

## Let's Get Started!

Just follow the easy 3-step system set-up procedure below. Look inside for more information.

**Step 1**

**Plug in Your Device**

**Step 2**

**Activate & Test Your Device**

**Step 3**

**Perform Range Test**





## Step 1

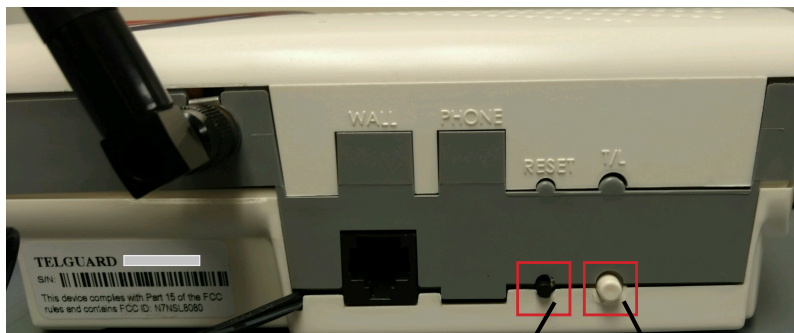
## Plug in Your Device

### System Set-up for Cellular Base Unit

Place the cellular base unit on a sturdy table or other surface in a central location of your home or apartment.

- Bring the antenna upright to a vertical position and tighten securely.
- Plug the cellular base unit power cube into an AC power outlet that is not controlled by a light switch.
- The cellular base unit will automatically turn on and announce, “System Initializing.” This process may take a few moments the first time the system is plugged in.
- Soon, the cellular base unit will announce its signal strength followed by either of the following phrases, “System Ready” or “Insufficient Cell Service.”

It is important that the signal strength be 1 bar or better. If the signal strength is not sufficient, the cellular base unit may not activate with the cellular company or function properly. Please relocate the cellular base unit to another location and or closer to a window. Wait 30 seconds and press the **RESET** button. If the signal strength is not adequate, try another location and repeat.



Reset Button

T/L (Test/Learn) Button

## Step 2

## Activate & Test Your Device

### TESTING YOUR UNIT

From your home phone, please call **1-800-332-8570** to put your account on TEST Mode. Follow the voice prompts to put your account on TEST for 15 minutes.

Press your emergency Transmitter Button. The **base** unit will recognize your TEST signal.

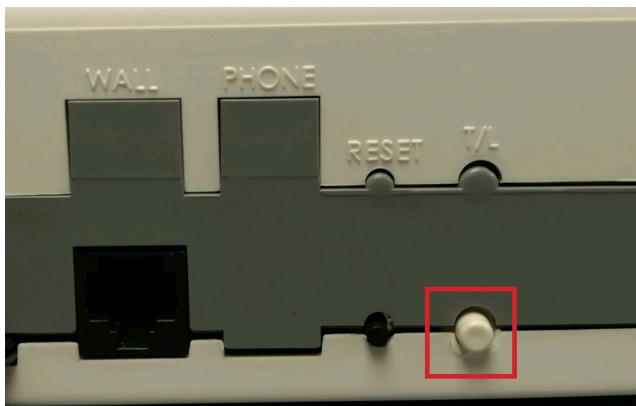
The Home TEST Line will then verify your address and let you know the signal was received. When prompted, say your name without picking up the phone. A recording of what was heard will be played back to you.

If the Home TEST Line does not respond, if you do not hear your voice repeated, or if you experience any problem with your testing, please call your Provider for assistance.

## Step 3

## Perform Range Test

### Test The Range of Your Transmitter Button



### T/L (Test/Learn) Button Range Test

It's important to test the range of the Transmitter Button to make sure it works throughout your home and yard as needed. It may be helpful to have a second person assist with the Range Test. One person can stay near the base unit and the other person can walk around to different areas of your home and yard and press the Transmitter Button. The white T/L (Test/Learn) Button is located on the rear of the base unit. It's used to put the unit into special operating modes to conduct Transmitter Button Range Tests.

### How to Conduct the Range Test:

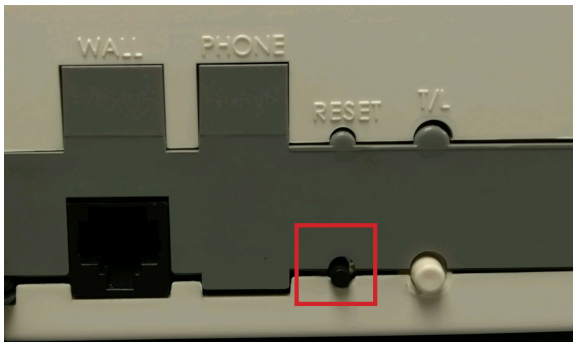
- Locate the T/L button located on the rear of the base unit. Press and release the T/L button one time. The unit will announce, "Range Test Mode."
- Immediately press and hold the Transmitter Button down. A steady tone will sound from the medical alarm unit speaker as long as the base unit detects that the Transmitter Button is being pressed.
  - Walk around the home and yard while pressing the transmitter button, and check for the steady tone from the base unit speaker. Check all areas of the home and yard to make sure that the signal is received. Take note of any "dead zones" in which the tone stops. If needed, relocate the base unit to eliminate any "dead zones" and conduct another range test.
- To finish the Range Test, stop pressing the transmitter button and then press the black "RESET" button on the rear of the base unit. The unit will announce, "System Ready."

## Reset Button

The black RESET button is located on the rear of your base unit. Whenever the RESET Button is pressed, the unit will return to its standard operating mode, ready to transmit alarms from the Transmitter Button or the Base Unit Help Button if the unit is properly installed. The base unit will announce, "System Ready."

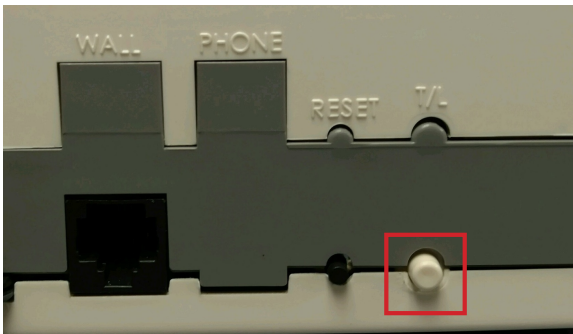
The RESET Button may also be used to cancel a call for help if your device is inadvertently activated.

However, to cancel a call for help, the RESET Button MUST be pressed within 10-15 seconds of activation — otherwise, the base unit will already be communicating with the Response Center. The Response Center is staffed 24 hours a day, so it's best to allow the base unit to complete the call and tell the operator you accidentally activated your device.



## Turning On & Off the Base Unit

The base unit does not have an on/off switch. It will automatically turn on when first connected to an AC power supply. To manually turn off the unit, unplug it from the AC power supply AND the telephone line, and then press the T/L button three (3) times. The unit will announce "Hold Help to Turn off." Press and hold the HELP button until the STATUS light on the edge of the unit next to the HELP button goes out. This should always be done if shipping the unit or when traveling with the unit.



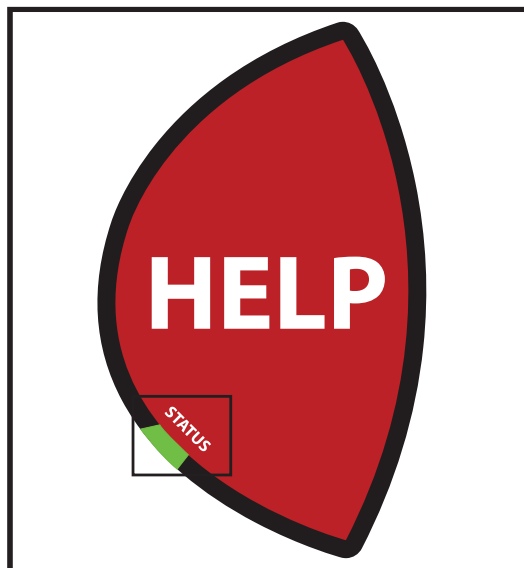
### STATUS LIGHT INDICATOR

A single STATUS light is located on the left lower edge of the large HELP button on the base unit, next to the word "STATUS" printed on the button.

Behavior	Description
Steady Green	Base unit is properly connected
Steady Red	Base unit is currently trying to call the Response Center
Short Green Flash	AC power not available – unit is running on battery
Short Red Flash	Cellular connection problem or weak signal strength
Short Orange Flash	Cellular connection problem and AC power problem

When in RANGE TEST mode, The STATUS light will display the following behavior:

Behavior	Description
Steady Green	Base unit IS receiving a signal from the Transmitter Button
Steady Red	Base unit is NOT receiving a signal from the Transmitter Button



## TIPS & REMINDERS | Connect America Emergency System

- Your Connect America account number is printed on the underside of your emergency unit.
- You should set up your unit in a centrally-located place in your home. This allows the two-way communication between you and the operator to work most effectively.
- Your transmitter button (wrist or neck pendant) is waterproof and should be worn in the bath or shower, in case of emergency.
- In the event of an actual emergency, simply press your personal transmitter button or the unit's Emergency Help button. The operator will talk to you through the unit's speaker and ask if you need help. In the event that you cannot communicate with the operator, help will be dispatched to you.
- When your transmitter button is pushed, the light flashes green to indicate the internal batteries are good; a red light indicates the internal batteries may be weak. Every time the response center receives a signal from your transmitter button, its battery status is reported.

**Warning: Strangulation and choking hazard. The neck pendant button lanyard has been designed to break away when tugged, however the user can still suffer serious personal injury or death if the cord becomes entangled, stuck on objects/or is altered in any way .**

**It is important to test your system at least once a month.**

Contact Us:

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Medical Alarm Unit Owned and Serviced by:

 **Connect America West**  
Personal Emergency Response - Medication Adherence - Telehealth

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Mytrex Cellular