



What's in the Box?

In-Home Wireless Medical Alert User Guide



Read thoroughly: contains important information

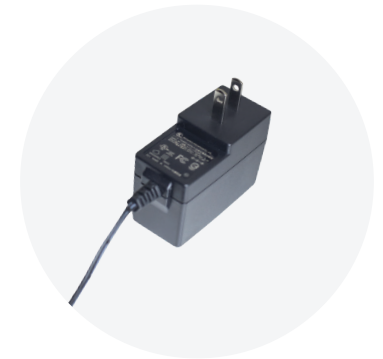
In your package, you will receive the following items:



Help Button
(Standard or Fall Detection)



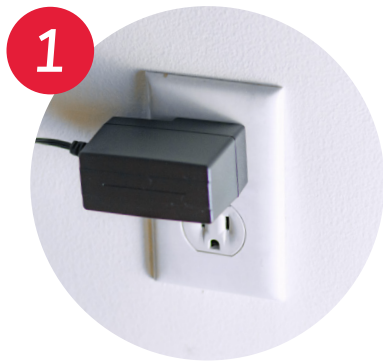
Base Unit



Power Cord

How Do I Set It Up?

Getting your medical alert set up is as easy as plug in and go!

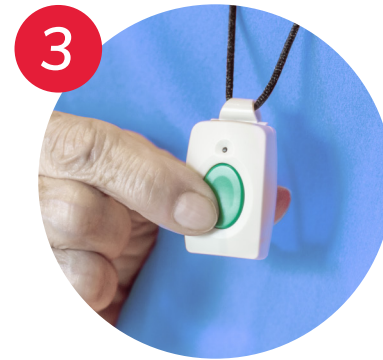


Plug the Power Cord into a power outlet.



Slide battery switch on bottom of Base Unit to "ON" position. Wait about 1 minute for the Base Unit to establish a connection.

How Do I Set It Up? (Cont.)



Press your Help Button. You will hear a series of beeps from your Base Unit.



When you hear the operator, please indicate that you are testing your medical alert for the first time.

You're all set!

How Do I Test & Use?

We recommend testing your system once a month. Remember, you have unlimited button presses. Place your Base Unit in the room in which you spend the most time.



Press the alert button on your pendant or Base Unit



Connect to the Command Center



The Command Center will send help unless you inform them that you're testing

Please Note: If you press your button but are unable to communicate through the base unit, we will send help.

How Do I Wear My Alert?



FAQs

Q: What is the range of my Wireless Medical Alert?

A: The range is up to 600 ft around the Base Unit.

Q: How long does the back-up battery last?

A: In the event of a power outage, the back-up battery lasts up to 24 hours.





Q: How heavy is the button?

A: It weighs 0.4 oz.

Q: How loud is the In-Home Medical Alert System?

A: It is 60 dB. This is comparable to a cell phone on speaker at maximum volume.

Indicator Signs

Problem	Cause	Solution
Green LED indicator is flashing once every second.	The Base Unit is not receiving electricity from the power outlet and is being powered by backup battery.	 Ensure power cord is securely plugged into a working outlet.
Green LED indicator is flashing once every 2 seconds.	The backup battery in your Base Unit or battery in your help button* is low.	 No action required. Your Base Unit will send a signal to Alert1 and a replacement base unit/help button will arrive soon.
Red LED indicator is flashing.	The Base Unit is in 'Pairing Mode.'	 To return the Base Unit to operational mode, on the back of the base unit (near the power cord), remove the cover and press the multi-use button
Unit is beeping for more than 10 minutes and red LED is on continuously.	The Base Unit may not be connected properly to a phone service.	 Unplug the Base Unit and flip the battery switch to 'OFF.' Call Technical Support at 1-800-693-5433 x 3

*Battery is designed to hold a charge for 24 hours but may be reduced as a result of user activity, talk time, device-specific settings, and device life.



Never Face an Emergency Alone

For assistance or questions, please call
 Member Care: 800-693-5433 ext 2
 Or visit Alert-1.com