

FREQUENTLY ASKED QUESTIONS

QUESTION: Do I need to re-enter all of the information from the Profile to Medical History each time I have to change a medication or dosage?

ANSWER: **ABSOLUTELY NOT!** The only information you need to change is the information you need to change! You can change anything without having to re-enter all of the information. However, you cannot change information in the **User Profile**.

QUESTION: I get a warning message when I try to print out the information.

ANSWER: You need to load **ADOBE ACROBAT READER® 8.1.1**. See the Users' Manual for instructions.

QUESTION: My device will not load up!

ANSWER: Computers have a "*mind of their own*" and sometimes become stubborn. *Ha, ha, ha!* Close the software and restart it again, by clicking on the **EMERGENCY DATALINK™** Icon on your desktop. You should be able to download now.

QUESTION: The computer shows that it has uploaded, but the device does not accept the information?

ANSWER: Un-plug the device from your computer and turn it **OFF**. Now plug it in. The display will show two (2) lines of information: "**USB Charge** and **USB Upload**." Make sure the arrow is pointing to **USB Upload**. To move the arrow, press on either of the arrow shaped buttons on the back of the device then press the center button. The first page of the information will now display on the device, and your device will upload.

QUESTION: I tried to charge my device, but it will not accept a charge either from the charger or from the computer.

ANSWER: Un-plug the device from your computer and turn it **OFF**. Now plug it in. The display will show two (2) lines of information: "**USB Charge** and **USB Upload**." Make sure the arrow is pointing to **USB Charge**. You can do that by pressing on either of the arrow shaped buttons on the back of the device, then push the center button. The first page of the information will now display on the device, and your device will charge.

QUESTION: I entered the wrong information with the drop down menu on the Medical Conditions Page! How can I change this information?

ANSWER: Yes you can! Click on the blue arrow, which will bring up the medical conditions. You can select the correct condition, by scrolling down until you come to the condition, or scroll to the top row, which is blank or all white line, click on this white area, and the medical condition on that line will be removed. Then you can go to line 6 or beyond to enter the correct condition.

QUESTION: I did not print out the Users' Manual. Can I print it out now?

ANSWER: The Users' Manual can be found on the first page after you have selected a user. It is located under the (?) question mark on the upper right corner of the window.

QUESTION: I do not have a USB port. Can I still upload to the device?

ANSWER: **Please make sure you do not have a USB port!** All computers manufactured after 1996 have USB ports. However, if you do not have one, please click on the **ORDER** button on the web site and select "**Serial to USB Adapter**." We keep these in stock for just such occasion!

QUESTION: What are the Question Marks (?) for?

ANSWER: Except for the first page, you can find instructions on how to fill out that page when you click on the question mark (?)

QUESTION: Can I change the Blood Type from "**Don't Know**" when I find out what it is?

ANSWER: You can change any information on any page anytime, except for the "**User Profile**," which cannot be changed at all once entered.

ACTUAL PHOTOS SHOWING PAGES FROM THE
EMERGENCYDATALINK™!

Personal Information



2nd Emergency Contact



Allergies



Physicians



Medical Conditions



Medications



These are some of the pages providing vital emergency medical information on the

EMERGENCYDATALINK™.

The information is available for viewing by any Emergency Medical Aid Provider!

It is there for the EMT, the Nurse, or the Physician - anytime, anywhere in any circumstance!