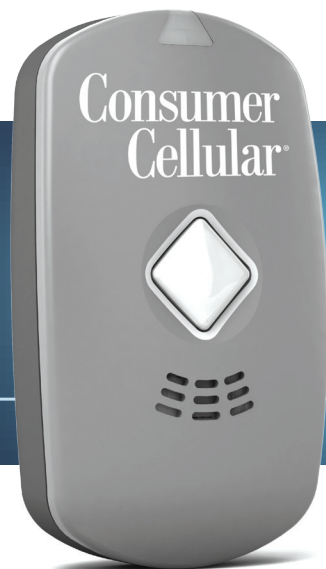
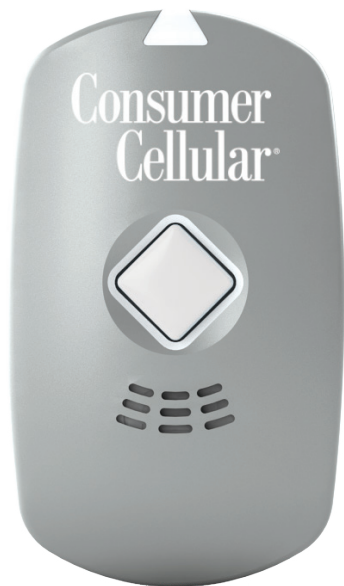




CONSUMER CELLULAR ALLY

INITIAL SET-UP GUIDE

Consumer Cellular®



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GET STARTED

This guide will help you set-up and activate your Ally. Please read through all of the steps on the following pages before using your Ally to ensure it is set-up correctly and ready for use. If you would like to learn more, we offer a wide variety of customer support options at the back of this guide, including the **HOW-TO VIDEOS** and **CONTACT US** sections. We're happy to help you!

Need More Information?

Visit our website at **ConsumerCellular.com/Ally**

Call us at **(800) 686-4460**



IMPORTANT

Your Ally is not ready for use until you have:

- ✓ Charged your Ally in the Charger for 4 hours
- ✓ Completed a call with the response team

ABOUT YOUR ALLY

Ally, a personal mobile responder, is cellular-enabled and designed to provide you personal emergency response services whether you are at home, away from home, and even in the shower or bath.

Ally is designed to detect if you've fallen, automatically call and allow you to speak with your response team, and provide information about your location. Your response team can then notify emergency services for you, if needed.

WHAT'S IN THE BOX



CHARGER



POWER CORD



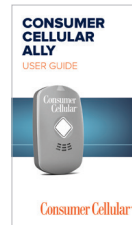
LANYARD



BELT CLIP



INITIAL SET-UP GUIDE



USER GUIDE

STEP 1

ACTIVATE YOUR ALLY

1. Plug the small round end of the Power Cord into the Power Port located in the back of the Charger. Plug the large end of the Power Cord into a standard wall outlet.
2. Place your Ally into the Charger.
3. Your Ally will turn on automatically and begin activation.
4. Follow the voice prompts until directed to connect to your response team.



STEP 2

CALL TO SET-UP

1. Press and hold the Call Button.
2. Your response team will answer shortly to customize your Ally and complete set-up.
3. After the call, charge your Ally in the Charger for 4 hours. Then it will be ready for use.



STEP 3

WEARING YOUR ALLY

Your Ally can be worn on a belt using the Belt Clip, or as a pendant around your neck using the Lanyard. If worn with the Lanyard, your Ally should be worn under clothing to prevent excess movement of the device.

TO ATTACH THE BELT CLIP OR THE LANYARD:

1. Align the notched side of the Clip with the notched area on the back.
2. Press inward until the Clip notches are nested within the Ally notches.
3. Firmly push the Clip toward the top of your Ally. It is secure when you hear a click or you can no longer see the notches on the Clip.



STEP 4

REVIEW USER GUIDE

The User Guide provides key information about your Ally, including important Safety Information. Please review it carefully and keep it nearby for reference.

If you have any questions, call Consumer Cellular at **(800) 686-4460**.

By activating your Ally you agree to the Terms of Use and understand the important Safety Information in the Ally User Guide.

QUICK REFERENCE

TURN YOUR ALLY ON

Press the **Call Button** and hold until the Battery Indicator flashes.

TURN YOUR ALLY OFF

Press the **Call Button** twice quickly; on the second press, hold for 7 seconds or until your Ally plays a message confirming your request to turn off. Press the **Call Button** again to confirm.

ALLY FUNCTIONS

1. **Cellular Indicator** shows cellular signal strength.
2. **Battery Indicator** shows battery status.
3. **Call Button** initiates a two-way call to your response team.



BATTERY INDICATOR

The battery indicator around the call button shows the level of battery charge.

BATTERY INDICATOR	STATUS	ACTION REQUIRED
Green	Good	Ready for use
Amber	Moderate	No action needed
Red	Low	Charge soon

The battery is designed to hold a charge for 36 hours but may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life.

CELLULAR INDICATOR

The cellular indicator at the top of your Ally shows the cellular signal strength.

CELLULAR INDICATOR	SIGNAL STRENGTH
Green	Strong
Amber	Moderate
Red	No Signal

A cellular signal may not be available in all areas.

NOTE: During Pre-Activation, when the Ally is placed into the charger for the first time, the Battery Indicator will flash between amber, blue, green, and red. At various times during the Activation and Set-Up as well as during normal use, you may see a blue light. Generally, this refers to a call being attempted, placed, or ended.

EMERGENCY CALLS

PLACE A CALL MANUALLY

To make an emergency call yourself using your Ally:

1. Press and hold the **Call Button**.
2. Listen for the alert tone, followed by the audio message: *"Calling your response team now. Please hold the device and position the microphone near your mouth to complete your call."*

Your Ally is designed so that your response team will answer your call, talk to you to assess your needs, and notify emergency services if appropriate.

AUTOMATIC CALL IF FALL IS DETECTED

When your Ally detects a potential fall, it is designed to automatically call your response team.

1. If your Ally has detected a potential fall, it will announce: *"A fall is detected. Calling your response team now. Please hold the device and position the microphone near your mouth to complete your call."*
2. If you have fallen and require assistance, push the **Call Button** once manually. Do not wait for your Ally to automatically place the call.

IMPORTANT



Your Ally requires adequate battery charge and cellular signal to make an emergency call. Some falls may not be detected even with adequate battery charge and cellular signal.



CONTACT US

If you have any questions about your service, our friendly U.S. based customer service representatives will be happy to help you. You can reach us at **(800) 686-4460**. You will be connected to a customer service representative for free.

If you are experiencing an emergency, contact your emergency response team by pressing the Call Button on your Ally device.

You can also go online to find answers to frequently asked questions by visiting **ConsumerCellular.com/Ally**

FOR MORE INFORMATION, VISIT
ConsumerCellular.com/Ally

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