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.
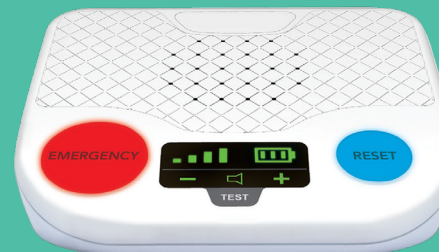
ADT

Medical Alert

L190376 06/19

QUICK INSTALLATION GUIDE

Medical Alert Plus System

ADT

Medical Alert

Quick setup guide

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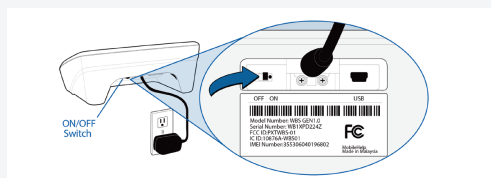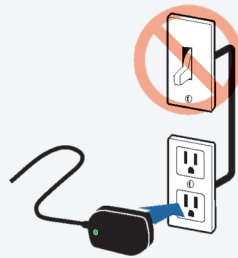
STEP ONE

Open your 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

- If you or your emergency contact receives a call from this number, please answer.

- If you need to call ADT back, dial the number as it appears on the caller ID to avoid any delays.

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."

Emergency button

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