

ADT MEDICAL ALERT

# Medical Alert Basic system

User guide



Medical Alert



## Thank you for choosing ADT Medical Alert Basic system

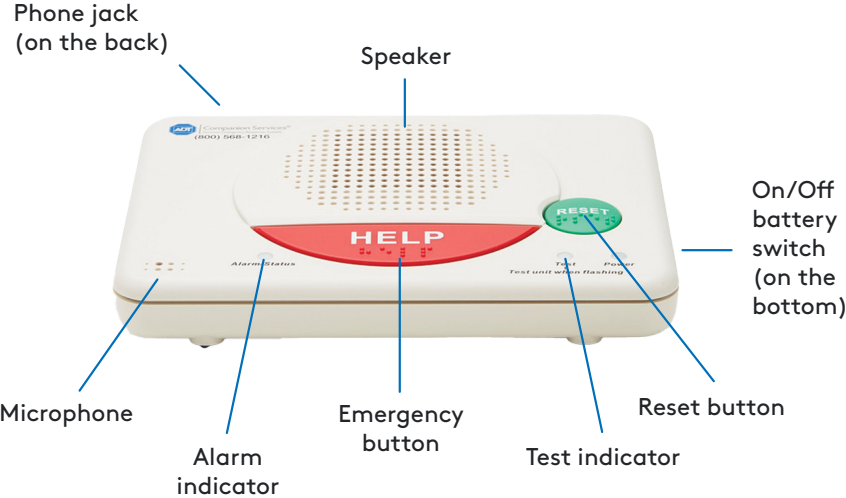
The ADT Medical Alert Basic system is comprised of a landline base station and a wireless emergency help button (wristband or neck pendant).

If you have any questions during the setup process, please call technical support.

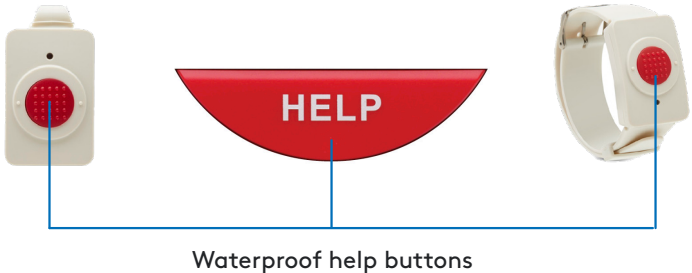
**For assistance call  
(800)568-1216 and select option 1**



# Medical Alert Basic features



# Waterproof help buttons



# Setting up your system

## STEP ONE

### Select a location

- Place the base station near the center of your home, such as your living room, family room or kitchen area.
- Place the base station near an electrical outlet and a phone jack.
- Do not place objects in front of the base station.
- Plug the power cord into an electrical outlet that's not controlled by a light switch.
- To prevent electrical shock, please keep the system away from wet locations.

## STEP TWO

### Turn on the unit's backup battery switch

1. On the bottom of the station, find the word "Battery"
2. Remove the switch cover
3. Slide the switch to the ON (up) position
  - **Note:** a small tool such as a pen or screwdriver might be needed
4. Put the switch cover back on



On/Off Switch

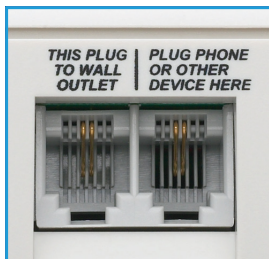
# Setting up your system

## STEP THREE

### Plug in the power cord and phone jack

- Using the phone cord provided, plug one end into the back of the **base unit** into the jack marked “THIS PLUG TO WALL OUTLET” and the other end into your wall jack. (See figure below)
- If you normally use the wall jack for a phone or other device, plug that device into the back of the unit in the jack marked “PLUG PHONE OR OTHER DEVICE HERE.”

**Note:** The unit will turn on automatically once plugged into a power outlet. However, if the battery switch is not turned on, the unit will start beeping within an hour



Back of base unit

# Setting up your system

## STEP FOUR

### Call ADT to confirm your account and test your system

Confirm your account and test your system for the first time with an ADT agent to ensure your system is working properly. Please call (800) 568-1216, option 2.



Please test your system on a monthly basis.

The test icon on your base system will start flashing yellow to remind you to conduct your monthly test. Please follow these steps:

1. Please call our monitoring center at (800) 568-1216, option 1 to let them know you are about to test your unit.
2. Press the emergency button on the base station or the help button on the neck pendant or wristband.
3. The base station will announce "Connecting to ADT Companion Service."
  - Do not press the reset button.
4. Simply wait for the operator to come on the line.
  - Please let them know you are testing your system.

# Base station voice guide

Event	Voice prompt	Notes
When you press Help	"Connecting to ADT Companion Service."	Stated once upon activation and repeated once every 4 seconds until contact with our customer monitoring center is made.
When you press Reset	"Help call canceled."	
When you lose connection to AC power	"Power failure. Check power cord."	Check that the base station is correctly plugged into an electrical outlet or it will run on battery backup.
When your power is restored	"Power restored."	
When your phone line is out	"Telephone line problem. Check telephone connection."	Stated twice upon detection.
When your phone line is reconnected	"Telephone line restored."	
When the temperature is less than 35 degrees or more than 105 degrees	"Temperature warning. Unsafe temperature detected."	Stated twice upon detection.
Turn off device	"No power. No connection"	Need to turn off the battery switch on the bottom

# Important safety information

- Wear your help button at all times, especially in the shower and bed.
  - The wristband and/or neck pendant are designed to work at an approximate range up to 150 feet from the base station, depending on the size and construction of your home.
  - During a power outage, the battery backup will last up to 20 hours.
  - Test your system once a month.
  - Do not block the base station's microphone. This will affect your ability to communicate with the emergency response center.
  - Do not put the neck pendant or wristband through the clothes washer or dryer, or attempt to dry your help button out in the microwave or oven.
  - Do not use any attachment or accessory that is not intended for use with this system.
  - Use caution when handling electrical cords.
  - Never install electrical cords during a lightning storm.
  - Locate electrical cords away from areas where someone could trip over them.
  - Keep electrical cords away from heat sources and sharp edges.
- Warning:** Strangulation and choking hazard. The neck pendant lanyard has been designed to break away when tugged, however you can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.



# Frequently asked questions

## How do I call for help?

Press your neck pendant, wristband, or red emergency button on your base station.

## What happens if I push the button but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and notify emergency response on your behalf. We will also notify the personal contacts listed on your profile.

## If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, simply notify the emergency operator when they respond that this is a "false alarm." The operator will disconnect and no further action will be taken.

## How will an emergency response team get into my home?

Emergency responders follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be held responsible for any damages caused as a result of gaining entry.

We recommend that you purchase a "lock box" to safely store your house key. Your lock box code will be stored on your account and given to emergency personnel in order to gain entry to your home without causing damage. If you have your own lock box, please call customer service to ensure your code is noted on your account.



# Frequently asked questions

## **How far away from the base station will my help buttons work?**

Your help buttons are designed to work up to 150 feet from the base station, depending on the size and construction of your home.

## **What happens if I push my help button but can't be heard through the base station?**

If you push your help button, stay where you are. An emergency operator will attempt to communicate with you through your base station. If you are not heard, we will assume it is an emergency and notify emergency response on your behalf.

## **Why is the emergency operator having trouble understanding me?**

The microphone on the base station is very sensitive and will pick up surrounding noises from your television, radio, wind from ceiling fans, and the like. To increase the quality of the call, look for a quieter area to set up your base station.

## **What if I move to a different home, or my personal information has changed?**

Please contact customer service any time there are changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move to determine whether the service will be available in your area.

# Frequently asked questions

## **Does the wristband strap contain any latex?**

No, the strap is silicon based with no latex content.

## **Can I speak into my help button?**

No, you can only communicate with the monitoring center through your base station. Your help buttons do not have a speaker or microphone.

## **What happens if there's a power outage?**

Your ADT Medical Alert unit comes with a rechargeable battery inside. If your power is ever interrupted, the backup battery can operate your unit for up to 20 hours. Before your battery runs out, the base unit sends a low battery signal to our customer monitoring center to inform our monitoring professionals that your unit will soon be nonfunctional. An ADT monitoring professional will then call you to advise you of the low battery condition and answer any questions.

## **Can I answer the phone using the base station?**

Yes, you can press the emergency help button on your wristband, pendant or base station to answer the phone. The two-way communication will come from your base station.





## Medical Alert

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