

Consumer
Cellular™

IRIS ALLY GO

MEDICAL ALERT DEVICE.



QUICK START GUIDE

WELCOME.

Thank you for choosing Consumer Cellular for your safety and emergency response needs. This user guide contains everything you need to know about your IRIS Ally Go.

Your new **Medical Alert Device** features Emergency Response and two-way voice communication. With a simple help button, Emergency Response Agents are trained to provide help when needed most: **24 hours a day, 7 days a week, 365 days a year**. Worn on your wrist like a watch, it uses GPS, Wi-Fi, and cellular service to keep you protected.

*IRIS Ally Go does not include automatic fall detection.
If you need help, press the SOS button.

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WHAT'S IN THE BOX.

1. IRIS ALLY GO DEVICE

2. WRIST BAND

3. CHARGING CRADLE WITH CABLE

4. QUICK START GUIDE



DEVICE CONTROLS

SOS Button

Press and hold for 3 seconds to reach emergency support.

Power Button

Press and hold for 3-5 secs to turn on and off. Press and hold for 8 secs to reset device.



Time Button

Press to hear the current time.

Battery Level Button

Press to hear the current battery level.

LED

This light indicates the current status of your device.

**LED
BEHAVIOR****WHAT IT
MEANS****WHAT YOU
SHOULD DO**

SOLID BLUE LIGHT	Power key pressed and powering on	No action needed
FLASHING BLUE LIGHT (Every 30 seconds)	Device is connecting to network	Please wait while the device connects
SOLID BLUE LIGHT	SOS call in progress	Speak directly with the response agent
FLASHING RED LIGHT (every 30 seconds)	Charging in progress	Leave device on charger
SOLID RED LIGHT	Device is fully charged	Device is ready to use
FLASHING RED LIGHT (every 30 seconds)	Critically low battery	Charge immediately
NO LIGHT	Device is off or battery depleted	Turn on device or charge

FIRST TIME SET UP

STEP 1: CHARGE YOUR DEVICE

1. Place the Ally Go into the charging cradle, aligning the charging contacts on the back of the device with the cradle.
2. Connect the cradle to a power source using the included cable.
3. The LED will indicate that the device is charging correctly.
4. Allow the device to fully charge before first use.

STEP 2: TURN ON YOUR DEVICE

1. Press and hold the Power button until you hear a startup sound or see the LED light up.
2. Wait for the device to complete startup before proceeding.

STEP 3: PLACE A TEST CALL

1. Press and hold the SOS button to place a test call to our Response Center.
2. An agent will answer and confirm that your device is working correctly.
3. Tell the response agent you are performing a test call.

✓ **Note: If your device does not connect, call Customer Support at (888) 760-8929**

HOW TO USE

ACTION	HOW TO DO IT	WHAT HAPPENS
CALL FOR HELP	Press and hold the SOS button	The device connects you to emergency support — speak directly into the device
HEAR THE TIME	Press the Time button once	The device announces the current time
CHECK THE BATTERY LEVEL	Press the Battery Level button on the bottom side of the device	The device announces the current battery level
TURN ON	Press and hold the Power button on the upper side of the device	The device powers on and indicates startup
TURN OFF	Press and hold the Power button until shutdown begins	The device powers off

CHARGING



CHARGING YOUR DEVICE

1. Place the Ally Go into the charging cradle, aligning the charging contacts on the back of the device with the cradle
2. Once properly placed, the LED will indicate the device is charging.
3. When fully charged, the LED will indicate that the device is ready for use.

✓ **Charge your device every night** to make sure it is ready when you need it most. If you placed an SOS call, your battery may have drained faster than usual, so charge your device as soon as possible.

DAILY WEAR

DAILY WEAR

The Ally Go is designed to be worn on your wrist like a watch throughout the day, at home and on the go. Wearing your device consistently is what makes it work for you.

- Wear it every day for the best protection
- Keep it on throughout the day, whether at home or out
- Consistent daily wear helps ensure the device is available when you need it

WATER & CARE

The Ally Go is IP67 water resistant and designed for everyday exposure to water, including shower use. It can handle everyday exposure to water during normal daily activities.

✓ **Note:** The device is water resistant but should not be submerged in water.

WHEN TO USE IT

WHEN TO USE IRIS ALLY GO

Press the SOS button any time you need emergency assistance, including when:

- You feel unwell and need help
- You need help after a fall and can press the button
- You feel unsafe or in danger
- You need emergency assistance of any kind



GPS Location
Tracking



Help Button
24 Hours a Day



Water
Resistant



IMPORTANT INFORMATION

IMPORTANT THINGS TO KNOW

- The Ally Go requires a charged battery and cellular coverage to connect to emergency support
- Location accuracy may vary depending on your environment
- This device does not include automatic fall detection — you must press the SOS button to call for help
- The Ally Go is intended for use in the United States only
- This device is not a replacement for 911 in all situations
- We recommend performing regular test calls to confirm your device is working properly

WE'RE HERE TO HELP

If you have questions or need assistance with your device, our support team is available to help.

Phone: (888) 760-8929

Website: [ConsumerCellular.com](https://www.ConsumerCellular.com)



Scan the QR code to visit our support page directly.

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