In-Home Classic Medical Alert User Guide

What’s in the Box?

In your package, you will receive the following items:

- Base Unit
- Help Button (Standard or Fall Detection)
- Power Cord
- Phone Cord

Read thoroughly: contains important information
Getting your medical alert set up is as easy as plug in and go!

1. Plug the Power Cord into a power outlet.

2. **Optional:** To use the same phone jack for a telephone or answering machine, plug the phone cable into the jack on your Base Unit.

3. Plug the loose end of the red Phone Cord into a phone jack.

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

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

You’re all set!
**FAQs**

**Q:** What is the range of my In-Home 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 between 24-48 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**

<table>
<thead>
<tr>
<th>Battery Indicator*</th>
<th>Status</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green “Power” light</td>
<td>Steady</td>
<td>✓ Your system is functioning properly.</td>
</tr>
<tr>
<td>Green “Power” light</td>
<td>Blinking</td>
<td>Your system is not getting power from a direct power source. Verify it is plugged into a power source correctly.</td>
</tr>
<tr>
<td>Amber “Test” Light</td>
<td>Blinking</td>
<td>✓ It is reminding you to test your device.</td>
</tr>
<tr>
<td>Red “Alarm” Light</td>
<td>1 or 2 beeps</td>
<td>Your system is not getting power from a direct power source. Verify it is plugged into a power source correctly.</td>
</tr>
<tr>
<td>Red “Alarm” Light</td>
<td>3 beeps</td>
<td>❌ The system cannot detect a dial tone. Verify it is plugged into a functioning phone jack.</td>
</tr>
<tr>
<td>Red “Alarm” Light</td>
<td>4 beeps</td>
<td>✉ The battery is low inside your help button. Call Technical Support at 1-800-693-5433 and select option 3.</td>
</tr>
</tbody>
</table>

*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.*