

# 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.



Medical Alert

©2021 ADT LLC dba ADT Security Services. All rights reserved. ADT, the ADT logo, 800.ADT.ASAP and the product/service names listed in this document are marks and/or registered marks. Unauthorized use is strictly prohibited. Third-party marks are the property of their respective owners. License information available at [www.ADT.com](http://www.ADT.com) or by calling 800.ADT.ASAP. CA ACO7155, 974443, PPO120288; FL EF0001121; LA F1639, F1640, F1643, F1654, F1655; MA 172C; NC Licensed by the Alarm Systems Licensing Board of the State of North Carolina, 7535P2, 7561P2, 7562P10, 7563P7, 7565P1, 7566P9, 7564P4; NY 12000305615; PA 090797;

MS 15019511

L190376 07/21

## QUICK INSTALLATION GUIDE

# On-The-Go Personal Emergency Response System



Medical Alert

# Quick setup guide

Follow these simple steps to get your system set up and tested for the first time.



## STEP ONE

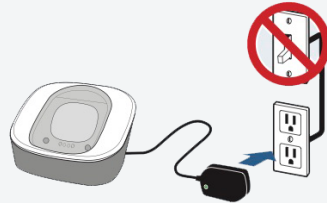
### Open your on-the-go system box

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.

- If you or your emergency contact receives a call from this number, please answer!
- If needed, call back the same number appearing on the caller ID as not to cause any delay in processing the alarm.

## 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

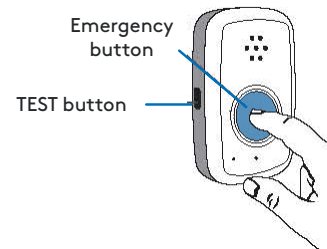
The test button is labeled with the letter T. When the test mode is activated the LED ring **turns yellow**. The device will announce "User auto test. Please press your emergency button or pendant."



## 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."

