



**Veterans Administration  
Frequently Asked Questions  
Model# 30711b**

**Do I need a landline to use this unit?**

No, you do not need a home telephone to use this unit.

**Do I need to have a cell phone account to use it?**

No, you do not. The Guardian Alert 911 PLUS is a 1-Button activation, GSM based, 3G mobile phone that can only call 911. This handset **cannot** receive calls or call any other telephone number other than 911. This no monthly fee concept uses the FCC's basic 911 rule requiring wireless service providers to transmit all 911 calls to a PSAP, (i.e. 911 emergency call center,) regardless of whether or not the caller subscribes to the provider's service. (<http://www.fcc.gov/guides/wireless-911-services> )

**Will 911 know my location?**

When calling 911 in an emergency, immediately tell the operator your location. If you are unsure, emergency services **may** be able to approximate your location off of the nearest cellular towers.

**Can the Guardian Alert 911 PLUS track my location?**

No, it is not a GPS tracking device.

**How does Guardian Alert 911 PLUS work?**

It is very simple. You just push the blue button on the wearable pendant and you can speak directly to a 911 operator from anywhere there is cellular service. You **must** be able to speak and communicate with the 911 operator because they cannot call you back if you hang up or do not talk.

**Do you have to be near a base station for 911 to hear you?**

No! Because the Guardian Alert 911 PLUS is a cellular phone, you speak directly to a 911 emergency operator instantly through the pendant.

**Are there any monthly charges or contracts?**

Absolutely Not! There are no monthly charges, no monitoring fees, no contracts, ever. The Guardian Alert 911 PLUS is yours to keep and use forever.

**How do I install Guardian Alert 911 PLUS?**

There is no installation required. Just plug the charging station into a power outlet and charge the pendant before use.

**Does Guardian Alert 911 PLUS use a battery?**

The Guardian Alert 911 PLUS pendant has an interior battery that charges when the handset is placed in the base unit. Standby time is 2 months on a fully charged pendant with battery supervision turned on, and about 6 months if battery supervision is turned off. You have about an hour of talk time on a fully charged pendant.

**Is Guardian Alert 911 PLUS water resistant?**

Yes, the robust design of the Guardian Alert 911 PLUS allows it to get wet so you can carry it with you during your outdoor activities, even during heavy rain. However, it is not waterproof, so we do not recommend swimming with it.

**What is the warranty on Guardian Alert 911 PLUS?**

One Year Limited Warranty

If you have any questions – please call **1-866-541-VETS (8387)** and choose **OPTION 1** for customer support.