

# Live your best life.

## Enhance Your System with these Special Offers!



### Connect Premium

Take advantage of this exclusive new program that provides you with an extra layer of protection AND can **save you up to \$300!**

- **Protect yourself** from costly replacements of lost or damaged equipment through our Connect Premium program
- **Up to 50% off** select features, accessories and services
- **25% off** Fall Button service
- **One FREE** standard Help Button

**Only \$6/month!**  
(in addition to your plan)



### Fall Button™

**Add the Fall Button™ for \$11/month in addition to your plan.** Our unique Fall Button automatically detects a fall even if you can't press your button.\*

- Comfortable & lightweight
- Wearable as a pendant
- Waterproof design for use in the shower

\*Fall Button does not detect 100% of falls. If able, users should always push their Help Button when they need assistance. Fall Button is not intended to replace a caregiver.

**Only \$11/month!**  
(in addition to your plan)

## Monitoring Center Phone Number

SAVE THIS NUMBER IN YOUR PHONE CONTACTS TO ENSURE YOU DON'T MISS AN IMPORTANT CALL FROM OUR MONITORING CENTER

**1-800-932-3822**

Please do not call  
prior to reading  
steps below.



Follow these steps below:

1. Add this phone number as a contact in your cell phone.
2. Ask your emergency contacts to do the same.
3. If you or your emergency contacts receive a call from this number, please answer!
4. If needed, call back the same number appearing on the Caller ID as not to cause any delay in processing an alarm.

Please note, there is no need to return the call unless requested by the monitoring center or if you have a question about an alarm.

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## Quick Start Guide

### Easy steps to setup your system today!



## Complete Protection System (DUO)

We encourage our valued customers to use the testing processes outlined to allow operators more time to handle actual emergencies. Rest assured, a live operator will always be available to answer your call if an emergency were to occur.

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# QUICK SETUP

**Your System is "ACTIVE" and READY TO USE**

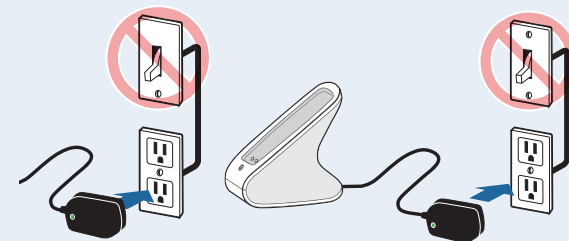
## Complete Protection System

Includes the cellular Base Station, a Mobile Device, a neck pendant or wrist button, a cradle charger and a mobile case.



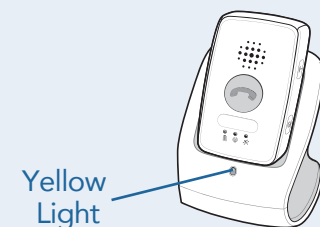
## Plug the power cords into electrical outlets.

The electrical outlets should NOT be controlled by a light switch.

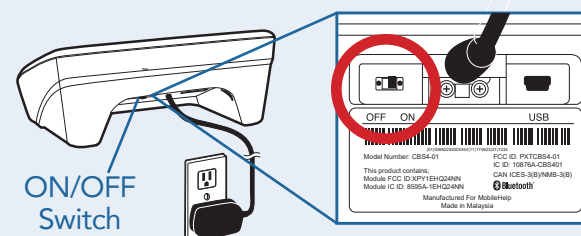


## Place the Mobile Device on the Cradle Charger.

The yellow light on the front of the Cradle Charger will illuminate.



## Turn on the ON/OFF switch on the back of the Base Station.



The **Emergency** and **Reset** buttons on the Base Station will light up in 10 seconds and the display screen will turn on. If the Base Station is set up correctly and connects to the cellular network, it will say "system ready" within 60 seconds.

You can use the volume control icons (+ or -) on the front of the unit under the display screen if the voice is too loud or too soft.

If the Mobile Device is setup correctly and connects to the cellular network, it will say "system ready."

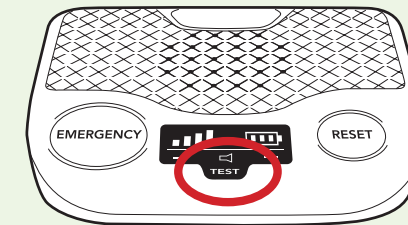
**Next, be sure to test your system... see Testing page.**

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# TESTING

**Complete Protection System**

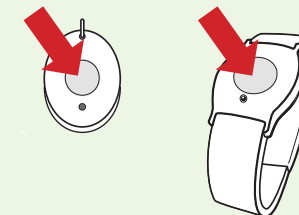
1



**Press and hold the test button for about 6 seconds.**

When the base station announces "User Auto Test," release the button. This will place both the Base Station and Mobile Device in test mode.

2



**Press the emergency button or pendant.**

The Base Station will announce, "Test Call sent to Emergency Response Center."

The Mobile Device will announce, "Call in Progress."

**Always have your Mobile Device nearby when testing your system. It is possible that the Mobile Device will go to a live operator. If the operator speaks to you, please advise them that you are testing your system. If you do not explain to the operator that you are okay and that you are testing, EMS may be contacted.**

3



**If the test was successful...**

The Base Station and Mobile Device will announce, "Thank you for testing your device."

4



**If the test was unsuccessful...**

The Base Station will announce, "User auto-test failed, please contact Customer Support."

**PLEASE REFER TO THE CUSTOMER SERVICE NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.**

**If you have not set up your system... see Setup page first.**

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