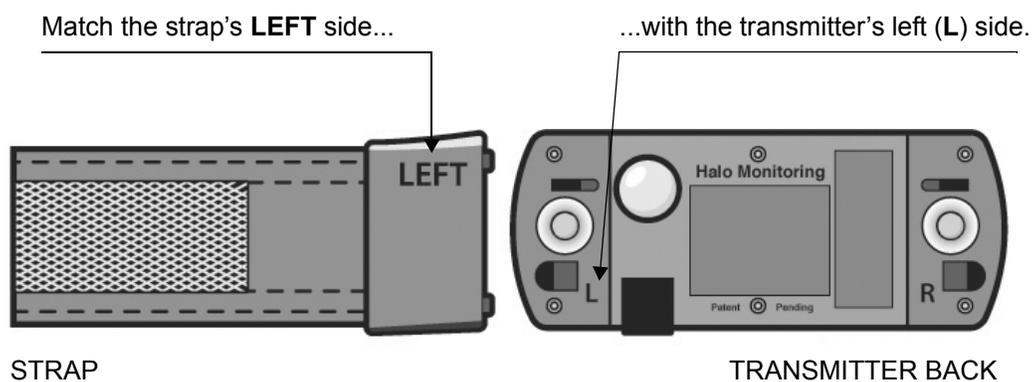


Figure 1. Connecting the Strap to the Wireless Transmitter

Step 2

Under your clothing, wrap the strap around your upper torso and connect the strap's **RIGHT** side to the transmitter's right (**R**) side. Make sure the Halo emblem is right-side-up and appears as shown in Figure 2.

Instructions for Strap Type B

If your chest strap has a clip and a loop (to attach or remove the strap from your chest), and the transmitter snaps on to the middle of the fixed (non-elastic) portion of the strap, follow these instructions. Otherwise, refer back to *Instructions for Strap Type A* on page 8.

Step 1

Remove the chest strap and the wireless transmitter from the *myHalo* box. Pre-adjust the strap length to three inches less than your chest measurement, just above your sternum. Then snap the transmitter into the snaps on the front of the strap.

Step 2

Under your clothing, wrap the strap around your upper torso and connect the strap's clip (hook) into the strap's loop on your left side. Make sure the Halo emblem is right-side-up and appears as shown in Figure 2.

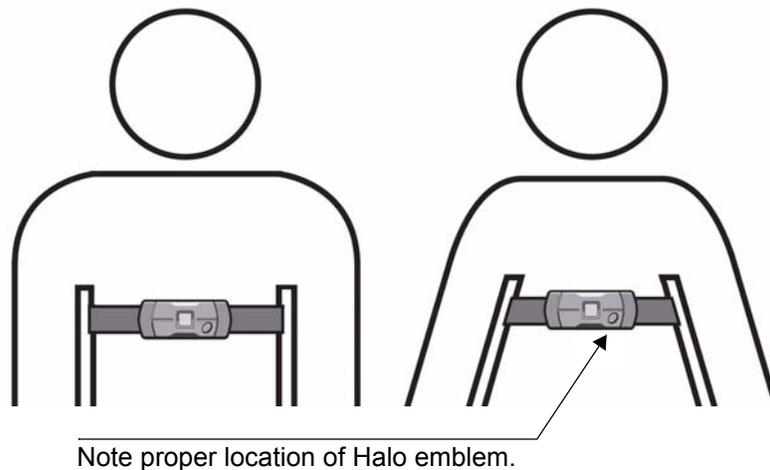


Figure 2. Proper Fitting of the Chest Strap and Wireless Transmitter

Step 3 (Applies to both Strap Types A and B)

Adjust the strap to fit properly. Follow these simple guidelines and refer to Figure 2 for optimum transmitter performance:

- Wear the strap on your upper abdomen, no more than two inches below your sternum.
- When the strap is tight enough, you should be able to fit two fingers between the strap and your skin; however, the strap should not be so tight that it is uncomfortable, nor so loose that it slips down as you walk.
- Wear the strap daily. We recommend that you wear the strap continuously and only remove it when charging.

CAUTION! *Although the wireless transmitter is water resistant, it cannot be submerged in water. Do not wear the device in a pool or bathtub. Showering while wearing the device is fine as long as the battery charger port cover is closed.*

Wearing the Wireless Transmitter with Belt Clip (*myHalo Clip*)

Follow these steps and refer to Figure 3 to ensure a proper fit when wearing the belt clip and wireless transmitter included in the *myHalo Clip System*.

Step 1

Slide the open end of the belt clip over your waistband or belt.

Step 2

Position the wireless transmitter as shown in Figure 3.

NOTE: *The myHalo Clip is sensitive to motion. Use care when handling, attaching, and removing the wireless transmitter to avoid accidentally triggering the fall detection sensor.*

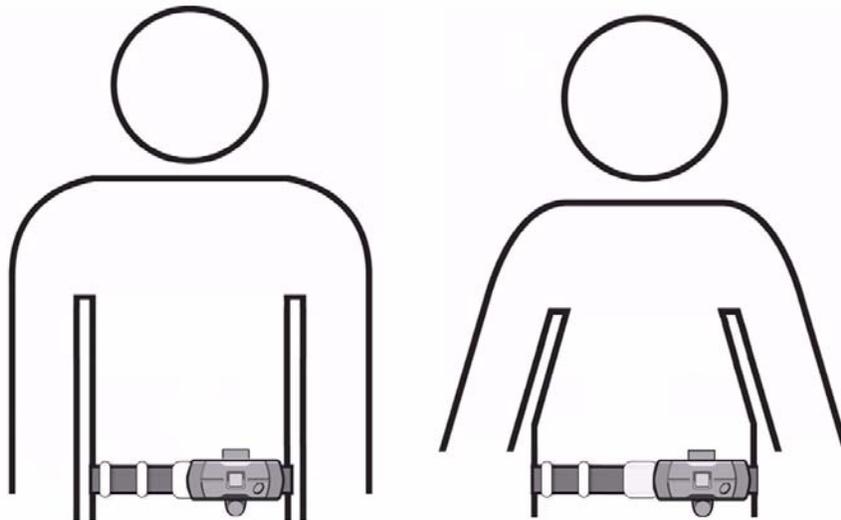


Figure 3. Proper Positioning of the Wireless Transmitter with Belt Clip

Charging the Wireless Transmitter Battery

Keep the wireless transmitter charged. It is recommended that you charge the transmitter once a day. If necessary, the home gateway issues an audible reminder consisting of a one-second beep, followed by three shorter beeps to indicate that the transmitter battery requires charging promptly.

1. Remove the strap:
 - From your chest (*myHalo Complete*) by disconnecting one of the snaps using a slight twisting motion to unsnap the strap from the transmitter module, or
 - From your waist (*myHalo Clip*) by grasping the transmitter and removing it carefully to avoid triggering the fall detection sensor.
2. Open the battery charge port by pulling on the plastic plug. Insert the charger plug into the charge port. Connect the other end to your electrical outlet as shown in Figure 4.
3. Remove from the charger after 1 to 1.5 hours or when the battery is fully charged (refer to the section *Frequently Asked Questions* on page 12, item #1). Close the battery plug (to ensure the device remains water tight) and put the transmitter back on your body.

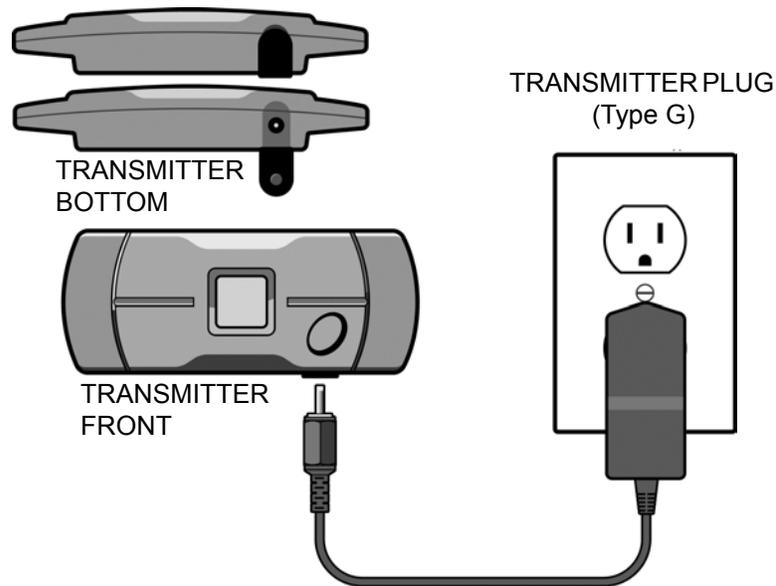


Figure 4. Charging the Battery

Frequently Asked Questions

This section provides answers to questions asked frequently by users of the *myHalo System*. Please contact us if your questions are not answered here. (Refer to page 1 for contact information.)

Q: How do I know when my battery needs charging?

A: Daily charging is recommended. The **BATTERY** indicator on your home gateway turns red when the battery becomes extremely low. You can also monitor the battery charge level by logging in to the web portal at www.myhalomonitor.com. If necessary, the home gateway issues an audible reminder consisting of a one-second beep followed by three shorter beeps to indicate that the wireless transmitter battery requires charging promptly. The audible reminder is cancelled by charging the transmitter.

Q: I want to remove the strap and/or wireless transmitter for a period of time. Is that okay?

A: Yes, but the system provides the greatest protection when the transmitter is being worn. For that reason, we recommend that you wear it as much as possible. The strap or belt clip transmitter can be removed for short periods of time. If you forget to replace the strap with the *myHalo Complete System*, a notification reminder is sent to your Caregiver. A second strap can be purchased for use while the other strap is being laundered.

Q: What happens if I push the grey button?

A: While the wireless transmitter is designed to provide automatic emergency response with no action on your part, there may be times when you feel the need to call for help. The square button in the center of your strap is for your peace-of-mind and to be used in emergencies. When you are wearing the transmitter, it should be easy to find the button, even through clothing. If you press the button, one of our operators attempts to call you at home and/or contact your designated Caregiver(s). If the operator does not receive an answer, they call an emergency responder.

Q: How do I know my system is working?

A: The LEDs on the home gateway indicate the system status. Refer to Table 3 on page 27 for a description of the LEDs. If we detect that your device is not working for any reason, we notify your Caregiver so the problem can be resolved quickly.

Q: How do I clean my strap, wireless transmitter, or the home gateway?

A: Wipe the transmitter with a clean cloth, slightly dampened with water or isopropyl alcohol. Be careful not to accidentally push the panic button on the transmitter. As needed, hand launder the strap in warm water with a mild laundry detergent (containing no bleach or fabric softener) and rinse well in warm water. Towel dry the strap and finish by line drying it. Do not soak the strap longer than it takes to hand wash and rinse it. **Be sure to remove the transmitter before washing the strap!** The home gateway may be dusted with a dry cloth, but do not use a spray cleaner or water.

Q: What should I do if the wireless transmitter is accidentally submerged in water?

A: If submerged in less than four inches of water for less than 15 seconds, remove it from the water and dry it off. Open the battery charger port cover and (with the opening pointed downward) shake it while carefully observing if any water comes out of the port. If water does come out, do not use the transmitter. Contact customer service for further instructions.

Q: Can I charge the wireless transmitter battery while wearing it?

A: No, always remove the transmitter before charging the battery.

Q: What happens to the system during a home power failure?

A: During a power failure, the wireless transmitter continues to collect and record vital data. When the power is restored, the home gateway receives and sends the data via the Internet (or phone line). If you provide an AC power backup source for the home gateway, such as a UPS, the home gateway continues to operate with the phone line connection as long as the battery in the UPS is able to provide power.

Q: Do I need an Internet connection as well as a standard phone line?

A: The *myHalo* home gateway supports either the Internet or a standard phone line as the primary connection to the call center for transmitting data collected from the wireless transmitter. When the Internet is the primary connection and is down (or inoperable for any reason), the home gateway uses the standard phone line as a backup connection. A compliant cable and modular plug is provided with this product for connecting to the phone line.

Q: How do I contact Technical Support?

- Visit us online at <http://www.halomonitoring.com>.
- Call us toll free at 1-888-971-HALO (4256).
- Send us an email message at support@halomonitoring.com.

Navigating the Web Portal

The web portal allows you to monitor the status of your loved one from any location with Internet access. Monitoring daily status and managing the related account settings is explained in the following sections:

- *Logging in to the System* on page 14
- *Understanding the Main Page* on page 15
- *Viewing Caregivers Information* on page 18
- *Viewing myHalo User Account Information* on page 23
- *Viewing Events* on page 24

NOTE: *Heart rate, skin temperature and strap on/off information is not available for myHalo Users who have opted for the myHalo Clip System.*

Logging in to the System

An email allowing you to activate your account was sent to you when the system was installed. Click the link in the email to configure your username and password. Once you have set your username and password, follow the instructions below to log in to the system.

Launch your chosen web browser. Internet Explorer[®] 7 (or later) and Mozilla Firefox[®] 2 (or later) are supported. Enter the web address <http://www.myhalomonitor.com>. Log in with your username and password as shown in Figure 5.

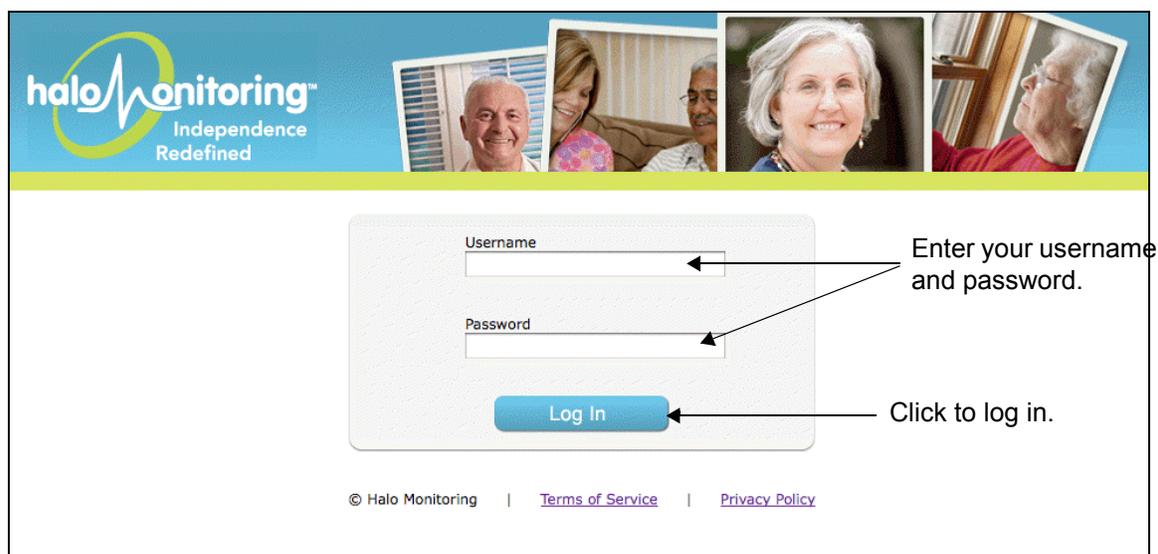


Figure 5. Web Portal Log In Page

Understanding the Main Page

The main page is displayed each time you log in to the web portal. To return to the main page at any time, click **My Links** then **Chart**. This page has two general areas that provide you with the information being gathered by the wireless transmitter: the Chart and the Dashboard. These two areas are shown in Figure 6 and explained in *Using the Chart* on page 16 and *Using the Dashboard* on page 17.



Figure 6. Web Portal Main Page

Using the Chart

The Chart is displayed in the left portion of the main page. This area of the main page consists of two graphs. The top graph displays the myHalo User's heart rate, variability, and skin temperature (see note, below). Each of these items can be hidden from view by deselecting the checkbox to the right of the chart. The bottom graph displays activity information, number of steps taken, or orientation (depending on which one you enable). Activity information is also summarized in the pie chart on the right indicating either resting or not resting. The myHalo User must be horizontal for the system to register them as resting. Specific details are displayed on the chart at any point in time by hovering the mouse arrow over an area of the chart.

NOTE: Heart rate, skin temperature, and strap on/off detection are provided with the myHalo Complete System only.

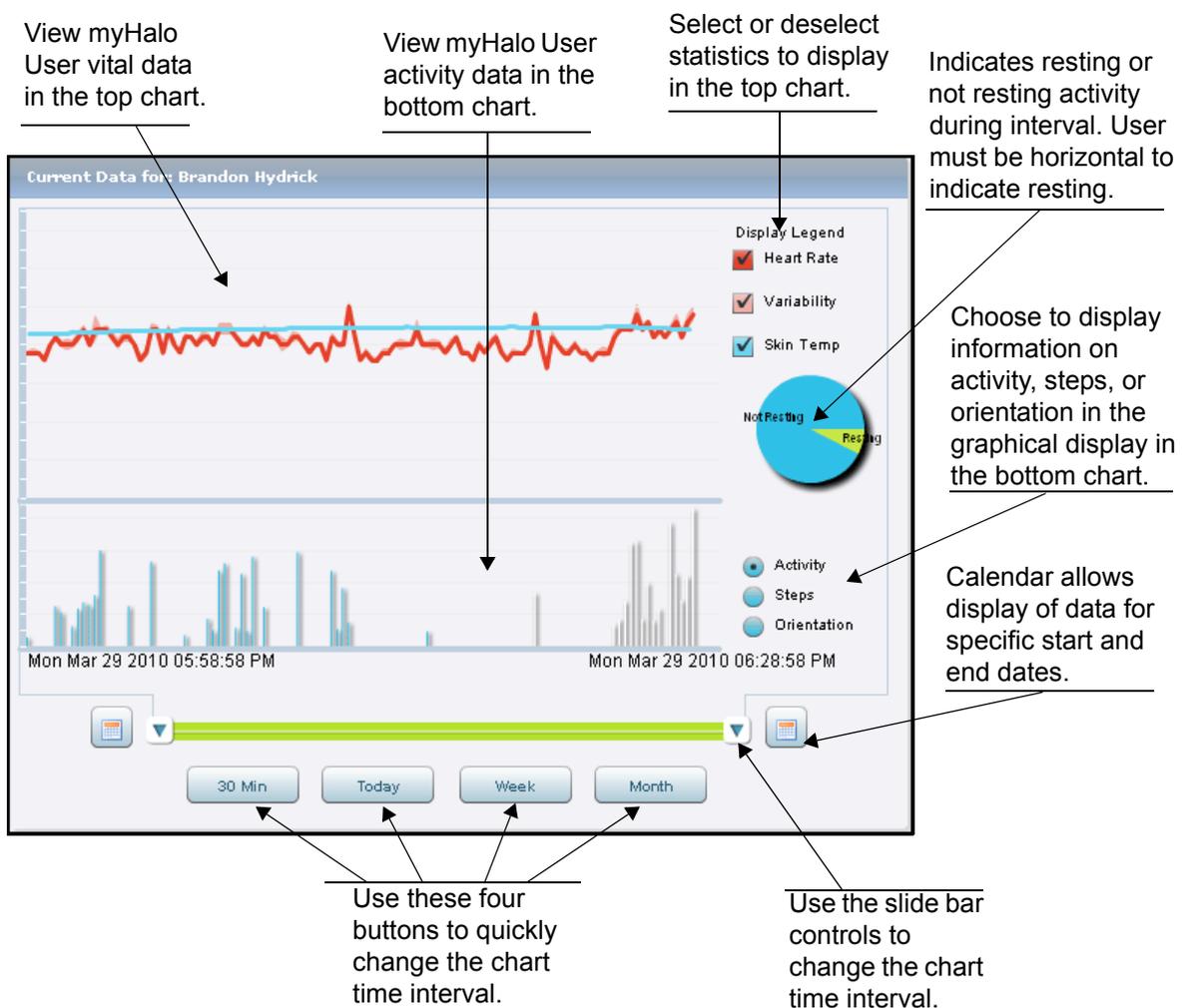


Figure 7. The Chart

The time interval shown in the chart can be altered by clicking and dragging either side of the slide bar at the bottom of the chart. The date and time displays in the boxes provided on either side of the slide bar. Buttons are provided to quickly change the time period shown. Choose **30 Min, Today, Week, or Month**.

Using the Dashboard

The second general area of the main page is the Dashboard. This area indicates current strap status, wireless transmitter battery level, time of last information update, and current skin temperature and heart rate. See Figure 8 for more details.

The Dashboard also lists the most recent events. Events can range from the strap being fastened to a user falling. View more event details by clicking on its hyperlink (the underlined item in blue). View a full event history by clicking **View All**. These events are explained in greater detail in the section *Viewing Events* on page 24.

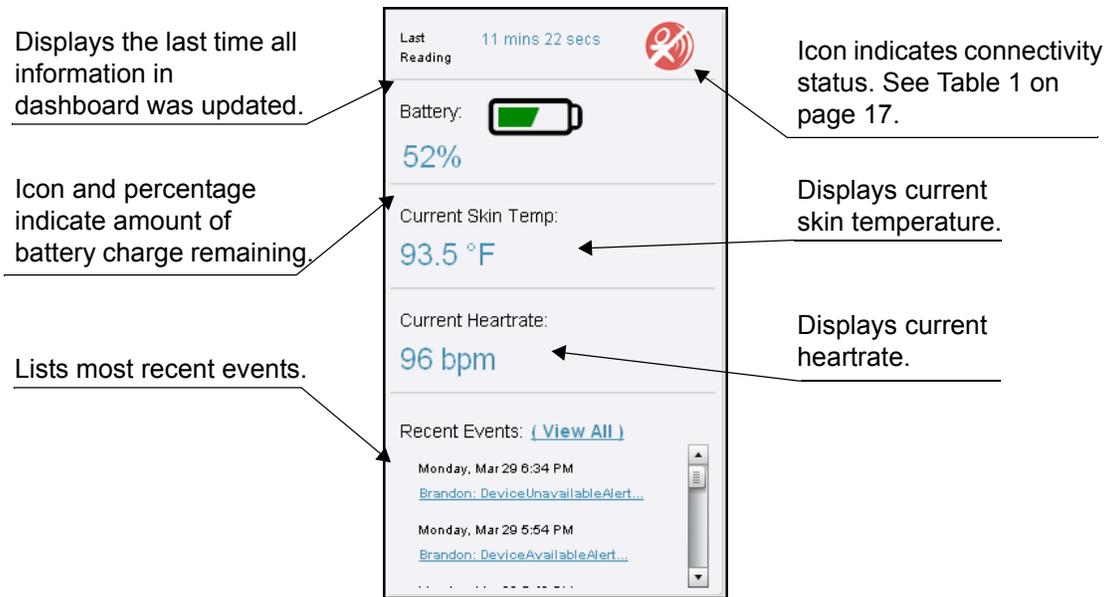


Figure 8. Dashboard

Table 1. Dashboard Status Icon Descriptions

Icon	Description
	In range. The myHalo User is in range of the home gateway and the strap is fastened. <i>(This icon is available only to users with an Internet connection to their home gateway as opposed to a dial-up phone line.)</i>
	Unhooked. The strap is not fastened.
	Device unavailable. The wireless transmitter is out of range or the battery is dead.
	Offline. The home gateway is offline.
	In dial-up mode. The home gateway has an active phone line connection.

Viewing Caregivers Information

To view Caregiver information, use the **My Links** selection from the menu bar at the top of the page (shown in Figure 9). Select **Caregivers** from the drop-down list. This opens the page shown in Figure 10 on page 19.

Select **Caregivers** from **My Links** to navigate to the **Critical Alert Settings** page.

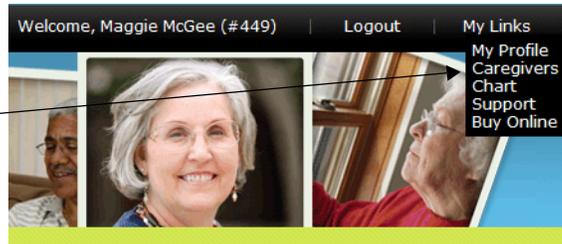


Figure 9. Using My Links

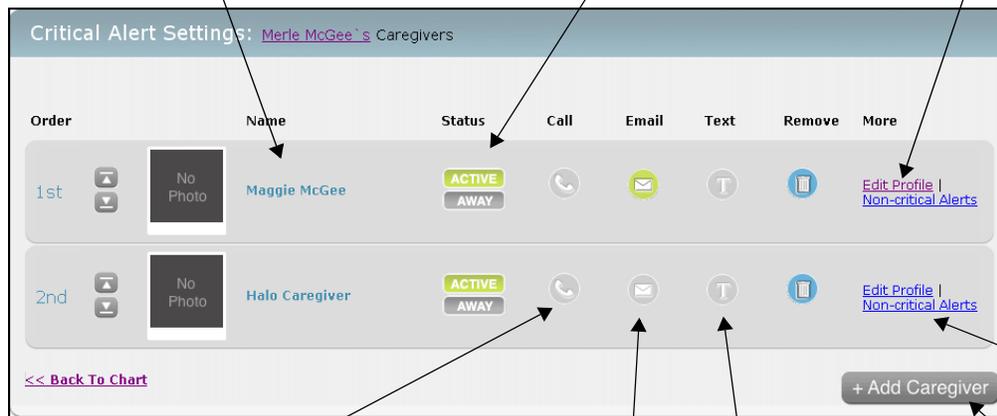
NOTE: For your protection, important information (which affects the critical alert notification process) may only be modified by contacting technical support. These changes are then implemented using a Secure Verification Process, ensuring accuracy and consistency throughout the system. Changes requiring technical support assistance include: adding a Caregiver to the account, changing the order in which Caregivers are called, enabling/disabling call notification, setting Caregiver status, and editing profile information (for both Caregivers and myHalo Users). To make any of these changes please contact technical support (1-888-971-HALO ext. 4256).

As explained previously, most changes to Caregiver accounts must be made by contacting technical support to ensure information accuracy in the event of an emergency. From the **Critical Alert Settings** page (shown below in Figure 10) you may do things such as view the Caregiver list and enable/disable email and text message notification for critical alerts. The callouts in Figure 10 and the sections which follow the figure provide additional information on settings related to Caregiver accounts.

Caregivers are listed here in the order that they are contacted in the event of a critical alert. To change this order, contact technical support. See *Caregiver List (for Critical Alert Notification)* on page 19 for more details.

The current status enabled for the Caregiver appears green. See *Caregiver Status: Active/Away* on page 19 for more details.

Click to view the Caregiver's profile information. See *Caregiver Profile Information* on page 21 for more details.



Click to set up notification methods for non-critical alerts. See *Caregiver Non-Critical Alert Notification* on page 22 for more details.

If this Caregiver is configured to receive a phone call in the event of a critical alert, their phone icon is green. See *Caregiver Contact Methods (for Critical Alert Notification)* on page 20 for more details.

Enable email and text notification methods by clicking the corresponding icon. Icons are green when method is active. See *Caregiver Contact Methods (for Critical Alert Notification)* on page 20 for more details.

To add or remove a Caregiver, contact technical support. See *Caregiver List (for Critical Alert Notification)* on page 19 for more details.

Figure 10. Viewing Caregiver Accounts

Caregiver List (for Critical Alert Notification)

Caregivers are listed on the **Critical Alert Settings** page in the order in which they are contacted when a critical alert event occurs. To add a Caregiver to the list or to change the Caregiver notification order, contact technical support (1-888-971-HALO ext. 4256).

Caregiver Status: Active/Away

If a Caregiver is going to be unavailable for contact (such as when on vacation or away for a period of time), contact technical support (1-888-971-HALO ext. 4256) to have their status changed to **Away**. This temporarily disables critical alert notifications for this Caregiver.

Caregiver Contact Methods (for Critical Alert Notification)

You can choose to activate any combination of the following Caregiver contact methods for critical alerts: phone call, email, or text message. For email and text notification, select the corresponding icon to activate it (refer to Table 2). The icon turns green when it is enabled. To enable or disable phone call notification, contact technical support (1-888-971-HALO ext. 4256). Click **Edit Profile** to view the Caregiver’s profile and verify that the phone numbers and email addresses are correct. If any changes are needed, contact technical support.

NOTE: *If the phone option is not activated, the Caregiver will not receive phone calls from the care center.*

Table 2. Methods for Alert Notification

Icon	Description
	Enables phone call notification. (Applies to critical alerts only.)
	Enables email notification.
	Enables text message notification.

Caregiver Profile Information

The profile information of the Caregiver’s account consists of contact information (such as name, email address, street address, and phone number). When logged in as the Caregiver, this information can be viewed by selecting **My Profile** from the **My Links** menu shown in Figure 11 (or you may select **Edit Profile** on the **Critical Alert Settings** page). The **Edit Profile** page is displayed. If any changes are needed on this page, contact technical support (1-888-971-HALO ext. 4256).

Select **My Profile** from **My Links** to navigate to the **Edit Profile** page.



Figure 11. Accessing Caregiver Profile from My Links Menu

Edit Profile: Maggie McGee

Please call tech support 1-888-971-HALO (4256) to make modification to this profile.

<p>Email <input type="text" value="halo_caregiver@chirag.name"/></p>	<p>Zipcode <input type="text" value="11211"/></p>
<p>First Name <input type="text" value="Maggie"/></p>	<p>Home Phone <input type="text" value="9178178864"/></p>
<p>Last Name <input type="text" value="McGee"/></p>	<p>Work Phone <input type="text"/></p>
<p>Address <input type="text" value="151 Kent Ave #108"/></p>	<p>Cell Phone <input type="text"/></p>
<p>Cross St <input type="text"/></p>	<p>Select Cell Provider for Text Msg <input type="button" value="v"/></p>
<p>City <input type="text" value="Chicago"/></p>	<p>Time Zone <input type="text" value="(GMT-06:00) Central Time (US & Canada)"/></p>
<p>State <input type="text" value="IL"/></p>	<p>Sex(M/F) <input checked="" type="radio"/> Male <input type="radio"/> Female</p>
<p>Birth Date <input type="text" value="31"/> <input type="text" value="March"/> <input type="text" value="2010"/></p>	

Figure 12. Viewing Caregiver Profile

Caregiver Non-Critical Alert Notification

There are a number of non-critical alert types that can be sent to the Caregiver, either by email or text message. To change these alert notifications, first click the **Non-critical Alerts** link on the corresponding Caregiver's row (refer back to Figure 10 on page 19). The **Alerts** page (shown below in Figure 13) appears. On this page, you may scroll through the list of non-critical alerts and click the corresponding email and/or text message icons to activate/deactivate the alert notification. If the icon is green, it is enabled for that alert type. You do not have to select a notification method for all of the alert types.

To enable a notification method, select the icon representing it. A green icon indicates it is enabled. It is not required that you select a method for all alert types.

Click here to return to the **Critical Alert Settings** page.

Alerts		
Non Critical Alert Type	Email	Text
Battery Charge Complete		
Battery Unplugged		
Battery Plugged		
Strap Fastened		
Strap Removed		
Device Unavailable Alert		
Gateway Offline Alert		
Device Available Alert		
Gateway Online Alert		
Strap Off Alert		
Strap On Alert		
Access Mode		
Battery Reminder		
Dial Up Status		
Back to Critical Alert Settings		

Figure 13. Setting Non-Critical Alert Notifications

Viewing myHalo User Account Information

The profile information of the myHalo User’s account consists of contact information (such as name, email address, phone number) as well as other important information to aid in the event of an emergency (such as medical information, hospital preference, etc.). When logged in as the myHalo User (i.e., not as the Caregiver), this information can be viewed by selecting **My Profile** from the **My Links** menu shown in Figure 14. The **Edit Profile** page is displayed. If any changes are needed on this page, contact technical support (1-888-971-HALO ext. 4256).

Select **My Profile** from **My Links** to navigate to the **Edit Profile** page.

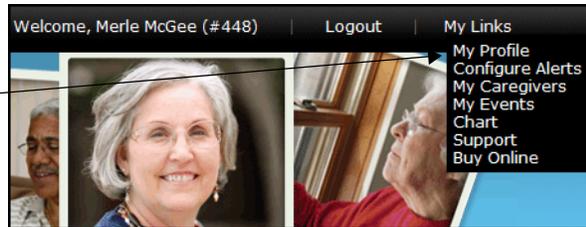


Figure 14. Accessing My Profile from My Links Menu

Edit Profile: Merle McGee

Please call tech support 1-888-971-HALO (4256) to make modification to this profile.

<p>Email [halo_senior@chirag.name]</p>	<p>Zipcode [60642]</p>	<p>Premises Access (Combination, Lockbox Code, Key Location) []</p>
<p>First Name [Merle]</p>	<p>Home Phone [9178178864]</p>	<p>Door to break into if no key []</p>
<p>Last Name [McGee]</p>	<p>Work Phone [9178178864]</p>	<p>Pet Information []</p>
<p>Address [1455 Grand Ave #3]</p>	<p>Cell Phone [9178178864]</p>	<p>Hospital Preference []</p>
<p>Cross St []</p>	<p>Time Zone [Venzon]</p>	<p>Hospital Number []</p>
<p>City [Chicago]</p>	<p>Sex (M/F) <input checked="" type="radio"/> Male <input type="radio"/> Female</p>	<p>Doctor Name []</p>
<p>State [IL]</p>	<p>Birth Date [9] [April] [2010]</p>	<p>Doctor Phone []</p>
<p><input type="button" value="Update"/></p>		
<p>Medical equipment in the home []</p>		
<p>Medications []</p>		
<p>Drug Allergies []</p>		
<p><input type="checkbox"/> Diabetes</p>		
<p><input type="checkbox"/> Cancer</p>		
<p><input type="checkbox"/> Seizures</p>		
<p><input type="checkbox"/> Stroke/CVA/TIA</p>		
<p><input type="checkbox"/> Cardiac history</p>		
<p><input type="checkbox"/> Pacemaker</p>		
<p>Additional Info []</p>		

Figure 15. Viewing myHalo User Profile

Viewing Events

Events are activities that are logged by the system that can range from normal events (like fastening the strap) to severe events (such as the myHalo User falling). Each event is logged by the system and viewed on the **All Events** page. You can view the **All Events** page by clicking **View All** in the **Recent Events** section of the Dashboard on the main page (shown in Figure 16).



Select **View All** to access the **All Events** page.

Figure 16. Accessing the All Events Page

When viewing the events listed on the **All Events** page, the most current event appears at the top of the list. Additional events can be viewed by scrolling to the bottom of the page and using the navigation arrows to continue through the additional pages (see Figure 17 on page 25).

NOTE: To return to the main page at any time, click **My Links** then **Chart**.

Choose a date range to view events for a specific time period if desired.

Begin Time (Central) End Time (Central) Event Type Alert Group

 OR

All Events | Brandon Hydrick (73)

Date/Time	Type	Description	Heartrate	Skin Temp.	Body Position
Mon Mar 29, 2010 at 06:34PM CDT	NORMAL	Device Unavailable (out of range or battery dead) for at least 5 minutes (server:Mon Mar 29, 2010 at 06:34PM CDT)	N/A	N/A	N/A
Mon Mar 29, 2010 at 05:54PM CDT	NORMAL	Device Available (back in range or battery alive again) (server:Mon Mar 29, 2010 at 05:54PM CDT)	76	93.3	Not Resting
Mon Mar 29, 2010 at 05:42PM CDT	NORMAL	Device Unavailable (out of range or battery dead) for at least 5 minutes (server:Mon Mar 29, 2010 at 05:42PM CDT)	84	92.3	Not Resting
Mon Mar 29, 2010 at 05:07PM CDT	NORMAL	Gateway Alarm button has been pushed for Brandon Hydrick on Mon Mar 29, 2010 at 05:07PM CDT (server:Mon Mar 29, 2010 at 05:08PM CDT)	92	89.0	Not Resting
Mon Mar 29, 2010 at 05:06PM CDT	NORMAL	Device Available (back in range or battery alive again) (server:Mon Mar 29, 2010 at 05:06PM CDT)	92	89.0	Not Resting
Mon Mar 29, 2010 at 05:05PM CDT	NORMAL	Gateway Alarm button has been pushed for Brandon Hydrick on Mon Mar 29, 2010 at 05:05PM CDT (server:Mon Mar 29, 2010 at 05:06PM CDT)	96	88.7	Not Resting
Mon Mar 29, 2010 at 04:22PM CDT	NORMAL	Device Unavailable (out of range or battery dead) for at least 5 minutes (server:Mon Mar 29, 2010 at 04:22PM CDT)	84	89.9	Not Resting
Mon Mar 29, 2010 at 04:18PM CDT	SEVERE	Brandon Hydrick(73) fell at Mon Mar 29, 2010 at 04:18PM CDT (server:Mon Mar 29, 2010 at 04:35PM CDT)	88	89.7	Not Resting
Mon Mar 29, 2010 at 04:18PM CDT	SEVERE	Brandon Hydrick(73) fell at Mon Mar 29, 2010 at 04:18PM CDT (server:Mon Mar 29, 2010 at 04:35PM CDT)	88	89.7	Not Resting

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Use the navigation buttons to view additional events.

Figure 17. Viewing Events

Event information includes the date and time the event occurred, the type of event, and a description of what happened. It also indicates the myHalo User's heartrate, skin temperature, and body position at the time of the event. There are three event categories: **SEVERE** - indicated in red; **CAUTION** - indicated in yellow; and **NORMAL** - indicated in green.

NOTE: *Heart rate, skin temperature, and strap on/off detection are provided with the myHalo Complete System only.*

Appendix A: Specifications

This appendix provides standard specifications for the *myHalo Personal Monitoring and Alert System*, including the strap worn by the myHalo User.

Intended Use

This product is intended to be used as a home health care personal monitoring and alert system for seniors (or other home health patients) and their Caregivers. The wireless transmitter contains an accelerometer that senses rapid change in direction such as a fall.

Technical

Power output: 1 mW maximum

Operating frequency: 2400 - 2483.5 MHz

Operating channel: 11

Operation mode: direct sequence spread spectrum (DSSS)

Data rate: 250 CBS max burst

Optimum Operating temperature range: 32 to 95° F

Optimal Storage temperature range: 0 to 113° F

Accuracy of heart rate monitor: ± 4 bpm, under steady state conditions

Physical Properties

Wireless Transmitter

Battery type: Factory installed lithium polymer (not user accessible)

Battery life rating: 1 year

Case: lexan (polycarbonate plastic)

Strap Material

Skin temperature sensor: copper with trivalent chrome finish or stainless steel

Strap material: polyurethane

Strap Type A Fabric: nylon, polyester, and natural rubber (latex)

Strap Type B Fabric: nylon, lycra, polyester, silk, and natural rubber (latex)

Appendix B: Indicators

The home gateway has multiple indicators on the front (see Figure 18) that provide information about its current state. These indicators are LEDs that illuminate in various colors, depending on the status. Refer to Table 3 for descriptions of each indicator.

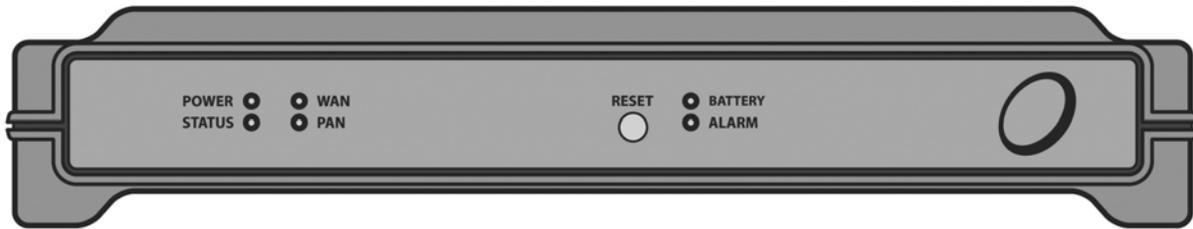


Figure 18. Home Gateway Front Panel

Table 3. Indicators

Indicator	Description
POWER LED	Solid green - The home gateway is powered on.
STATUS LED	Flashing green once per second - Conditions are normal.
WAN LED	The WAN LED represents the status of the Internet or phone line connection, depending on which method is being used. Internet connected systems: Solid green - The home gateway has established a connection with the health server. Solid red - There is a problem with the connection. Phone Line connected systems: Off - Normal Solid green - Normal, gateway is using the line. Solid amber - Line is in use or off-hook. Solid red - Gateway is unable to dial-in or communicate with the server.
PAN LED	Solid green - The home gateway has established a connection with the wireless transmitter. Solid red - There is a problem with the connection.
BATTERY LED	Solid green - The battery level is above 40%. Solid amber - The battery level is between 20% and 40%. Solid red - The battery level is below 20% and needs charging. Flashing - The wireless transmitter is plugged in and the battery is being charged. The LED color indicates the current charge level as specified above.
ALARM LED/ RESET Button	Solid red LED and audible alarm - An alarm condition is detected. To disable the alarm, press the RESET button on the home gateway's front panel.



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