

ADT MEDICAL ALERT

Medical Alert Plus System

User guide



Medical Alert



Thank you for choosing ADT Medical Alert System

The ADT Medical Alert Plus System is comprised of a cellular base station and a wireless emergency help button (wristband or neck pendant or optional Fall Detection pendant* or optional wall mount button). Because the connection is cellular, the Medical Alert Plus System 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**



Medical Alert

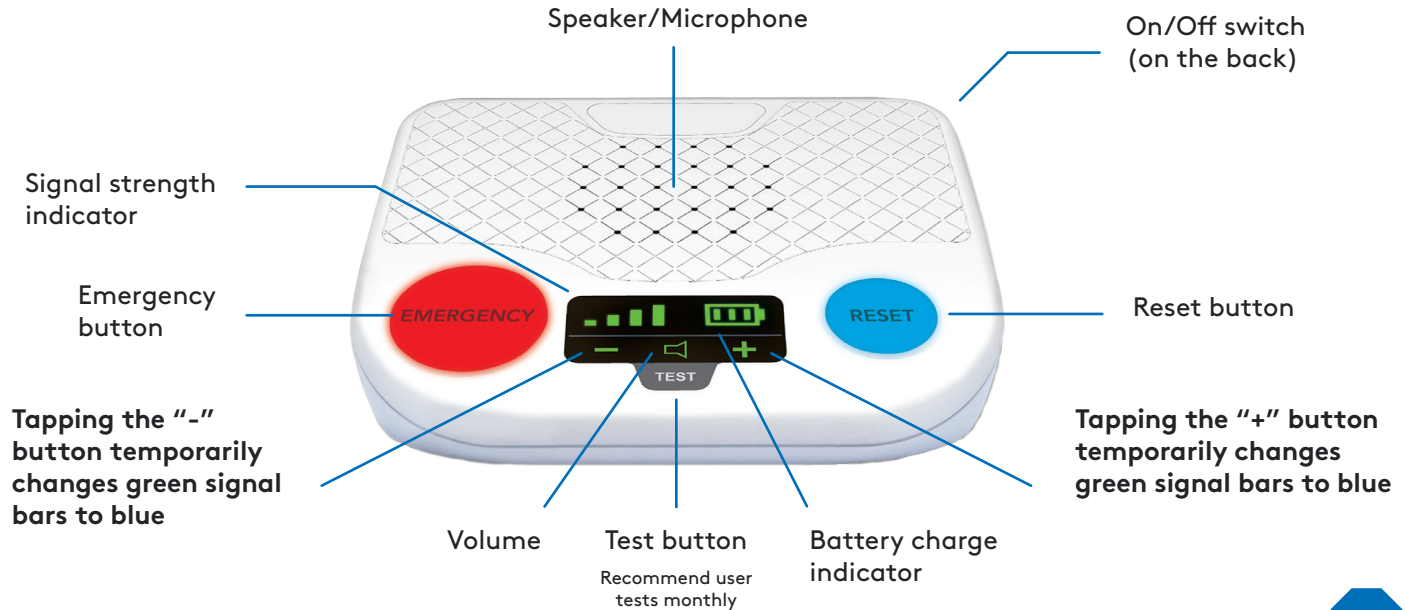
What's in the box

- 1 Cellular base station
- 2 Neck pendant or Wristband
- 3 Waterproof wall mount button (optional)
- 4 Fall Detection pendant (optional)

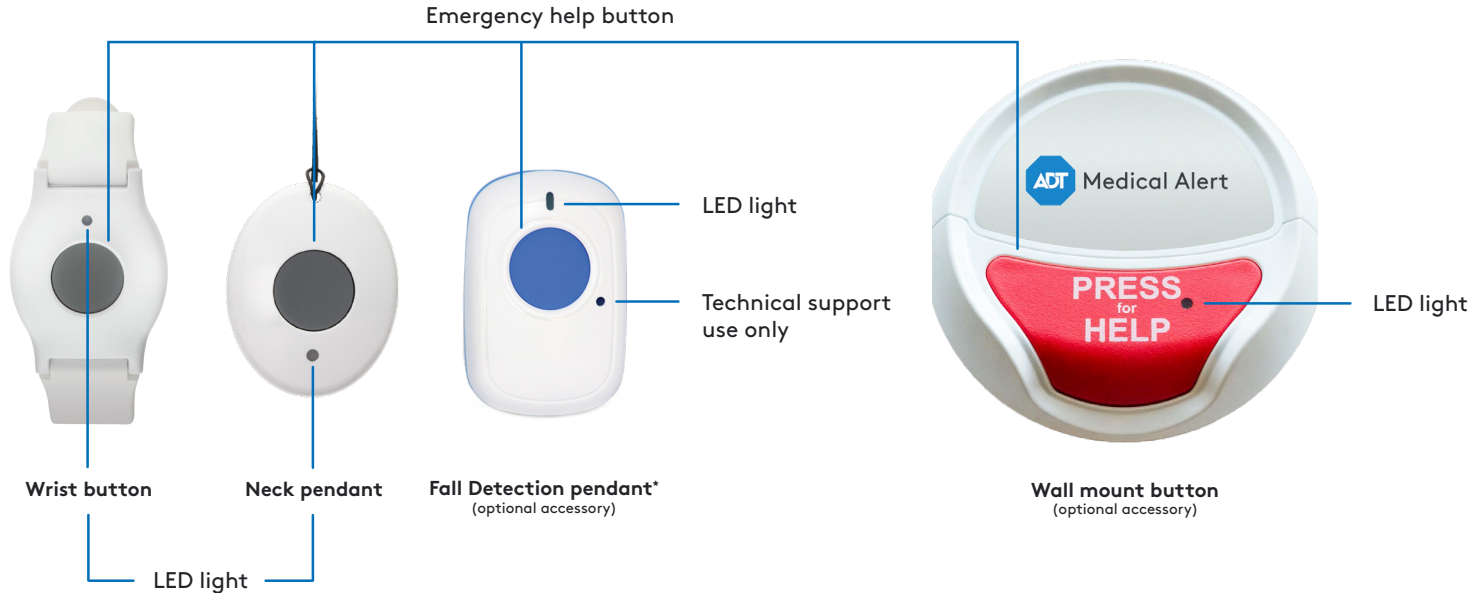
The optional Fall Detection pendant and wall mount button are available and at an additional cost. The Fall Detection pendant has a separate user guide.



Medical Alert Plus base station features



Waterproof help buttons



Connecting the Medical Alert Plus base station

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

STEP ONE

Select a location

- Place the base station near the center of your home, such as your living room, family room or kitchen area.
- Place the base station near an electrical outlet.
- **Do not** place the base station near any appliances that make noise.
- **Do not** place objects in front of the base station.

STEP TWO

Plug in the power cord

- Plug the power cord into an electrical outlet that's **not** controlled by a light switch. This will help to avoid accidentally turning off the base station.
- To prevent electrical shock, please keep the system away from wet locations.

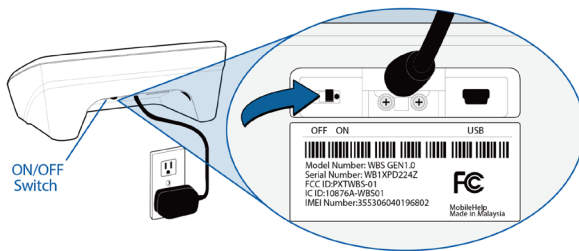
Connecting the Medical Alert Plus base station

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STEP THREE

Turn on the base station

- Turn on the base station using the On/Off switch located on the back of the unit.
- The **emergency** and **reset** buttons will illuminate when turned on.
- Make sure the base station is connected to the cellular network by checking for the signal strength bars on the display screen. The signal strength bars will light up green.
- Use the volume control icons (+ or -) on the front of the unit under the display screen to adjust the volume. The volume bars will only appear blue, when the + or - are tapped.



Connecting the Medical Alert Plus base station

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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.**



Please test your system on a monthly basis using the test button.

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:

In order to test your system on battery backup, please unplug the power cord from the AC outlet.

1. Touch and hold the test button until you hear "User auto-test." This will take approximately 6 seconds.
 - You will hear an announcement over the base station that will instruct you to press the emergency button or pendant.
2. Press the emergency button on the base station or the help button on the neck pendant or wristband.
 - The base station 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 base station speaker.
 - If your test was not successful, the base station will announce "User auto-test failed."

Remember to plug your base station back into the AC outlet, if you unplugged it for testing.

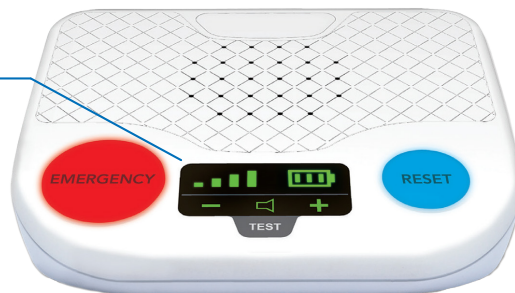
Cellular base station voice guide

Event	Voice prompt	Notes
The cellular base station is powered on	"System ready"	Base station ON/OFF switch has been turned on, be sure to connect to electric outlet or it will run on battery backup.
Both red emergency and blue reset buttons are flashing	"Power not detected" or "Power detected" (when electricity is reconnected)	Check that the base station is correctly plugged into an electrical outlet.
The battery needs changing	"Low Battery"	Check that the base station is correctly plugged into an electrical outlet or it will run on battery backup.
The emergency call is initiated	"Call in progress"	Alarm is being sent to the emergency response center.
Call connected	"Please stand by for operator"	Respond to the emergency operator's call over the device speaker.
Cellular base station receives a Fall Signal	"Fall detected - 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 button for 5 seconds to cancel the signal.
Fall alarm is canceled	"Alarm canceled"	Alarm has been canceled.

Base station signal bar light indicator

Signal bar light	Base station status
Green	Cellular strength indicator
Blue	Indicate speaker volume while pressing the (+ or -) adjusting the volume up or down.
Flashing green and blue	A monthly test reminder. The bars will begin to flash if your unit has gone 30 days without a successful test signal.

Signal strength
indicator



Important safety information

- 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.
- Never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Test your Medical Alert Plus system monthly.
- Do not block the base station microphone. This will affect your ability to communicate with the emergency response center.
- During a power outage, the base station battery backup will last up to 24 hours after it has been charged for 3 hours.
- The wristband and/or neck pendant are designed to work at an approximate range of

600 feet from the base station, depending on the size and construction of your home.

- If the LED on your pendant flashes amber, the battery is low. Please contact us immediately to provide you with a replacement pendant.
- Wear your waterproof help button at all times.
- The help buttons (neck pendant, wristband, Fall Detection pendant and wall mount button) 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.

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



Frequently asked questions

How do I call for help?

Press your neck pendant, wristband, wall mount button or red emergency button on your base station.

What happens if I push the button but I 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 do 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 will an emergency response team get into my home?

Emergency responders 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 that 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.



Frequently asked questions

How far away from the base station will my help buttons work?

Your help buttons are designed to work up to 600 feet from the base station, depending on the size and construction of your home.

What happens if I push my help button but can't be heard through the base station?

If you push your help button, stay where you are. An emergency operator will attempt to communicate with you through your base station. 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 on the base station is 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, look for a quieter area to set up your base station.

Frequently asked questions

Why is my help button not activating my base station?

Be sure to press the emergency button once firmly in the center to activate your base station. A small red light below the pendant or wristband will flash. If the base station does not respond, check to ensure that the help button is in range of the base station. If you still have issues with your system, please call Technical Support.

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?

Give us a call one month before you leave to determine whether the service is available at your other home. Once at your new home you must test the system to ensure that everything is correct, including contact information and that the system is communicating properly.



Frequently asked questions

Is the lanyard adjustable?

There are fixed length magnetic lanyards and adjustable length lanyards.

Adjustable lanyard: There are two connectors on the lanyard. One that is cone shaped and one that is pear shaped. There are two parts of the lanyard coming out the left side of the cones. Use one hand to hold the cone-shaped part. Use the other to pull the top string to shorten the lanyard. Do the reverse to tighten the lanyard.

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 base station. 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.

Compliance statements

FCC Statement

Product	Base	Pendant	Wrist Button
FCC ID	PXTCBS2-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS4-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS5-01	VDQIGP-01	VDQIGP-02
FCC ID	PXTCBS5-02	VDQIGP-01	VDQIGP-02

FDA 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, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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.



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. This device should be installed and operated with minimum distance 20cm between the radiator & your body.



Technical specifications

Model number	Input	Output	Current rating
IGP-01	Internal	3 VDC	230 mAh
IGPWS-01	Internal	3 VDC	230 mAh
IGPWS-02	Internal	3 VDC	230 mAh
IGPWC-01	115 V	5 VDC	1000 mA
IGMCA-01	12 V	5 VDC	1000 mAh
IGP-02	Internal	3 VDC	230 mAh
IGPWS-02B	Internal	3 VDC	230 mAh

Model number	Input	Output	Current rating
IGPWS-02W	Internal	3 VDC	230 mA
WMP-01	Internal	3 VDC	230 mA
IGPFD-01	Internal	3.6 VDC	1200 mA
CBS5-01	Battery backup	4.2 VDC	3000 mAh
CBS5-01	115 V	5 VDC	2000 mAh
CBS5-02	115 V	5 VDC	2000 mAh
CBS5-02	Battery backup	4.2 VDC	3000 mAh

Radio Frequency (RF)

All devices frequency transmission = 433 MHZ



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