



MOBILECALLBACK
PERSONAL PROTECTION
REFERENCE GUIDE

GETTING STARTED: As a Mobile Callback subscriber, you can activate the system at any time. Immediately after signing up, you will receive a brief e-mail confirming your account information. You'll want to save this e-mail for future reference.

Remember, if we can't reach you during a scheduled callback, we will consider the situation dangerous and notify your first emergency contact. In order to minimize false alarms, make sure your mobile phone is in a place you can hear it ring and that you have good signal strength.

ACTIVATION: To activate Mobile Callback, follow these simple instructions:

1. Call 408-907-2349. We advise saving this number in your phone for future reference.
2. Using your keypad, enter your four-digit security code. (This is the security code you chose during registration. If you have forgotten your security code, check your e-mail for a message titled "Mobile Callback Registration" or click here.)
3. Record the information about your location. (address, suite number, cross streets, city)
4. Stay on the line for additional tips or hang up.

CALLBACK: The first callback you receive will happen 5 minutes after you've activated the system. The callback is designed to check in on you and to confirm your location. Follow these steps for a successful call:

1. Enter in your four-digit passcode.
2. Confirm your current location. If you have changed locations, you will want to report this information to the system.
3. Set your next callback time. You can have the system call you back in 30 minutes (default) or change the increment as you desire.
4. If you have changed your location, you will be offered the option to record additional information.
5. Hang up and wait for your next scheduled callback.

CALLING IN BEFORE YOUR NEXT CALLBACK: If you are changing locations before your next scheduled callback, you will want to call in to the system and let it know. You may also call in to change your next callback time. These prompts are almost identical to the Callback prompts.

CALLING IN WHEN AN EMERGENCY RESPONSE IS TAKING PLACE: If your emergency contact has been notified and you call in to the system again, you will be prompted to enter in your security code. This will show the system that you are safe and the next callback will be scheduled.

CANCELLATION: You can cancel your activation at any time. Just say "Cancel" during your next callback or call 408-907-2349, enter your passcode and say "Cancel." The system will confirm your cancellation.

CUSTOMER SUPPORT: If you have questions about your subscription, you may contact customer support at: 214-353-6980, e-mail: info@mobilecallback.com, or via live chat: <http://RealtyTimes.com/chat.htm>