Get help in three easy steps

1. Press the button
Press the personal help button to send an emergency alert to ADT.

2. We respond
ADT’s monitoring professionals will communicate with you via two-way voice to determine what kind of help is needed.

3. You get help
At the push of a button, ADT’s monitoring professionals will alert your caregivers, loved ones or emergency responders based on your needs and preferences.
Quick setup guide
Follow these simple steps to get your system set up and tested for the first time.

STEP ONE
Open your on-the-go system box
Includes a mobile device, cradle charger, neck pendant or wristband.

STEP TWO
Plug the power cord into an electrical outlet
The electrical outlet should not be controlled by a light switch.

STEP THREE
Place the on-the-go device on the cradle charger to turn ON the device
The LED indicator around the emergency button will illuminate when the device is turned ON. It normally takes 30-60 seconds for the on-the-go device to register with the cellular network. When the device is setup correctly and connects to the cellular network, it will announce “system ready.”

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.

Monitoring center phone number
1-800-568-1216
Option 1

Be sure you and your emergency contact save the monitoring center’s phone number (800) 568-1216 so you never miss a call from us.

Testing your system
To confirm that your on-the-go device is working properly each month without contacting an emergency response operator, you can use the test button on the side of your device by following these steps:

STEP ONE
Press and hold the test button on the side of the device
The test button is labeled with the letter T. When the test mode is activated the LED ring turns yellow. The device will announce “User auto test. Please press your emergency button or pendant.”

STEP TWO
Press the pendant OR press and hold the emergency button for 2 seconds
The on-the-go device will announce, “Test call sent to emergency response center.”

If the test was successful
The on-the-go device will announce, “Thank you for testing your device.”

If the test was unsuccessful
The on-the-go device will announce, “User auto-test failed, please contact customer support.”