

# ENHANCE

Enhance Your System  
with these Special Offers!



## Connect Premium

**NOW INCLUDED** with our most popular system plans, for the ultimate protection and discounts for yourself and your equipment! Take advantage of this exclusive new program that provides you with an extra layer of protection AND can **save you up to \$300!**

- **Protect yourself** from costly replacements of lost or damaged equipment through our Connect Premium Program
- **Up to 50% off** select features, accessories and services
- **25% off** Fall Detect Pendant service
- **One FREE** standard Help Button

**Only \$6/month additional**  
(if not included in your plan)



## Fall Button™

**Add the Fall Button for \$11/month in addition to your plan.** Our unique Fall Button automatically detects a fall even if you can't press your button.\*

- Comfortable & Lightweight
- Wearable as a pendant
- Waterproof, for use in places like the shower or pool

\*Fall Button does not detect 100% of falls. If able, users should always push their help button when they need assistance. Fall Button is not intended to replace a caregiver for users dealing with serious health issues. Equipment may vary from images shown. Prices subject to change without notice.

**Only \$11/month!**  
(in addition to your plan)

## Monitoring Center Phone Number

SAVE THIS NUMBER IN YOUR PHONE CONTACTS TO ENSURE YOU DON'T MISS AN IMPORTANT CALL FROM OUR MONITORING CENTER

**1-800-932-3822**

Please do not call  
prior to reading  
steps below.



Follow these steps below:

1. Add this phone number as a contact in your cell phone.
2. Ask your emergency contacts to do the same.
3. If you or your emergency contacts receive a call from this number, please answer!
4. If needed, call back the same number appearing on the Caller ID as not to cause any delay in processing an alarm.

Please note, there is no need to return the call unless requested by the monitoring center or if you have a question about an alarm.

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## Quick Start Guide

Easy steps to setup  
your system today!



## Mobile On-the-Go System (SOLO)

We encourage our valued customers to use the testing processes outlined to allow operators more time to handle actual emergencies. Rest assured, a live operator will always be available to answer your call if an emergency were to occur.

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# QUICK SETUP

**Your System is "ACTIVE" and READY TO USE**

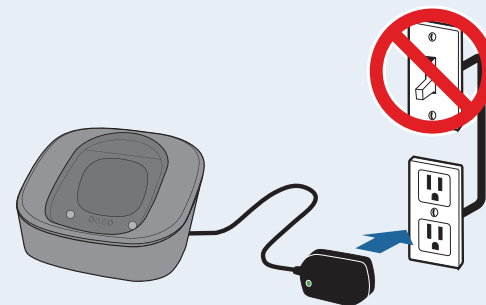
## Mobile On-the-Go System

Includes a Mobile Device, Neck Pendant or Wrist Button, and cradle charger.



## Plug the power cord into an electrical outlet

The electrical outlet should **NOT** be controlled by a light switch.

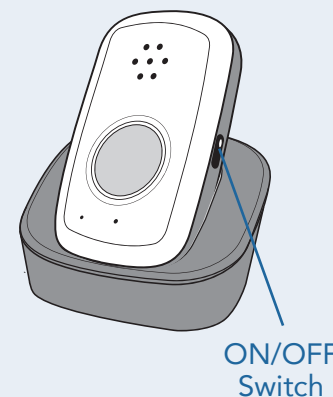


## Place the Mobile Device on the Cradle Charger

The Mobile Device will turn on within a few seconds and the LED indicator around the emergency button will illuminate. It normally takes 30-60 seconds for the Mobile Device to register with the cellular network.

When the Mobile Device is setup correctly and connects to the cellular network, it will announce "system ready".

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 from red to green and will remain green until the device is removed from the charging cradle. It will take up to 3 hours for the device to be fully charged.



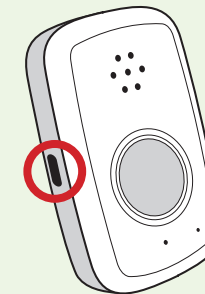
**Next, be sure to test your system...** see [Testing page](#).

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# TESTING

**Mobile On-the-Go System**

1

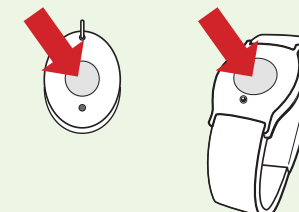


## Press and hold the test button

This is located on the side of the device and is labeled with the letter T

The Mobile Device will instruct you to press the emergency button or pendant

2



## Press the pendant -OR- press and hold the emergency button for 2 seconds

The Mobile Device will announce, "Test Call sent to Emergency Response Center"

3



## If the test was successful...

The Mobile Device will announce, "Thank you for testing your device"

4



## If the test was unsuccessful...

The Mobile Device will announce, "User auto-test failed, please contact Customer Support"

**PLEASE REFER TO THE TECHNICAL SUPPORT NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.**

**If you have not set up your system...** see [Setup page first](#).

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