

Consumer
Cellular

USER GUIDE

IRISALLY

MEDICAL ALERT DEVICE



WELCOME.

Thank you for choosing Consumer Cellular for your Medical Alert needs. This user guide contains everything you need to know about your IRIS Ally.

Your new **Medical Alert Device** features Emergency Response and Fall Detection. Emergency Response Agents are trained to provide help when needed most: **24 hours a day, 7 days a week, 365 days a year.**

**NEED ASSISTANCE?
WE'RE JUST A PHONE
CALL OR CLICK AWAY.**

(888)760-8929
ConsumerCellular.com/Ally

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HELP BUTTON
24 HOURS A DAY



GPS LOCATION
TRACKING



WATER
RESISTANT



FALL
DETECTION

ABOUT YOUR DEVICE.

And Features.

- ✓ Nationwide Coverage
- ✓ GPS Location Tracking
- ✓ Fall Detection
- ✓ Long-lasting Battery
- ✓ 2-Way Voice
Communication
- ✓ U.S. Based Customer
Service
- ✓ Help Button
- ✓ Shower Safe &
Water Resistant

**WHAT'S IN
THE BOX.**

1. IRIS ALLY

**2. CHARGING
CRADLE**

3. BELT CLIP

4. LANYARD



DEVICE FUNCTIONS



1. SPEAKER/MICROPHONE

Allows 3-way conversation between the Emergency Response Center and 911.

2. STATUS LIGHT WHEN WEARING

Flashes blue when actively monitoring. Flashes red when out of cellular range.
See status light chart in this user guide.

3. HELP BUTTON

Press and hold to call the Emergency Response Center.

4. LANYARD SLOT

Snap in the lanyard to wear around your neck.

5. CHARGING CONTACTS

Allows charging with the included charging cradle.

6. BATTERY TEST BUTTON

Press and hold to hear the battery status.

7. CHARGING CRADLE LIGHT

A red status light means the charging cradle is receiving power.

8. LANYARD

Attach to lanyard slot.

9. BELT CLIP

Snap to the back of the device to clip onto your belt or waistband.

ADDITIONAL ACCESSORIES

Available for purchase at:
My.ConsumerCellular.com

FIRST TIME SETUP.

Now it's time to setup your IRIS Ally. Your device comes activated from Consumer Cellular and there are only a few steps left to get you up and running.

STEPS

- ✓ Charge your IRIS Ally.
- ✓ Power your IRIS Ally.
- ✓ Perform a test call.

Detailed instructions for each step on the following pages.

IMPORTANT

If for any reason your IRIS Ally does not connect to the Emergency Response Center when pressing the button, please call our support line at: **(888) 760-8929** to let them know activation has failed.

CHARGING & TEST.



STEP ONE

Once out of the packaging, plug the charging cradle into an outlet.



STEP TWO

Place your IRIS Ally into the charging cradle to power up and begin charging. Your IRIS Ally needs to charge for a **full two hours** before it's ready for action. When fully charged the light will be solid blue.







**HELP
BUTTON**

STEP THREE

Once charged, perform a first-time test by **pressing and holding** the **Help Button** until you hear “**Calling the Emergency Call Center**” and are connected with an agent who will update your emergency contacts and any personal information.

STATUS LIGHTS WHEN USING YOUR IRIS ALLY.

PULSING BLUE		
SOLID BLUE		
FLASHING RED		
NO LIGHT		

WEARING**IN CHARGING CRADLE**

Ready and actively monitoring.

Ready and actively Monitoring.

Calling the Emergency Response Center.

Battery fully charged.

Out of cellular range.

Charging

Battery is depleted or powered off, place in charging cradle.

Not charging.
Ensure charging cradle is plugged in.

HOW TO USE YOUR IRIS ALLY.

HOW TO TURN ON

Place the IRIS Ally in the charging cradle, or press and hold the Help button for 3 seconds.

HOW PLACE AN EMERGENCY CALL

Press and hold the call button for 3 seconds.

HOW TO CANCEL AN EMERGENCY CALL

While the IRIS Ally is connecting press and hold the call button for 3 seconds.

HOW TO TURN OFF

Press the call button 3 times. When prompted, press and hold to confirm.

HOW TO CHECK THE BATTERY STATUS

Press and hold the battery test button for 2 seconds.

HOW TO CHARGE

Make sure the gold contacts are clean and dry, then insert the device into the charging cradle.

**WHEN TO
USE YOUR
IRIS ALLY.**

Your IRIS Ally provides connection to the Emergency Response Center and emergency services.

EXAMPLES OF WHEN TO CALL FOR HELP.

- ✓ You have fallen and are in need of assistance.
- ✓ You're having unusual shortness of breath.
- ✓ You're having unusual chest pain, or tingling in your arm.
- ✓ Any reason that requires medical attention.

REMEMBER

These are only examples, if you are ever in doubt, don't hesitate to press the Help Button and call for the *Emergency Response Center*. An agent will be there to assist you.

**WHERE TO
USE YOUR
IRIS ALLY.**

WEAR IRIS ALLY ON THE GO

Your IRIS Ally is **completely mobile** and can be used with our nationwide cellular coverage.

In the event there is no cellular coverage, the IRIS Ally will flash red while wearing the device.

If the call cannot be placed due to no cellular connection the device will announce, “Call failed”, try again. Attempt to place the call again or move to an area with better cellular service.

ALWAYS WEAR YOUR IRIS ALLY

It's water resistant and can be worn in the shower, but not submerged. Take it with you in the car, shopping, in the yard, and wherever you go.

MAKING A CALL.

When you press the **Help Button** you will be connected to the Emergency Response Center to speak with a response agent.

If you need assistance, the response agent can call 911 emergency services and alert your emergency contacts like loved ones, a neighbor or friend.

Note: If you accidentally press the help button, press and hold again to cancel the call. Emergency first responders like fire or EMT will not automatically show up at your door if you accidentally make a call.

FALL DETECTION.

NOTE: Fall Detection does not detect 100% of falls. You should always press the help button when you need assistance.

1. If a fall is detected, your IRIS Ally will say “fall detected” and automatically call the Emergency Response Center and you will hear “Calling the Emergency Call Center.”

2. IRIS Ally will connect you to an agent who will assist you and contact emergency response if needed.

3. If you do not need assistance, press the help button for 3 seconds to cancel the call.

4. If you do not hear “Calling the Emergency Call Center” after falling and you need assistance, immediately press the help button.

Fall detection does not work if the IRIS Ally is powered off.

IRIS ALLY SETTINGS.

LOGIN TO YOUR CONSUMER CELLULAR ACCOUNT.

UPDATE ACCOUNT INFORMATION & EMERGENCY CONTACTS:

After logging in, you can update your address, telephone number, secondary address and more.

You can also add, edit and remove emergency contacts.

KEEP IN MIND.

Your IRIS Ally requires adequate battery charge and cellular signal to make an emergency call.

Please notify us if there are any changes to your address, phone number or an emergency contact.

Perform weekly test calls to the Emergency Response Center. (Recommended but not required).

✓ Your IRIS Ally is water resistant and can be worn in the shower but do not submerge the device.

✓ Your IRIS Ally uses GPS and cellular technology to identify your location and communicate. The IRIS Ally's location, service availability, and other issues may disrupt calling the Emergency Response Center.

✓ The lanyard is designed with a magnetic clasp to breakaway under certain conditions; however, any cord worn around the

neck can pose a risk of strangulation, including the possibility of serious injury or death.

✓ Your system is designed to always be ON except when taking it on an airplane.

✓ **Please note:** This service and device will not function outside of the United States.



SCAN CODE

To learn more
about Iris Ally.

Consumer Cellular®

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trademarked by their respective manufacturers.
Phones are limited to stock on hand.

Need help? Call **(888) 760-8929**
or visit **ConsumerCellular.com**