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Introduction

Thank you for choosing the ADT® Medical Alert Plus System. We welcome you to the ADT family. If you have any questions please call our support team at 800.568.1216. They are available 24/7/365.

The Medical Alert Plus System is comprised of a Digital Cellular Base Station and a wireless Emergency Help Button (Wristband, standard Neck Pendant or Fall Detection Pendant). Because the connection is cellular, the Medical Alert Plus System does not require a home telephone line.
What’s in the Box

Medical Alert Plus Base Station

or

or

Standard Pendant
Fall Detection Pendant
Wristband
Medical Alert Plus Base Station Features

- Speaker/Microphone
- Temperature
- Signal Strength Indicator
- Emergency Button
- Battery Charge Indicator
- Test Button
- Volume
- ON/OFF Switch
- Date & Time
- Reset Button
Connecting the Medical Alert Plus Base Station

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

Step 1. 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 2. Plug in the Power Cord

- Plug the power cord that is attached to the back of the Base Station into an electrical outlet that is not controlled by a light switch. Refer to the figure in Step 3.

To avoid accidentally turning off the Base Station, DO NOT plug it into an electrical outlet that is controlled by a light switch.

**WARNING**
To prevent electrical shock please keep the system away from wet locations.
Step 3. Turning on the Base Station

1. Turn on the Base Station using the ON/OFF switch located on the back of the unit.
If set up correctly,

- The EMERGENCY and RESET buttons illuminate red and blue, respectively.
- The display screen turns on.
- The Base Station says “SYSTEM READY.”
- Within a few minutes of turning on the system, the Base Station obtains the date and time from the digital cellular network and displays it on the screen.

**Note:** You cannot set the date and time manually.

2. Use the – and + volume control (🔊) buttons on the front of the unit below the display screen if the voice is too loud or too soft.

3. Check the signal strength bars on the display screen to make sure that the Base Station is connected to the digital cellular network.
Step 4. Testing the Base Station

Use the Test button on the Base Station to make sure that the system is working without placing a call to an emergency operator.
1. Press and hold the Test button for 3 seconds.
   - After the Test button lights up green, the Base Station says “USER AUTO TEST.”
   - The Base Station instructs you to “PRESS EMERGENCY BUTTON OR PENDANT.”

2. Press the EMERGENCY button on the Base Station or the Help Button on the Wristband, the standard Neck Pendant or the Fall Detection Pendant.
   - The Base Station says several times, “TEST CALL SENT TO EMERGENCY RESPONSE CENTER.”
   - The Response Center acknowledges that your test call was received.
   - The Base Station says “USER AUTO TEST COMPLETED.”
   - If you pushed the button when prompted to do so and the Base Station says “USER AUTO TEST FAILED PLEASE CONTACT SUPPORT”, please call ADT support at 800.568.1216 (option 1).
   - If you did not push the button, the Base Station will still announce “USER AUTO TEST FAILED, PLEASE CONTACT SUPPORT” However, because you did not actually push the button, you do not need to contact ADT.

It is important that you test your system every month. To help remind you, the Test button will blink green every 30 days to alert you that it is time to perform the test.
Step 5. Testing the Help Buttons

1. Press the Help Button (Wristband, standard Neck Pendant or Fall Detection Pendant) firmly one time.
   - The button’s red light flashes, indicating that a signal was sent to the Base Station.
   - The Base Station says several times “CALL IN PROGRESS.”
   - When the call goes through it says “PLEASE STAND BY FOR OPERATOR.”
   - An emergency operator will communicate with you through the Base Station.

   **NOTE:** The Base Station will not transmit an emergency call if you have already sent one within the previous two minutes.

2. Please state clearly to the operator that “THIS IS A TEST.” If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.
   - You can also test the Help Buttons using the Test button on the Base Station.
Using the System

To call for help

1. Press one of the Help Buttons: Wristband, standard Neck Pendant, Fall Detection Pendant or Red EMERGENCY button on the Base Station.
The Base Station says “CALL IN PROGRESS” several times, indicating that the signal from the Help Button has been received.

The Base Station sends your unique information to the emergency response center and says “PLEASE STAND BY FOR OPERATOR.”

2. When you hear an operator asking if you are okay, please provide your status.

Help is dispatched to the address on file with ADT through the closest available public emergency responders.

**NOTE:** ADT can only dispatch emergency responders to the home address that you provided when you filled out the ADT Home Health Service Agreement. It is important that an accurate, current address be on file. To update your address, please call our support team at 800.568.1216.

The personal contacts listed on your profile are notified.

**NOTE:** If you are unable to speak or be heard, a second call will be made to your home. If you do not respond to the second call, the authorities will be notified that there is a potential emergency.
If you accidentally set off the alarm

1. If you accidentally set off the alarm, let the system go through the normal process.

2. When the emergency operator speaks, inform him or her that this is a “False Alarm.” The operator will disconnect and no further action will be taken.

   **NOTE:** The Base Station will not transmit an emergency call if you have already sent one within the previous two minutes.
# Base Station Announcements

The following is a list of alerts that the base station may announce and what you should do if you hear them.

<table>
<thead>
<tr>
<th>Warning Announcement</th>
<th>What it Means</th>
<th>What You Should Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER NOT DETECTED</td>
<td>The Base Station is not connected to an electrical outlet or power to the outlet has been lost.</td>
<td>Check that the Base Station is ON and properly plugged into an electrical outlet.</td>
</tr>
<tr>
<td>(red EMERGENCY and blue RESET buttons are flashing)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOW BATTERY</td>
<td>The Base Station battery level is very low.</td>
<td>Check that the Base Station is ON and properly plugged into an electrical outlet.</td>
</tr>
</tbody>
</table>
Important Safety Information

- Wear your Help Button at all times, especially in the shower and bed.
- The Help Buttons (Wristband, standard Neck Pendant or Fall Detection Pendant) operate properly when they are within 600 feet of the Base Station.
- During a power outage, the battery backup will last up to 30 hours, after it has been charged for 3 hours.
- Test your system once a month.
- Do not block the Base Station’s microphone. This will affect your ability to communicate with the emergency response center.
- Do not put the neck pendant or wristband through the clothes washer or dryer, or attempt to dry your Help Button out in the microwave or oven.
- Do not use any attachment or accessory that is not intended for use with this system.
- Use caution when handling electrical cords.
Never install electrical cords during a lightning storm.
Locate electrical cords away from areas where someone could trip over them.
Keep electrical cords away from heat sources and sharp edges.

**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 the Wristband Help Button OR Standard Neck Pendant Help Button OR Fall Detection Help Button OR the red EMERGENCY button on the Base Station. The Base Station will say “CALL IN PROGRESS” several times, indicating that the signal from the Help Button has been received. The Base Station will send your unique information to the emergency response center. When this is been completed, the Base Station will announce “PLEASE STAND BY FOR OPERATOR.” Then you will hear an operator asking if you are okay. If you are able to speak, please provide your status.

What happens if I push the button but I can’t speak?
If you are unable to speak or be heard, a second call will be made to your home. If you do not respond to the second call, the authorities will be notified that there is a potential emergency. Help will be dispatched to address on file with ADT through the closest available public emergency responders and the personal contacts listed on your profile will be notified.
What if I am on a call on my home phone when I need help?
The Medical Alert Plus System communicates using digital cellular service. It does not interact or interfere with your home phone line.

If I accidentally set off the alarm, what do I do?
If you accidentally set off the alarm, let the alarm go through then simply inform the emergency operator that this is a “false alarm”. The operator will disconnect and no further action will be taken.

Why is the Emergency Operator having trouble understanding me?
The microphone in 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 for the Base Station.

Can I replace the cord for my Neck Pendant or Fall Detection Pendant?
Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces.

Does the Wristband strap contain any latex?
No, the strap is silicone based with no latex content.
Can I replace the Wristband strap?
Yes, you may replace the strap with a standard watch band of your choice.

How far away from the Base Station will my Help Buttons work?
Your Help Buttons will work within a range of 600 feet from your Base Station. However, you can verify the distance that they cover around your house by performing a range test.

Can I speak into my Help Button?
No, you can communicate with the monitoring center through the Base Station. The Help Buttons do not have a speaker or microphone.

Why is my Help Button not activating my Base Station?
Be sure to press the Help Button once firmly in the center to activate the Base Station. A small red light on the Wristband or Neck Pendant. If the Base Station does not respond, check to ensure that the Help Button is in range of the Base Station. Please note that the system will not transmit an emergency call if you have already sent one within the previous two minutes. If you still have issues with your system, please call ADT support at 800.568.1216.
What happens if I push my Help Button but cannot get to the Base Station?
If you push your Help Button, stay where you are. An emergency operator will vocally communicate with you through your Base Station.

How do the Emergency Responders know where I am?
ADT can only dispatch emergency responders to the home address that you provided when you filled out the ADT Home Health Service Agreement. The Emergency Operator does not automatically know where your system is located. It is important that an accurate, current address be on file. To update your address, please call ADT at 800.568.1216.

What if I move to a different home or apartment?
ADT can transfer your service to your new location if you notify us in writing at least 30 days prior to your move. Please note that ADT may charge you a fee for each move.

Why is the Test button on the Base Station blinking green?
It is important that you test your system at least once a month. To help remind you, the Test button will blink green every 30 days. To test the system, follow the procedures outlined in “Step 4. Testing the Base Station” on page 10.
**Can two people in the same household both use the system?**
Yes, multiple Help Buttons can be used on a single system or a Help Button can be shared. Call ADT at 800.568.1216 for more information.

**What if I moved or my personal information has changed?**
Please call ADT at 800.568.1216 any time there are any changes to your personal information, including changes to your address and phone number.

**How will Emergency Responders 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 responsible for any damages as a result of gaining entry. However, you are encouraged to provide ADT with information on the best way for emergency personnel to gain access to your home during an emergency (hidden keys, keys with neighbors, lock box codes, etc.). Please call ADT to provide this important information.
Compliance Statements

FDA Statement
This 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.

FCC Statement

<table>
<thead>
<tr>
<th>Product</th>
<th>Base</th>
<th>Pendant</th>
<th>Watch</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC ID</td>
<td>PXTWBS</td>
<td>VDQIGP-01</td>
<td>VDQIGP-02</td>
</tr>
</tbody>
</table>

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.
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.

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.

Contact ADT

ADT agents are available 24 hours a day/7 days a week/365 days a year to assist you with your Base Station or Medical Alert Plus System.

For assistance call:

800.568.1216
## Technical Specifications

<table>
<thead>
<tr>
<th>Digital Cellular Base Station</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dimensions (WxLxH):</strong> 7” x 5.5” x 3” (180mm x 140mm x 75mm)</td>
</tr>
<tr>
<td><strong>Weight:</strong></td>
</tr>
<tr>
<td><strong>Power:</strong></td>
</tr>
<tr>
<td><strong>Backup Battery:</strong></td>
</tr>
<tr>
<td><strong>Backup Battery Life:</strong></td>
</tr>
<tr>
<td><strong>Signal Frequency:</strong></td>
</tr>
<tr>
<td><strong>Range:</strong></td>
</tr>
<tr>
<td><strong>Operating Temp:</strong></td>
</tr>
</tbody>
</table>
Legal Information

Manufactured for ADT LLC dba ADT Security Services, Boca Raton FL 33431.

An ADT Medical Alert System is not an intrusion detection or medical device and does not provide medical advice, which should be secured from qualified medical personnel. Fall detection is only available on Medical Alert Plus and Mobile Emergency Response Systems. The System and Services rely on the availability of cellular network coverage to operate properly. These systems are not controlled by ADT. There is always a chance that the System may fail to operate properly. The 911 emergency services line is an alternative to the System and the Services. The Fall Detection pendant does not detect 100% of falls. If able, users should always push their Help Button when they need assistance.

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