Get help in three easy steps

1. Press the button
Press the personal help button to send an emergency alert to ADT. Fall Detection pendants can automatically send an alert if a fall occurs.*

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 ADT Medical Alert box
This includes a cellular base station and 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
Set the power switch on the back of the base station to the "On" position
The signal strength bars, the emergency and reset buttons will light up in 10 seconds when turned on. If the base station is set up correctly, it will say “system ready” within 60 seconds.

STEP FOUR
Call ADT to activate your system
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
(800) 568-1216
Option 1
Be sure you and your emergency contact save the monitoring center’s phone number (800) 568-1216, option 1 so you never miss a call from us.

Testing your system
For monthly testing, you can use the test button on your cellular base station to conduct a test without speaking to an emergency response operator by following these steps:

STEP ONE
Touch and hold the test button for about 6 seconds
When the base station announces “User auto-test,“ release the button. The base station will instruct you to press the emergency button or pendant.

STEP TWO
Press the emergency button on the base station or pendant
The base station will announce, “Test call sent to emergency response center.”

If the test was successful
The base station will announce, “Thank you for testing your device.”

If the test was unsuccessful
The base station will announce, “User auto-test failed. Please contact customer support.”