If an emergency button is pressed or a fall is detected, you will hear “Call in progress” as the alarm is transmitted to the central station.

After the central station receives the alarm, you will hear; “Hello, we have received your alert and are connecting you to our Critical Event Specialist. If this is a false activation or test, please say “CLEAR ALERT.” Otherwise, please hold while we connect you to our Critical Event Specialist.

If you say, “Clear Alert” you will hear; “We are glad you are alright and will clear the alert for you, thank you and have a great day.”

If you say nothing or anything other than “Clear Alert” you will be connected to the operator.
**CLASSIC TESTING**  
In-Home Wireless System

1. **Touch and hold the test button for about 6 seconds**  
   When the Base Station announces “User Auto Test”, release the button. The Base Station will instruct you to press the Emergency button or pendant.

2. **Press the emergency button or pendant**  
The Base Station will announce, “Test Call sent to Emergency Response Center.”

3. **If the test was successful...**  
The Base Station 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.”

**SOLO TESTING**  
Mobile On-the-Go System

1. **Press and hold the test button**  
   This is located on the side of the device and is labeled with the letter T. The Mobile Device will instruct you to press the emergency button or pendant.

2. **Press the pendant -OR- press and hold the emergency button for 2 seconds**  
The Mobile Device will announce, “Test Call sent to Emergency Response Center.”

3. **If the test was successful...**  
The Mobile Device will announce, “Thank you for testing your device.”

4. **If the test was unsuccessful...**  
The Mobile Device will announce, “User auto-test failed, please contact Customer Support.”

**MOBILE DUO TESTING**  
Mobile On-the-Go 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. Please see red text below.

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.”

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.”

**DUO 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. Please see red text below.

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.”

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.”

*Testing instructions may vary based upon product type.*

PLEASE REFER TO THE TECHNICAL SUPPORT NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.