

## Trademarks & Patents

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All other trademarks mentioned in this document are the property of their respective owners.

## 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 Manual.

### Limited Lifetime Warranty on Select Products

Select products have a limited lifetime warranty. Any defective part will be replaced or repaired if used in the manner described in the user manual. 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:

1. Home Gateway
2. Chest strap 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

You can contact Halo Monitoring online at <http://www.halomonitoring.com>, phone: 1-888-971-HALO (4256), or email: [support@halomonitoring.com](mailto:support@halomonitoring.com).

## Warnings and Disclaimers

- If you have a pacemaker or other intravenous cardiac device, DO NOT use the myHalo chest strap and transmitter before consulting with a physician.
- If you have a known skin allergy, or if you suspect an allergic reaction from using the myHalo chest strap and transmitter, please check the materials listed in *Appendix A: Specifications* on page 21 under **Technical Specifications** before using the myHalo product.

## Regulatory Information

UL 1637 (Home Health Care Signaling Equipment)

UL 1635 (Digital Alarm Communicator System Units)

### Federal Communications Commission (FCC) Information Statement

The following FCC information applies to both the chest strap transmitter (FCC ID: WS91002) and the home gateway (FCC ID: WS91006). The technician should verify operation during the initial installation, however the user may need to take action if problems occur later.

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 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 chest strap: 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 will provide you with the information necessary for wearing and caring for the system. It will also explain how to access the web portal and manage account settings.

## Features of the myHalo System

The myHalo system is designed for seniors 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 users who are temporarily unable to call for help to still be protected.

The myHalo system provides:

- Advanced fall detection and alerts without user initiation since the chest strap transmitter is able to detect most falls and automatically contact the call center
- Monitoring and tracking vital signs such as heart rate and level of activity, plus skin temperature 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 user and/or caregiver
- Comfortable wireless chest strap and transmitter

## Equipment Included

- One chest strap and one transmitter (optional second chest strap if purchased)
- Home gateway with wireless interface to the chest strap transmitter
- Power adapter for the home gateway and a power adapter for charging the chest strap transmitter battery
- Two cables for use during installation of the home gateway
- Quick Start and User Guide

## Installation

The myHalo system is to be installed by a trained technician to help ensure that everything is working as intended and to answer any initial questions you may have.

## Additional Requirements for Installation

### 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 the 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 computer with:

- An Internet connection.
- Internet Explorer® 7 (or later) or Mozilla Firefox® 2 (or later).

- Adobe® Flash Player® 9.0.124 or later.
- Optional: A cellular phone with text messaging support.

## Guide Contents

Wearing and caring for the monitor requires only a few steps. These items are explained in the following sections:

- *Wearing the Halo Transmitter* on page 5
- *Charging the Battery* on page 6
- *Frequently Asked Questions* on page 7

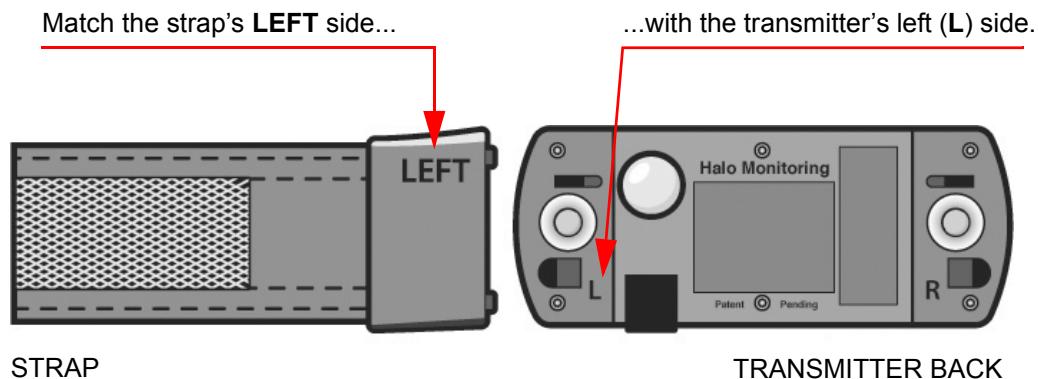
Accessing the web portal by the user or the caregiver is quite simple and managing the account settings (once you are logged in) requires knowledge of just a few details. Web portal access is explained in the following sections:

- *Logging in to the System* on page 9
- *Understanding the Main Page* on page 10
- *Managing Account and Caregiver Settings* on page 13
- *Viewing Events* on page 19

## Wearing the Halo Transmitter

### Step 1

Remove the strap and the transmitter module from the myHalo box. Loosen the strap and 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.

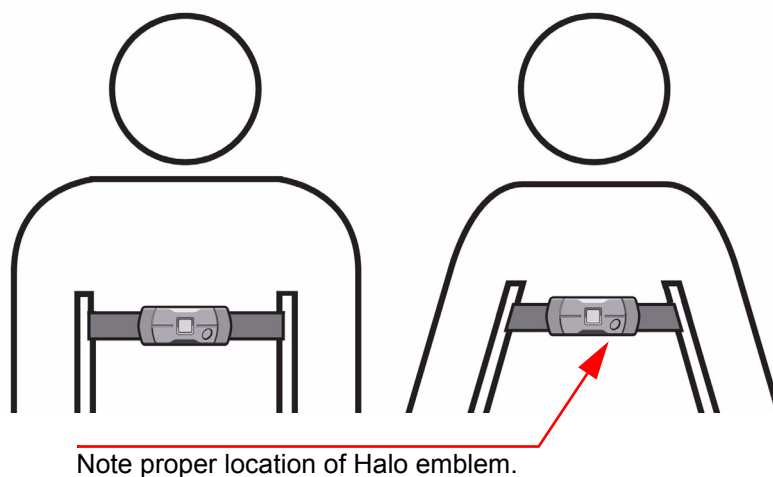


**Figure 1. Connecting the Strap to the Transmitter**

### 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. The silver button sensor on the back of the transmitter should be touching your skin.



**Figure 2. Proper Fitting of the Transmitter**

### Step 3

Adjust the strap to fit properly. Follow these simple guidelines and refer to Figure 2 on page 6 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.

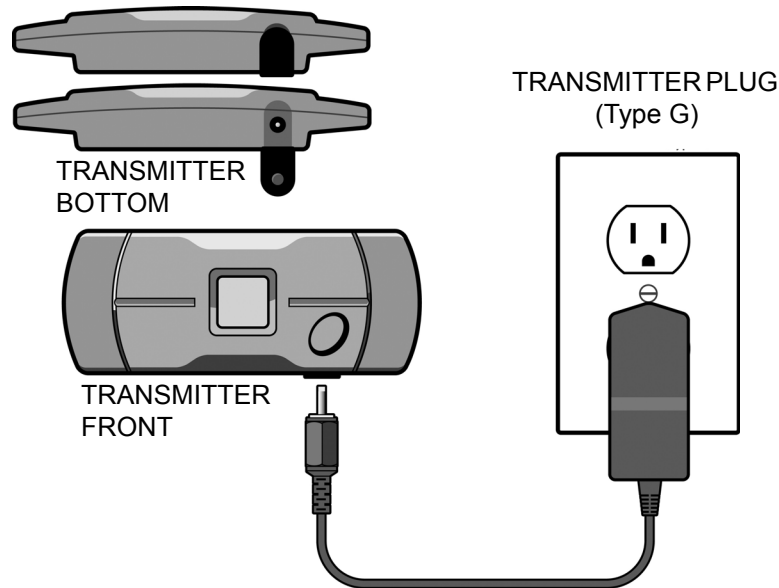
**CAUTION!** Although the transmitter is water resistant, it cannot be submerged in water. Do not wear the device in a pool or bathtub. Showering while wearing the device is fine as long as the battery charger port cover is closed.

## Charging the Battery

Keep the 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 by disconnecting one of the snaps using a slight twisting motion to unsnap the strap from the transmitter module.
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 3.

3. Remove from the charger after 1 to 1.5 hours or when the battery is fully charged (see *Frequently Asked Questions* on page 7, item #1). Close the battery plug (to ensure the device remains water tight) and put the strap back on your body.



**Figure 3. Charging the Battery**

## Frequently Asked Questions

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](http://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 transmitter battery requires charging promptly.

Q: I want to remove the strap 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 can be removed for short periods of time. If you forget to replace the strap, a notification reminder is sent to your caregiver. A second strap can be purchased for use while the other strap is being laundered and/or drying.

Q: What happens if I push the grey button?

A: While the 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 will attempt to call you at home and/or your designated caregiver(s). If the operator does not receive an answer, they will call an emergency responder.

Q: How do I know my system is working?

A: If you see a green **WAN** light and a green **PAN** light on your home gateway, then everything is working properly. Your home gateway device is also in constant communication with our central monitoring system, so we can detect any issue quickly. If we detect that your device is not working for any reason, we will notify your caregiver so the problem can be resolved quickly.

Q: How do I clean my strap and 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, 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 chest strap 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 chest strap 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 chest strap 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 chest strap 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?

A: You can contact Halo Monitoring online at <http://www.halomonitoring.com>, phone: 1-888-971-HALO (4256), or email: [support@halomonitoring.com](mailto:support@halomonitoring.com).

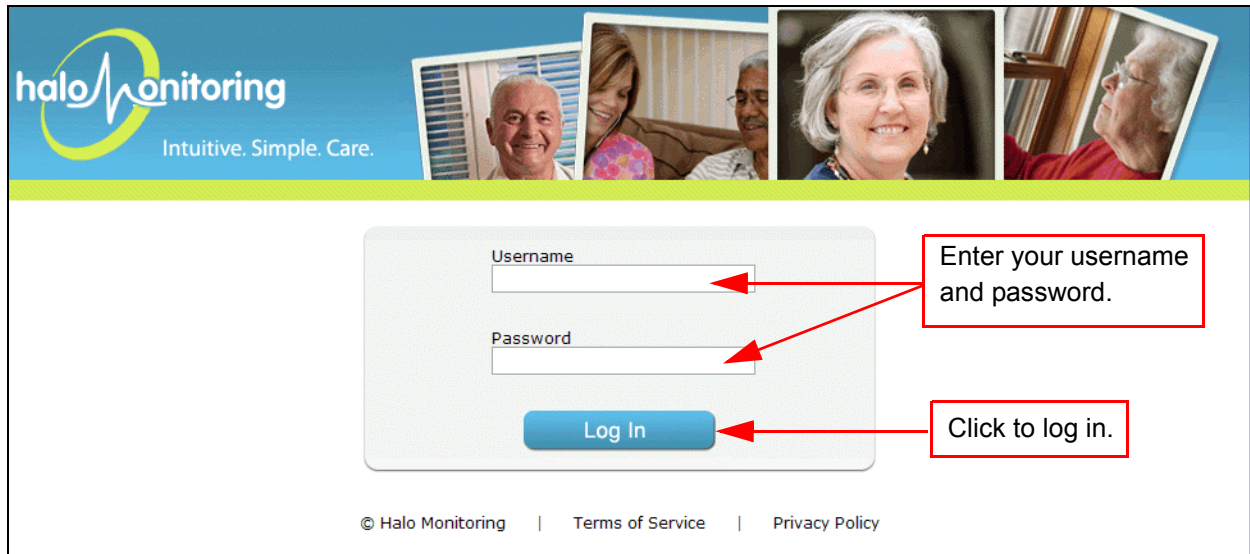
## Navigating the Web Portal

Monitoring your loved one from the web portal is easy. Becoming familiar with a few web pages provides you with the necessary tools for successfully using the system. This section explains navigating and using the different areas of the web portal.

### 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. Use either Internet Explorer<sup>®</sup> 7 (or later) or Mozilla Firefox<sup>®</sup> 2 (or later) as they are the only browsers supported by the myHalo system. Enter the web address <http://www.myhalomonitor.com>. Log in with your username and password as shown in Figure 4.



**Figure 4. Web Portal Log In Page**

## Understanding the Main Page

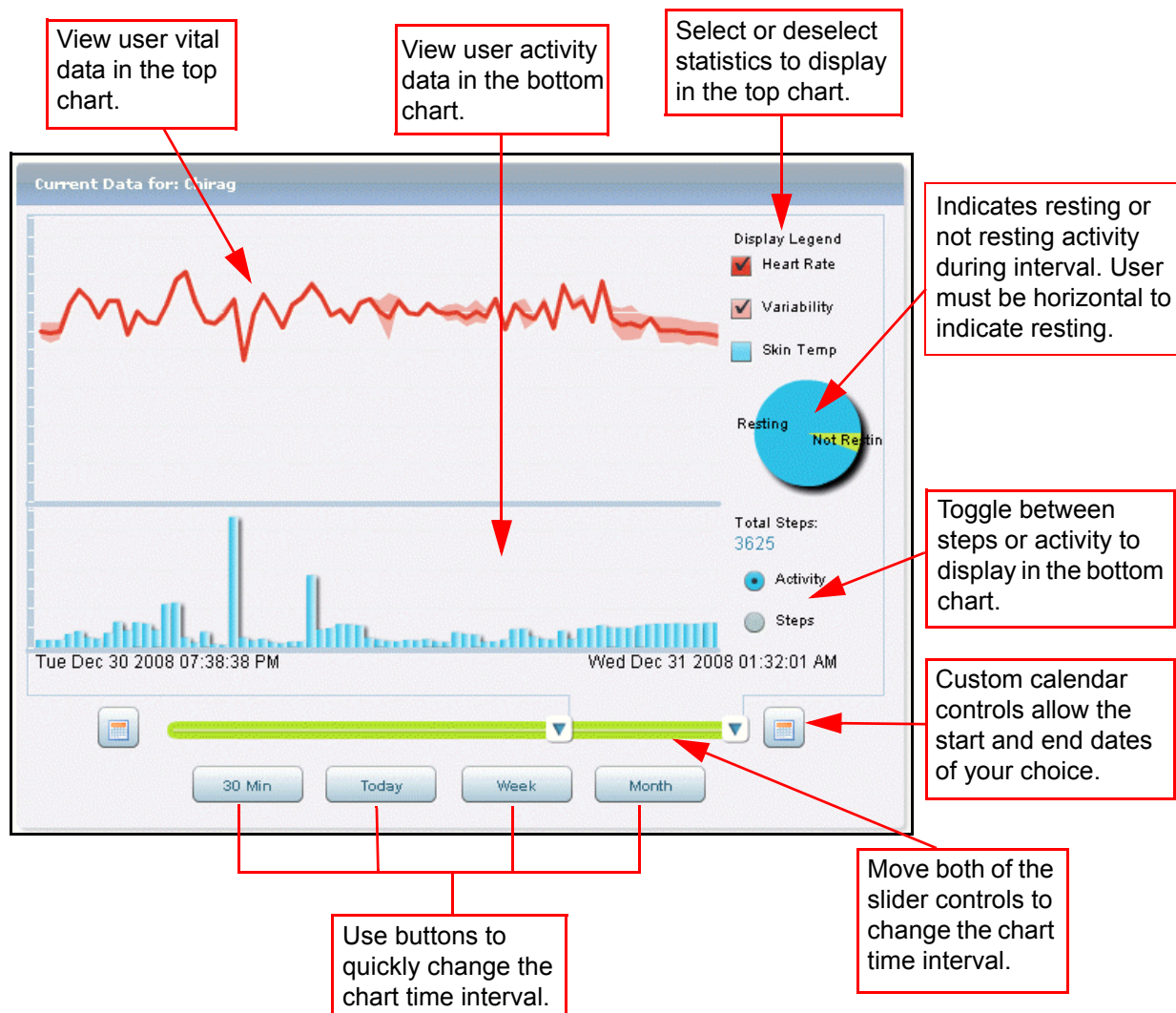
The main page is displayed each time you log in to the web portal. This page has two general areas that provide you with the information being gathered by the transmitter. The two areas are the Chart and the Dashboard. These two areas are shown in Figure 5 and explained in *Using the Chart* on page 11 and *Using the Dashboard* on page 12.



**Figure 5. 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 user's heart rate, variability, and skin temperature. Each of these items can be hidden from view by deselecting the checkbox to the right of the chart. The bottom graph toggles between the number of steps they have taken or their activity level. Activity information is also summarized in the pie chart on the right indicating either resting or not resting. The user must be horizontal for the system to register them as resting. You can switch between steps and activity by selecting the radio button in front of the appropriate item to display. Specific details are displayed on the chart at any point in time by hovering the mouse arrow over an area on the chart.



**Figure 6. The Chart**

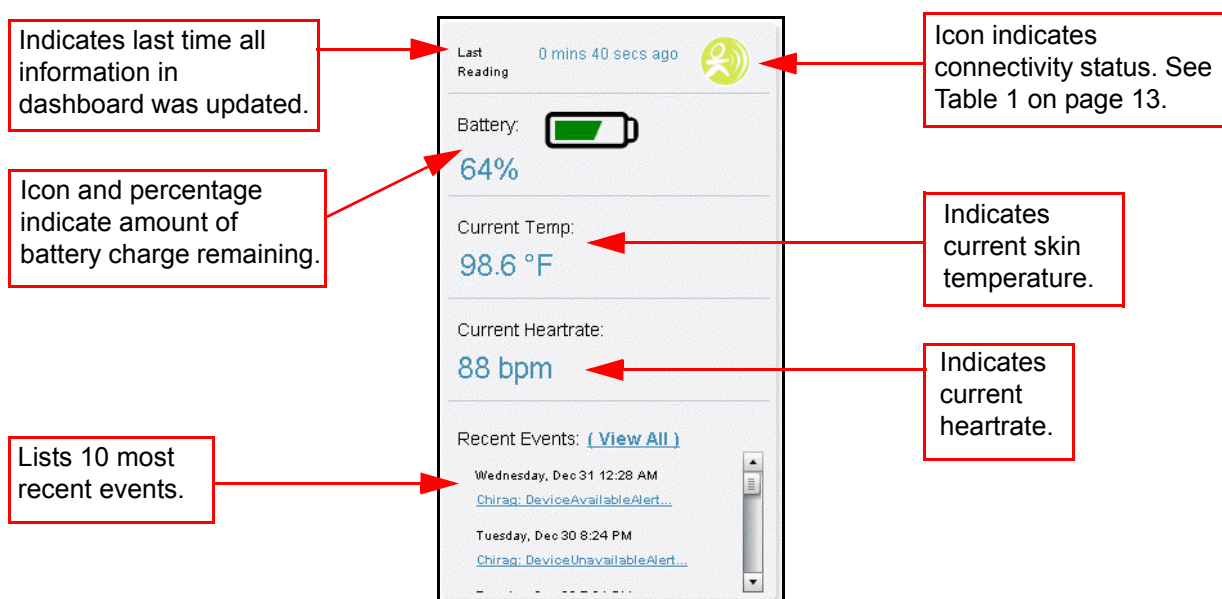
The time interval shown in the chart can be altered by clicking and dragging either side of the slide bar at the bottom of the chart. The date and time displays in the boxes provided on either side

of the slide bar. Buttons are provided to quickly change the time period shown as **30 Min, Today, Week, or Month**.

## Using the Dashboard





The second general area of the main page is the Dashboard. This area indicates the current status of the strap, the battery level remaining in the transmitter, the last time the information was updated, as well as the current skin temperature and heart rate. See Figure 7 for more details.

The Dashboard also lists the 10 most recent events. These events can range from the strap being fastened, to a user falling. More details can be viewed for any of the events by clicking on its hyperlink (the underlined item in blue). These events are explained in greater detail in the section *Viewing Events* on page 19.



**Figure 7. Dashboard**

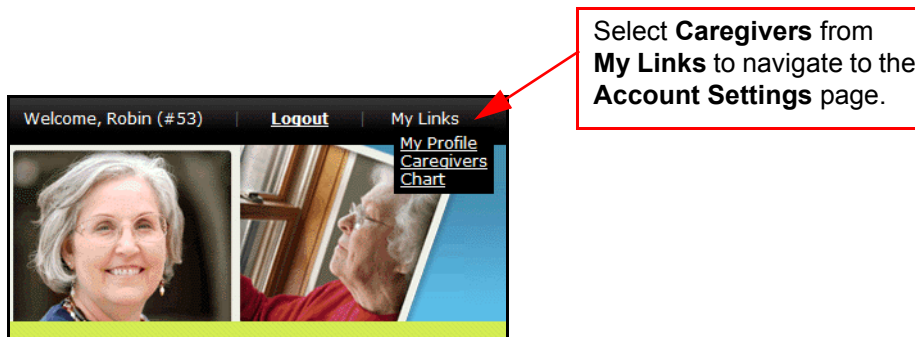
**Table 1. Dashboard Status Icon Descriptions**

| Icon  | Description   |
|---|---|
|  | In range. The user is in range of the home gateway and the strap is fastened. |
|  | Unhooked. The strap is not fastened.  |
|  | Device unavailable. The transmitter is out of range or the battery is dead.   |
|  | Offline. The home gateway is offline.   |

## Managing Account and Caregiver Settings

Several caregiver accounts can be created to monitor the user. To access this portion of the web portal, use the **My Links** selection from the menu bar at the top of the page (shown in Figure 8). Select **Caregivers** from the drop-down list. This will open the **Account Settings** page shown in Figure 9 on page 14. The following topics are some of the tasks that can be performed from this portion of the web portal:

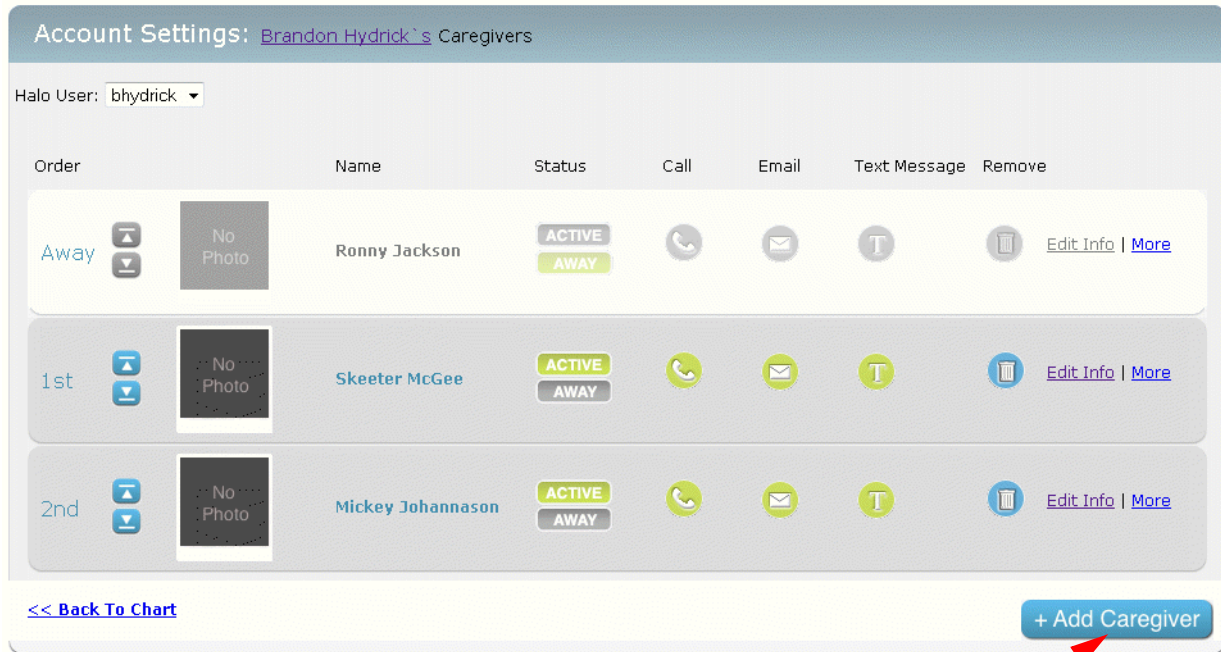
- *Add a New Caregiver* on page 14
- *Changing Settings for Panic Button and Fall Detection Notification* on page 15
- *Changing the Order of Caregiver Notification* on page 15
- *Changing a Caregiver’s Status* on page 15
- *Editing Your Profile* on page 16
- *Changing Your Password* on page 17
- *Setting Non-Critical Alert Notification* on page 17



**Figure 8. Using My Links**

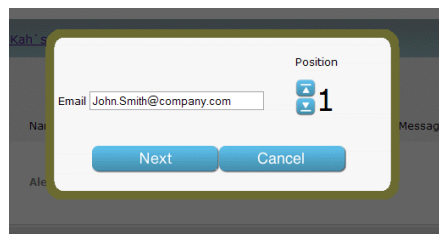
## Add a New Caregiver

1. Select the **Halo User** from the top left portion of the page.
2. Select **Add Caregiver** from the bottom right portion of the page (as shown in Figure 9). This will open a dialog box.
3. Enter the email address for the new caregiver and select **Next** (as shown in Figure 10). An email will be sent to the caregiver for them to activate their account.



Select to add a new caregiver.

**Figure 9. Creating a New Caregiver Account**



**Figure 10. Adding a New Account**

Once the caregiver has activated their account, they can set up their preferred method (or methods) for being contacted. This can be one, two, or all three of the following: phone call, email, or text message. Select the icon under each heading to activate it. A green icon indicates that the notification type is enabled. Be sure to check the **Edit Info** page to make sure the phone

numbers and email addresses are correctly entered. Refer to *Setting Non-Critical Alert Notification* on page 17 to select which types of events notify the caregiver.

### Changing Settings for Panic Button and Fall Detection Notification

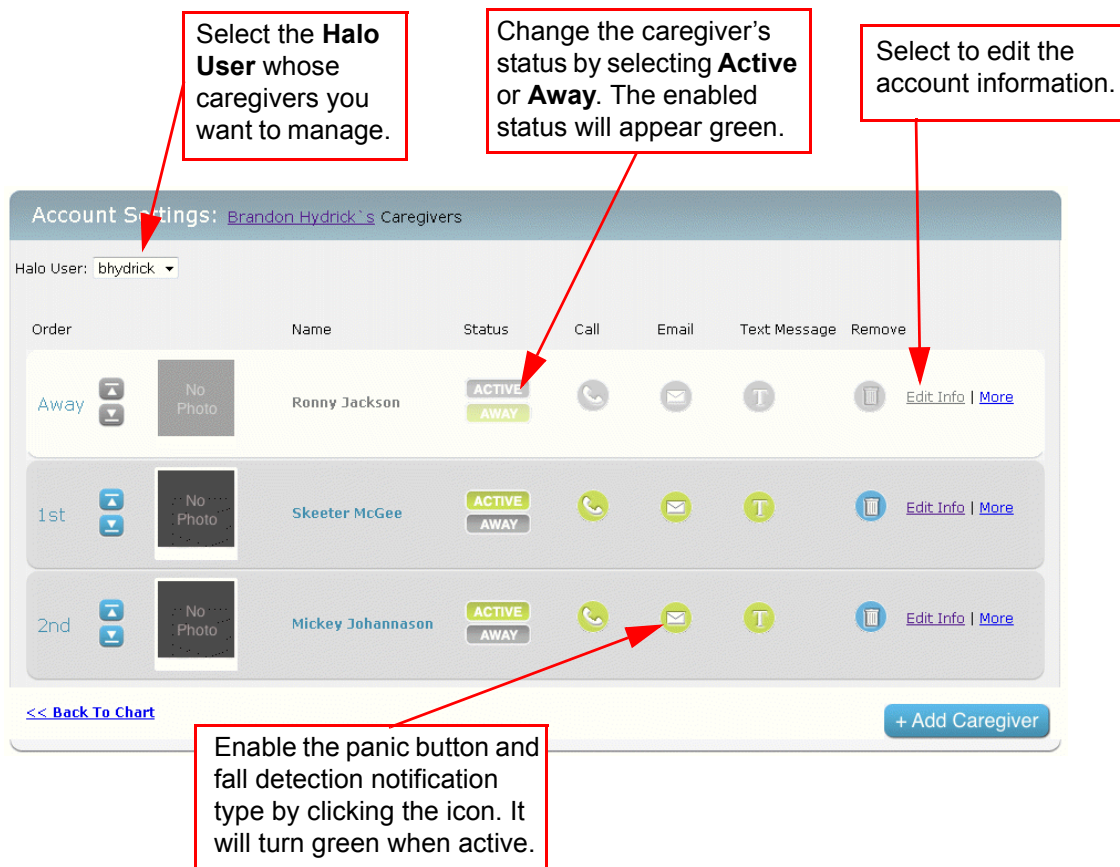
The settings shown in Figure 11 apply to panic button and fall detection notification only. For other non-critical alerts, select **More** from the caregiver's profile to configure which alerts they will receive. This is explained in the *Setting Non-Critical Alert Notification* on page 17.

### Changing the Order of Caregiver Notification

The order in which the caregivers are displayed is the order in which they are contacted when an event occurs. Once the new caregiver has been added, their order can be changed by clicking and dragging the user box either above or below another user on the page. (See Figure 11.)

### Changing a Caregiver's Status

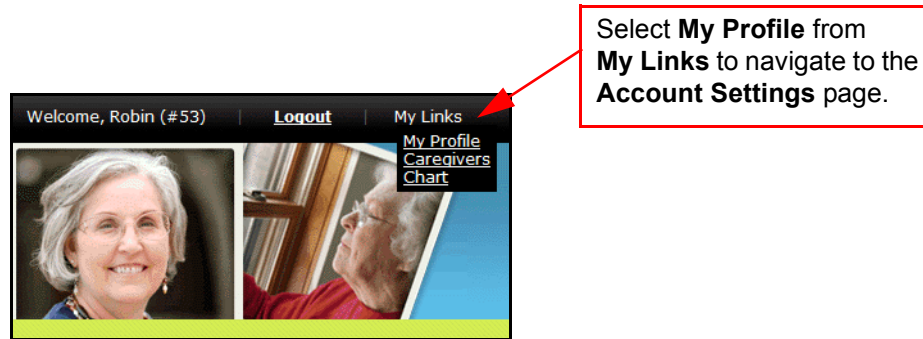
At any time after a caregiver has been set up, you can return to the **Account Settings** page to change their status. This status indicates whether a caregiver is unavailable to receive notification, (such as when on vacation or away for a period of time). Select **Active** to activate the caregiver to receive notifications. Select **Away** to temporarily disable notification for this caregiver. See Figure 11.



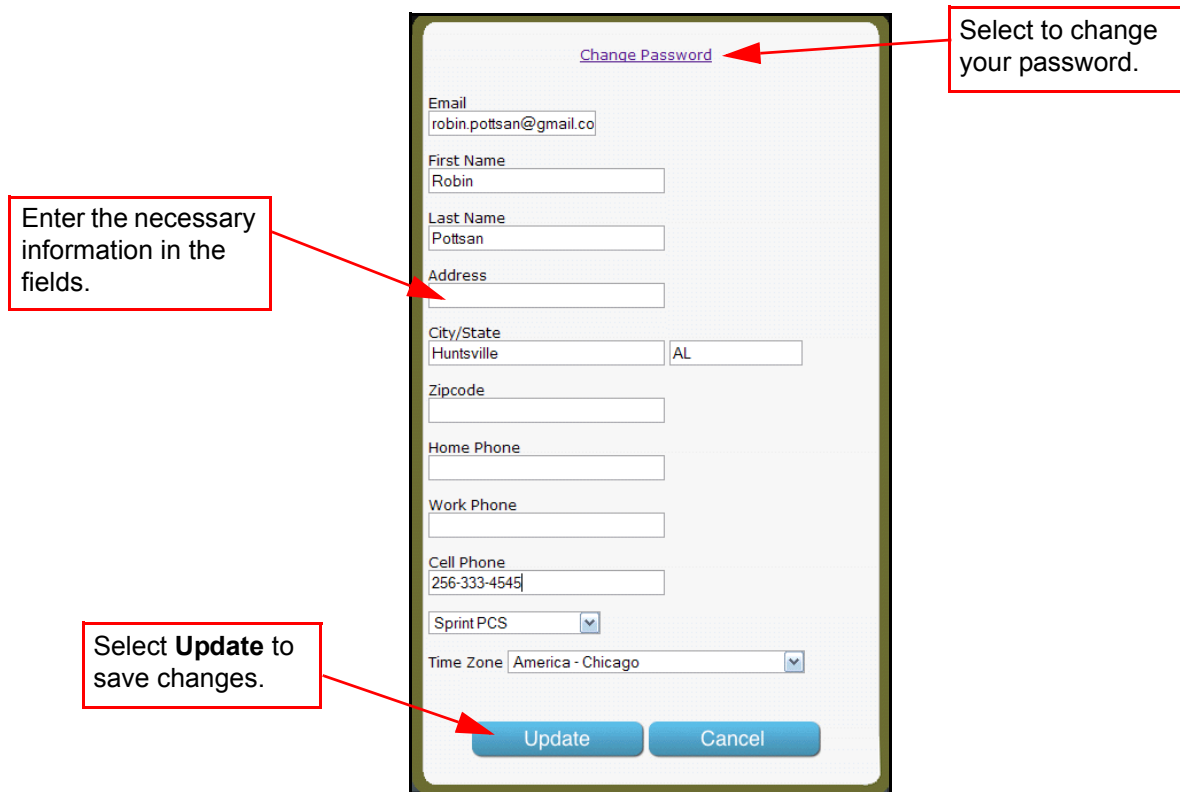
**Figure 11. Modifying Caregiver Accounts**

## Editing Your Profile

Your profile information contains your name, email address, phone number, and other details used by the system to notify you. This information can be changed at any time by selecting **My Profile** from the **My Links** menu shown in Figure 12. Enter the new information and select **Update** to save the changes (see Figure 13 below).



**Figure 12. Accessing My Profile from My Links Menu**



**Figure 13. Editing Your Profile**

## Changing Your Password

Your password can be changed from the **My Profile** section of the web portal (shown in Figure 13 on page 16). If you are not already in this section, select **My Profile** from the **My Links** menu (shown in Figure 12 on page 16). Select **Change Password** at the top of the **My Profile** dialog box as shown in Figure 13 on page 16. Enter your current password, the new password, confirm the new password by entering it a second time, and then select **Update** to save.

## Setting Non-Critical Alert Notification

There are a number of non-critical alert types that can be sent to the caregiver, either by a phone call, email, or text message. Change the alert notifications using the **Account Settings** page shown in Figure 15. First, navigate to the **Account Settings** page by selecting **Caregivers** from the **My Links** menu as shown in Figure 14. Select **More** from the caregiver's account settings (see Figure 15) to open the **Alert Notification** page shown in Figure 16 on page 18.

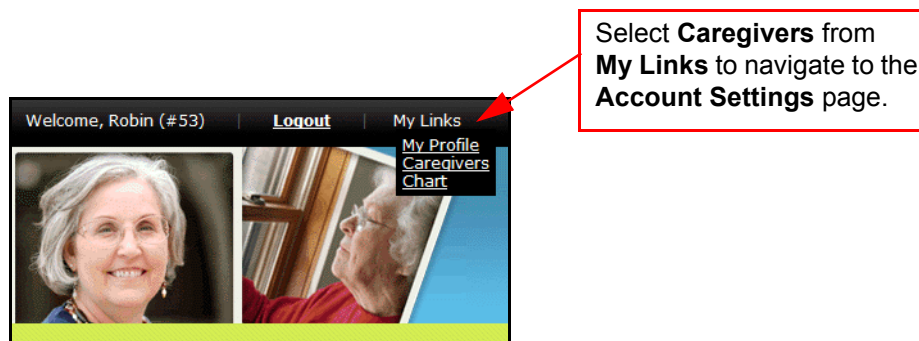


Figure 14. Accessing Caregivers from My Links Menu

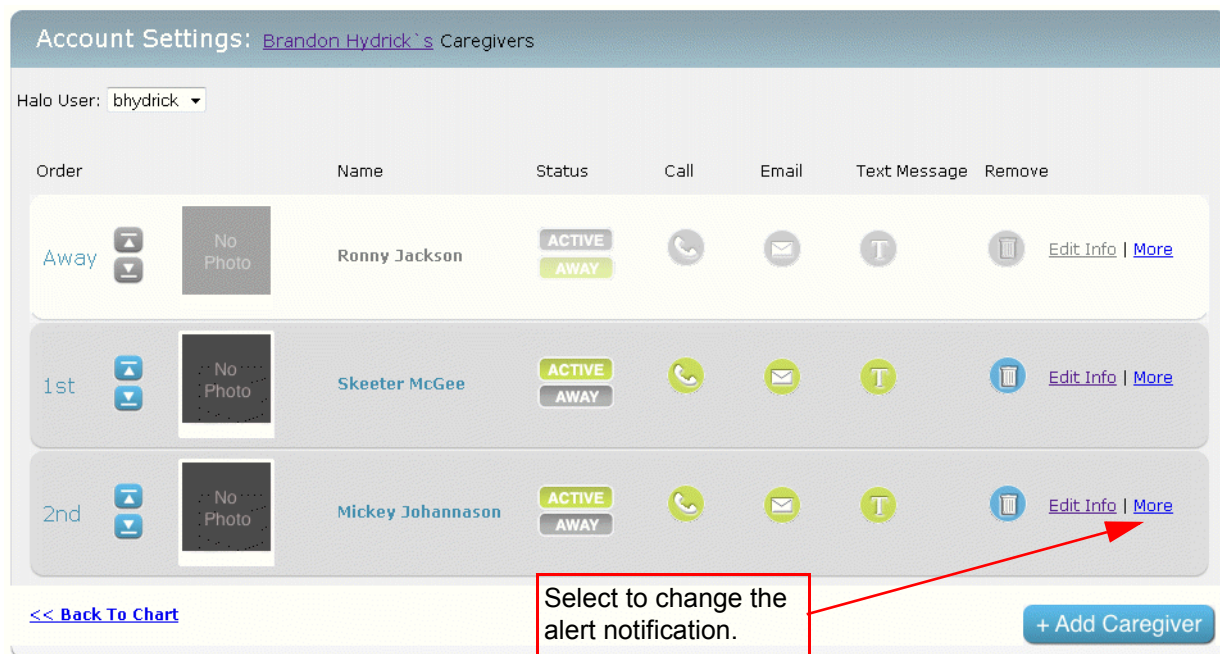
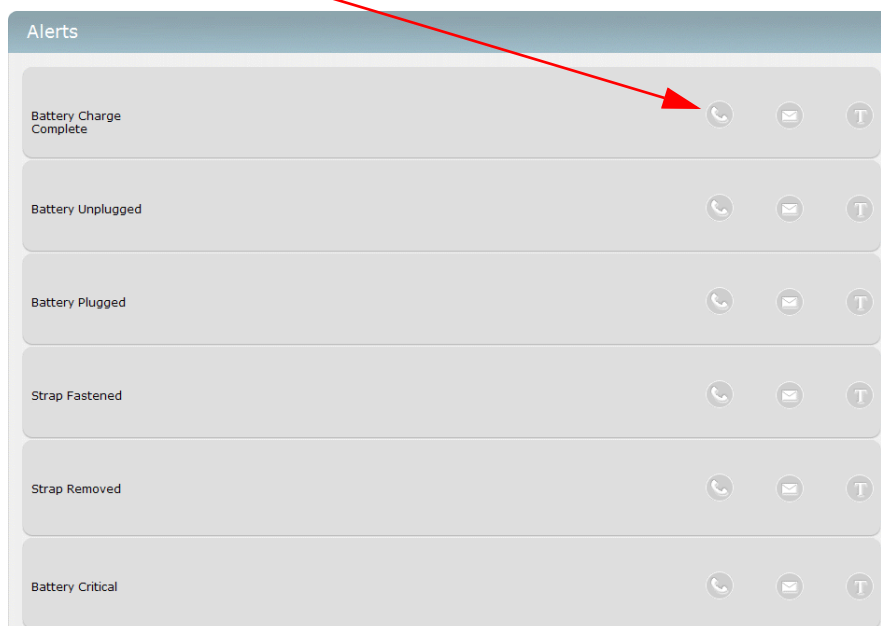


Figure 15. Changing Non-Critical Alert Notification for Caregiver Accounts

Scroll through the list of alerts and select any of the three methods for notification: phone call, email, or text message. By clicking on the icon for the notification type, the icon changes to green, indicating it is enabled for the alert type. You do not have to select a notification method for all of the alert types. The icons in Table 2 represent each of the methods for notification.

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.



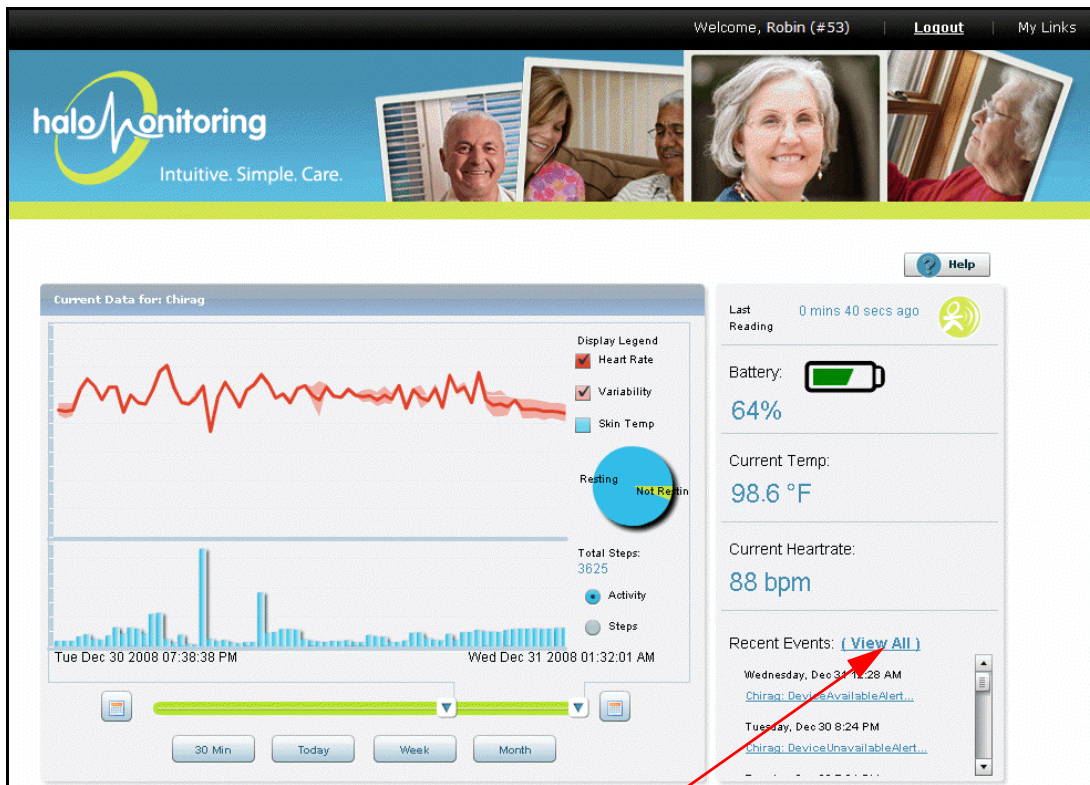
**Figure 16. Setting the Alert Notifications**

**Table 2. Methods for Alert Notification**

| Icon | Description                        |
|------|------------------------------------|
|      | Enables phone call notification.   |
|      | Enables email notification.        |
|      | Enables text message notification. |

## 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 user falling). Each event is logged by the system and viewed on the **Events** page. You can access the **Events** page from the **Recent Events** listing in the Dashboard on the main page (shown in Figure 17).



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

**Figure 17. Accessing the Events Page**

When viewing the events listed on the **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 18 on page 20).

| Events   Alex Kah (19) - all times are in America/Kentucky/Louisville timezone |                |   |               |            |               |
|--|----------------|---|---------------|------------|---------------|
| Date/Time  | Type           | Description   | Heartrate     | Skin Temp. | Body Position |
| 12:48PM on Mon 10/20/2008  | <b>CAUTION</b> | Battery critically low on 01:48PM on Mon 10/20/2008 | 88            | 98.6       | Not Available |
| 03:30AM on Mon 10/20/2008  | <b>NORMAL</b>  | Battery unplugged on 04:30AM on Mon 10/20/2008      | Not Available | 0.0        | Not Available |
| 03:30AM on Mon 10/20/2008  | <b>NORMAL</b>  | Strap removed on 04:30AM on Mon 10/20/2008          | Not Available | 0.0        | Not Available |
| 06:27PM on Sun 10/19/2008  | <b>NORMAL</b>  | Battery unplugged on 07:27PM on Sun 10/19/2008      | Not Available | 0.0        | Not Available |
| 06:27PM on Sun 10/19/2008  | <b>NORMAL</b>  | Strap removed on 07:27PM on Sun 10/19/2008          | Not Available | 0.0        | Not Available |
| 11:28AM on Sun 10/19/2008  | <b>SEVERE</b>  | Alex Kah panicked at 12:28PM on Sun 10/19/2008      | 88            | 98.6       | Not Available |
| 11:26AM on Sun 10/19/2008  | <b>SEVERE</b>  | Alex Kah panicked at 12:25PM on Sun 10/19/2008      | 88            | 98.6       | Not Available |
| 11:25AM on Sun 10/19/2008  | <b>NORMAL</b>  | Battery unplugged on 12:24PM on Sun 10/19/2008      | Not Available | 0.0        | Not Available |

<< Previous 1 2 3 4 5 6 7 8 9 ... 123 124 Next >>

Use the navigation buttons to view additional events.

**Figure 18. 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 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.

## Appendix A: Specifications

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

### Intended Use

This product is intended to be used as a home health care personal monitoring and alert system for seniors and their caregivers. The transmitter contains an accelerometer that sense 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 kbs max burst

Operating temperature range: 32 to 120 degrees F

Accuracy of heart rate monitor:  $\pm 4$  bpm, under steady state conditions

### Physical Properties

#### Chest Strap

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

Battery life rating: 1 year

#### Material

Case: lexan (polycarbonate plastic)

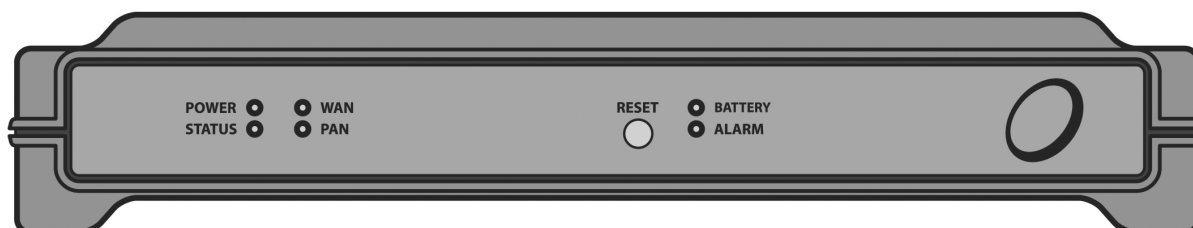
Skin temperature sensor: copper with trivalent chrome finish or stainless steel

Strap material: polyurethane

Fabric: 46 % nylon, 32% polyester, 22% natural rubber (latex)

## Appendix B: Indicators

The home gateway has multiple indicators on the front (see Figure 19) that provide information about its current state. These indicators are LEDs that illuminate in various colors, depending on the status. Refer to Table 3 on page 22 for descriptions of each indicator.



**Figure 19. 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                    | Solid green - The home gateway has established a connection with the health server.<br>Solid red - There is a problem with the connection.   |
| PAN LED                    | Solid green - The home gateway has established a connection with the chest strap transmitter.<br>Solid red - There is a problem with the connection.   |
| BATTERY LED                | Solid green - The battery level is above 50%.<br>Solid amber - The battery level is between 25% and 50%.<br>Solid red - The battery level is below 25% and needs charging.<br>Flashing - The transmitter is plugged in and the battery is being charged. |
| ALARM LED/<br>RESET Button | Flashing red LED and audible alarm - An alarm condition is detected. To disable the alarm, press the <b>RESET</b> button on the home gateway's front panel.  |