Congratulations!

You're a few steps away from staying connected to your caregiver and first responders.

LET'S GET STARTED ▶

Freedom Alert Plus

Your Freedom Alert Plus

Actual Size

INCLUDED ACCESSORIES

- Belt Clip
- Lanyard
- USB-A Charging Cable
- 5V USB Power Supply

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Device Features

- Built-In Fall Detection Technology
- Two-Way Communication
- Direct Connection to First Responders
- Call Friends and Family with the Press of a Button
- Wi-Fi Enabled
- No Monthly Fees Required
- FREE Care Village Mobile App

1 EMERGENCY BUTTON:
Push and hold to call your caregiver or first responders

2 SIDE BUTTON:
Powers device on and off

3 MICROPHONE

4 SPEAKER:
Two-way voice communication with caregiver and first responders

5 LANYARD SLOT:
Attach the lanyard to the device

6 CHARGING PORT:
Compatible with a USB-A Charging Cable and 5V Power Supply

Care Village App

Freedom Alert Plus pairs with the Care Village app to allow device users to connect with a caregiver and first responders at the press of a button.

- Caregiver notifications for when a device user needs help
- 3-way calls with first responders
- Battery status monitoring
- Wi-Fi connection monitoring
- Device history
- Device status

**Download the
Care Village App
for iOS and Android**

Download on the **App Store**   GET IT ON **Google Play**

Setting Up a New Device

STEP 1: To set up the device, you will need:
- A fully-charged Freedom Alert Plus
- An active email address
- A 2.4 GHz Wi-Fi network
- A mobile phone with access to the Apple App Store or Google Play Store

STEP 2: Plug the USB-A charger into the device charging port and allow it to fully charge

STEP 3: Download the Care Village companion app in the Apple App Store or Google Play Store

STEP 4: Open the app and follow the steps to create an account

STEP 5: Follow the in-app instructions to set up or log in to your account

STEP 6: The app will ask for a QR code for Bluetooth pairing. The code will be displayed on the device screen

STEP 7: Return to the app home screen and follow the prompts to add a device and complete setup

STEP 8: The device will begin a test automatically after a successful set up and any time it powers on. To complete the test, swipe right through the results until you reach the home screen

Congratulations - you have set up your device!

Charging Your Device

STEP 1: Find the USB-A cable and power supply that comes with Freedom Alert Plus

STEP 2: Plug the cable into the charging port at the bottom of the device

STEP 3: The screen will show it is charging and a message will appear when the device has charged completely

TIP:
Fully charging your device will take about 45 minutes

Monitoring Your Device

IN-APP DASHBOARD

This tab provides a history of all events and notifications that have occurred with the Freedom Alert Plus device paired with your app.

Event notifications include:

- Emergency events
- Device issues
- System notifications

TESTING YOUR DEVICE

Freedom Alert Plus runs automatic tests in the background daily. A manual device test can also be performed at any time.

STEP 1: On the device home screen, tap to run the device test

STEP 2: The device will display and announce:

- Battery: Ok or Recharge Soon
- Wi-Fi coverage: Ok, Low or No Coverage
- Fall detection: On or Off
- Version numbers

STEP 3: Swipe right until you return to the home screen; this means the test is complete

Emergency Calls

STEP 1: The device will call first responders or the chosen caregiver, based on the selected contact

STEP 2: Once the push notification is clicked, the caregiver can "accept" the call or choose to check in

STEP 3: Once the caregiver clicks "accept", a two-way call is started. The device user can then relay the emergency

STEP 4: To end the call, the user can push the side button for 2 seconds

Receiving an Emergency Call as a Caregiver

In the Event of an Emergency, Forward the Call to First Responders

STEP 1: Once a call is started, the caregiver must click on a notification from the Care Village app

STEP 2: Choose to "accept" the call

STEP 3: If you "accept" the call, you will be connected directly to the device user

STEP 4: If the emergency is serious, you can press the call-forwarding button to connect with first responders

STEP 5: A three-way call between the caregiver, device user, and first responders will begin

STEP 6: The device user or caregiver must communicate the emergency and any additional information on the device user's condition and location

STEP 7: Once first responders hang up, the caregiver and device user can stay on the line until help has arrived

Customer Support

WARRANTY INFORMATION

To register your FREE 1-year limited warranty, go to:

- https://www.logicmark.com/warranty-manuals/

DISCLAIMERS

Privacy Policy:

- https://www.logicmark.com/privacy-policy/

Terms and Conditions:

- https://www.logicmark.com/terms/

Important Product Information

MANUFACTURER RECOMMENDATIONS

- This device is not intended for mobile use outside of the home. In addition, it is not recommended as a travel solution.
- Caregivers must have the accompanying app and a smartphone to utilize this device.
- The device requires a 2.4 GHz Wi-Fi network.
- Freedom Alert Plus meets IP-67 (3' for 30 minutes) waterproof standards. This device is safe for showering and bathing; it is not intended for swimming.

FCC INFORMATION, FCC ID: TYD-FA60911

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.

NOTE: 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 instructions, may cause harmful interference to radio communications.

Important Product Information

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, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue.

Device types Connected Personal Emergency Response System (PERS) device (FCC ID: TYD-FA60911) has also been tested against this SAR limit.

This device was tested for typical body-worn operations with the back of the handset kept 5mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 5mm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

Freedom Alert Plus

Connected. Safe.
Independent.

✳ LogicMark