

Communicating with the Interactive Voice Response System

Alarm is Activated

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.



The Interactive Voice Response

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.

Clearing The Alarm

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.

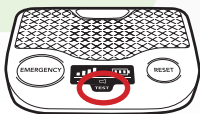


CLASSIC TESTING

In-Home Wireless System

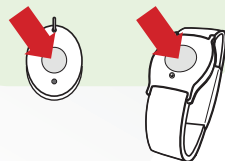
1 Touch and hold the test button for about 6 seconds

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."



DUO TESTING

Complete Protection System

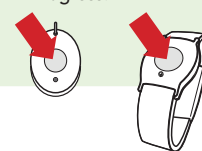
1 Press and hold the test button for about 6 seconds

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."



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.

SOLO TESTING

Mobile On-the-Go System

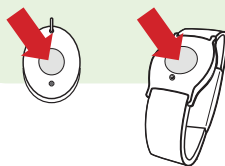
1 Press and hold the test button

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

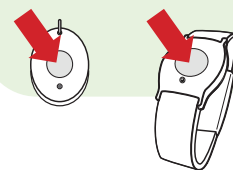
1 Press and hold the test button on both devices

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"



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

*Testing instructions may vary based upon product type.