ADT MEDICAL ALERT

On-The-Go Personal Emergency Response System

User guide

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Thank you for choosing ADT On-The-Go System

The ADT On-The-Go personal emergency response system is comprised of a digital cellular mobile device with a wireless emergency help button (wristband, neck pendant, optional Fall Detection pendant*, or optional wall mount button). The on-the-go system has a cellular connection and does not require a landline.

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

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

*Fall Detection pendant does not detect 100% of falls.

What's in the box

1 Mobile device

2 Neck pendant or wristband

3 Cradle charger

4 Waterproof wall mount button (optional)
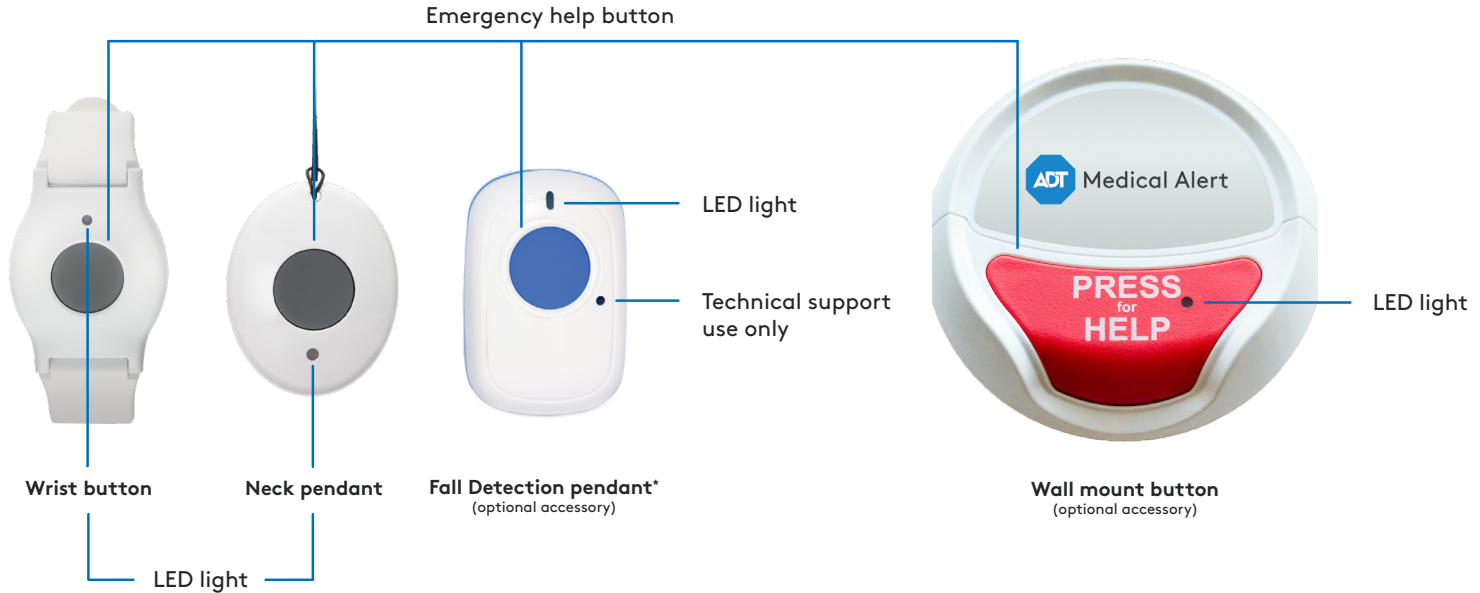
5 Fall Detection pendant (optional)

The optional Fall Detection pendant and wall mount button are available at an additional cost. The Fall Detection pendant has a separate user guide.

On-the-go device features

Speaker

Test button

On/Off button

LED indicator

Emergency
help button

Microphone

Pressure sensor

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Waterproof help buttons

Emergency help button

LED light

Technical support use only

LED light

Wrist button

Neck pendant

Fall Detection pendant*
(optional accessory)

Wall mount button
(optional accessory)

LED light

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PRESS for HELP

*Fall Detection pendant does not detect 100% of falls.

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Setting up your on-the-go system

Please follow these simple steps to get the system set up and tested.

Select a location to connect the cradle charger

- We recommend you place your on-the-go device in your bedroom or any other place around your home where it can be easily accessbile.

- Place your on-the-go device's cradle charger near an electrical outlet.

- Plug the AC adaptor into an electrical outlet that is not controlled by a light switch. This will help to avoid accidentally turning it off.

- To prevent electrical shock, please keep the system away from wet locations.

Charge your on-the-go device

Charge your on-the-go device every night in the cradle charger to ensure a fully charged battery during waking hours.

- The LED indicator around the emergency button will illuminate **red**, indicating that the device still **needs charging**.

- When the device is fully **charged**, the LED indicator will change to **green**.

- It will take up to 3 hours for the device to be fully charged.

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Setting up your on-the-go system

Please follow these simple steps to get the system set up and tested.

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.**
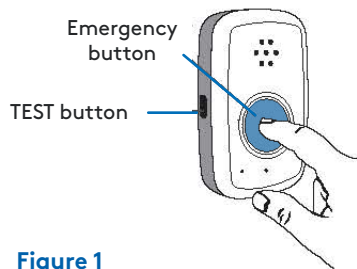
Emergency button

TEST button

Figure 1

For monthly testing, you can use the test button on your on-the-go device to conduct a test without speaking to an emergency response operator by following these steps:

1. Press and hold the TEST button on the on-the-go device (the button on the side with the letter "T"). (Please refer to **Figure 1**).

   - 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."

2. Press the neck pendant, wristband, OR press and hold the emergency help button on the mobile device for 2 seconds.

   - The on-the-go device will announce "test call sent to emergency response center."

   - If your test was successful, you will hear "thank you for testing your device" from the on-the-go device.

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Setting up your on-the-go system

Please follow these simple steps to get the system set up and tested.

To turn ON your on-the-go device:

- **Option 1:** Press the ON/OFF button on the side of the on-the-go device and hold for approximately 3 seconds. (Please refer to **Figure 2**)

- **Option 2:** Simply place the on-the-go device in the cradle charger, assuming the cradle charger is plugged in.

- It takes about 30-60 seconds for the on-the-go device to register with the cellular network. All the lights will turn on and the **green** LED light on the power button will start **blinking**.

- When the on-the-go device is setup correctly and connects to the cellular network, it will announce **"system ready."**

To turn OFF your on-the-go device:

- Press and hold the power button for about 3 seconds. The device will emit a beep and the power button LED no longer blinks and all LEDs remain off.

Figure 2

On/Off button

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On-the-go device

Voice guidance

The on-the-go device provides voice announcements. Select announcements are listed below:

Event	Voice prompt
On the-go device is powered on	"System ready"
The emergency call is initiated	"Call in progress."
The battery is low	"Your battery is low. Please connect to a power source."

Note: There may be situations where the voice prompts don't complete the entire phrase because another event occurs. In this instance, the latter voice prompt event will cut in and the current voice prompt may be terminated prematurely.

Radio frequency

All devices frequency transmission= **433 MHz**

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Fall Detection with on-the-go device

Voice guidance

If your system includes the Fall Detection pendant, your on-the-go device will have voice announcements. Select announcements are listed below:

(Optional Fall Detection pendant)

Event	Voice prompt	Notes
On-the-go device receives a fall signal	"Fall detected. Please press and hold button to cancel."	This will occur for about 20 seconds and will allow you time to cancel the alarm. During this time, you may press and hold the help button for 5 seconds to cancel the signal.
Fall alarm is cancelled	"Alarm cancelled."	Alarm has been cancelled.
20-second window for cancellation has ended	"Fall detected. Contacting emergency response center"	The signal will then be sent to the monitoring center and an operator will call your on-the-go device to assess your situation and dispatch the appropriate help to you.

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On-the-go device light indicator on emergency button

Device Status	LED indicator on emergency button
Low battery alert	Blinking red LED light - you have about 2 hours of battery left
Charging	Solid red LED light
Fully charged	Red LED turns off and the green LED turns on, until the device is removed from the charge cradle
No cellular connection and OFF the charger	Blinking green LED
No cellular connection and ON the charger	The top half of the LED ring stays red while the bottom half blinks green
Power on	All lights (green, yellow, red) around the emergency button will turn on for 25 seconds. Also, a green LED light on the power button will start blinking.
Press emergency button	Red LED light will illuminate and will stay on until call has ended or after 2 minutes – whichever comes first. If in low battery status, red LED will continue blinking.
Test mode	The LED ring turns yellow when activated

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Important safety information

- You must always carry the on-the-go device with you when going outside of your home.

- Keep electrical cords away from heat sources and sharp edges.

- Keep electrical cords away from areas where someone could trip over them.

- Use caution when handling electrical cords.

- Do not use any attachment or accessory that is not intended for use with this system.

- Test your system using the TEST button when possible, as instructed in this user guide.

- Do not block the on-the-go device's microphone. This will affect your ability to communicate with the emergency response center.

- The wristband, neck pendant and/or Fall Detection pendant are designed to work at an approximate range of up to 100 feet from the on-the-go device, depending on the size and construction of your home.

- The on-the-go device is water resistant and can be used in the shower. Do not submerge in water.

- The on-the-go device contains sensitive hardware, take care when handling and avoid dropping it.

- Do not expose the on-the-go device to dust, dirt, sand or food.

- The on-the-go device's battery is designed to last up to 40 hours after it has been charged for 3 hours.

- The on-the-go device has a GPS receiver that works best when it has an unobstructed view to the sky.

- The neck pendant, wristbrand, Fall Detection button, wall mount button, and on-the-go device are waterproof and can be taken with you in the shower.

- Do not put the neck pendant, wristband, Fall Detection pendant or wall mount button through the clothes washer or dryer. Do not attempt to dry your button out in the microwave or oven.

- The wall mount button must be in range of up to 100 feet from the mobile device to connect to emergency response.

- The mobile device will not transmit an emergency call if one was activated within the last two minutes.

Warning: Strangulation and choking hazard. The lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

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Frequently asked questions

How do I call for help?

Press your neck pendant, wristband, Fall Detection pendant or wall mount button and hold the emergency button on your mobile device for 2 seconds.

Do I need my on-the-go device when I leave my home?

Yes. Always take your on-the-go device with you when leaving your home. Wear your neck pendant, Fall Detection pendant, or wrist band at all times, both at home and away, so help is never out of reach.

What happens if I push the button but 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 should 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 far away from the on-the-go device will my help button work?

The wristband, neck pendant, Fall Detection pendant, and wall mount button are designed to work at an approximate range of up to 100 feet from the on-the-go device, depending on the size and construction of your home.

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Frequently asked questions

How will an emergency response team get into my home?

Rescue personnel 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 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.

What happens if I push my help button but cannot get to the on-the-go device?

If you push your help button, stay where you are. An emergency operator will attempt to communicate with you through your on-the-go device. 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 in the on-the-go device are 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, go to a quiet area with your on-the-go device.

Why is my help button not activating my on-the-go device?

Be sure to press the help button once firmly in the center to activate your on-the-go device. A small red light below the neck pendant, Fall Detection pendant or wristband will flash. If the on-the-go device does not respond, check to ensure the help button is in range of the on-the-go device.

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Frequently asked questions

Is the on-the-go device waterproof?

The on-the-go device is water resistant. Please do not submerge in water. However, the neck pendant, wristbrand, Fall Detection button, and wall mount button are waterproof. All devices can be taken in the shower.

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.

What if I spend part of the year in another home?

We can transfer your service to another location. Just give us a call one week before you go to determine whether the service will be available at your other home.

I am going to travel. How should I prepare?

Your on-the-go device will work nationwide anywhere there is AT&T cellular coverage. We recommend you call Customer Service at least 2 to 3 days prior to leaving, so we can update our systems with your new location address, emergency contacts, and lock box location. This ensures that if we have to alert emergency responders, they will have all relevant information to assist you without delays. Please remember to bring the following items: neck pendant, wristband, Fall Detection pendant, on-the-go device, and cradle charger.

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Frequently asked questions

How do I prepare my device for air travel?

Your on-the-go device will need to be turned OFF. Simply press and hold the power button for about 3 seconds. The device will emit a beep and the power button LED no longer blinks and all LEDs remain off.

Is the on-the-go device lanyard adjustable?

The lanyard is non-adjustable. If you require an adjustable lanyard please call customer service to place your order.

Can I replace the neck pendant cord?

Yes, the neck pendant will work with just about any chain or cord, so you are able to use any one of your personal chains or necklaces. However, the risk of choking may increase if you do not use the lanyard provided.

Can I replace the wristband?

Yes, you may replace the wristband with a standard watch band of your choice.

Can I speak into my help button?

No, you can only communicate with the monitoring center through your on-the-go device only. Your help buttons do not have a speaker or microphone.

Does the wristband strap contain any latex?

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

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Compliance statements

FCC statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Product	Base	Pendant	Wrist Button		Wall Button
FCC ID	PXT-DC-MD5CCR-01	PXTIGP-01	PXTIGP-02	PXTPFD-01, PXT-RFDP-01	PXTWMP-01
FCC ID	PXT-DC-MD5-01	PXTIGP-01	PXTIGP-02	PXTPFD-01, PXT-RFDP-01	PXTWMP-01

FDA statement

The manufacturer's quality system complies with regulation 21CFR 820 of the FDA Current Good Manufacturing Practice. The FDA is the official regulatory agency of all food, dietary supplements, medical devices, cosmetics and veterinary products in the United States.

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Compliance statements

15.105 (b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

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Compliance statements

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

RF exposure information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

Radio frequency (RF)

All devices frequency transmission = **433MHZ**

Technical requirements

Please refer to the website listed on the contact information card that came with your system.

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