Manuals+ — User Manuals Simplified.

MobileHelp CBS4-01 DUO Complete Protection System User Guide

Contents

MobileHelp CBS4-01 DUO Complete Protection System

Product Information

The ENHANCE system offers additional features to improve your protection and equipment. The Connect Premium program is now included in our most popular system plans, providing an extra layer of protection and discounts. The Fall Button is a unique feature that automatically detects a fall even if you can't press your button. The Monitoring Center Phone Number is important to save to ensure you don't miss any important calls from our monitoring center.

Connect Premium

The Connect Premium program is included in our most popular system plans, providing an extra layer of protection and discounts for yourself and your equipment. This program can save you up to $300 and costs only $6/month additional if not included in your plan.

Fall Button

The Fall Button is a unique feature that automatically detects a fall even if you can't press your button. It costs $11/month in addition to your plan. Please note that the Fall Button does not detect 100% of falls, and users should always push their help button when they need assistance. The Fall Button is not intended to replace a caregiver for users dealing with serious health issues. Equipment may vary from images shown.

Monitoring Center Phone Number

The Monitoring Center Phone Number is important to save to ensure you don't miss any important calls from our monitoring center. Please follow the steps below to save the number:

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.

Product Usage Instructions

The Complete Protection System (DUO) is easy to set up and use. Please follow the steps below:

Quick Setup

Plug the power cords into electrical outlets. Turn on the ON/OFF switch on the back of the Base Station. The Emergency and Reset buttons will light up in 10 seconds, and the display screen will turn on. If the Base Station is set up correctly and connects to the cellular network, it will say system ready within 60 seconds. Use the volume control (+ or -) on the front of the unit under the display screen if the voice is too loud or too soft.

Testing

Testing your Complete Protection System is important to ensureit is working correctly. Please follow the steps below:

1. Press and hold the test button.
2. Press the emergency button or pendant.
3. The Base Station will announce, "Test Call sent to Emergency Response Center." The Mobile Device will announce, "Call in Progress."

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

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 inaddition 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 theshower or pool

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

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

Monitoring Center Phone Number

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

Please do not call prior to reading steps below
1-800-932-3822

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.
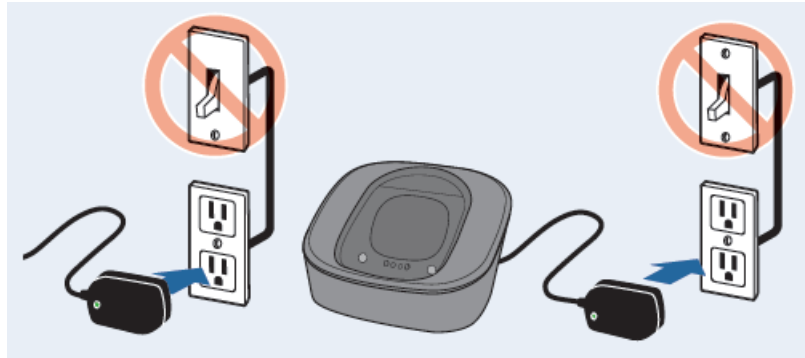
QUICK SETUP

Your System is "ACTIVE" and READY TO USE

- Complete Protection System
  Includes the cellular Base Station, a mobile evice, a neck pendant or wrist button and a cradle charger.

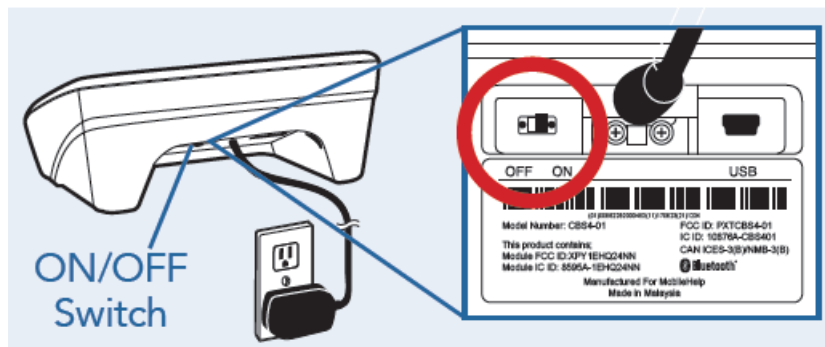- Plug the power cords into electrical outlets.

  The electrical outlets should NOT be controlled by a light switch

- Place the Mobile Device on the Cradle Charger.

- Turn on the ON/OFF switch on the back of the Base Station.

The Emergency and Reset buttons will light up in 10 seconds and the display screen will turn on. If the ase tation is set up correctly and connects to the cellular network, it will say "system ready" within 60 seconds.
You can use the volume control (+ or -) on the front of the unit under the display screen if the voice is too loud or too soft.
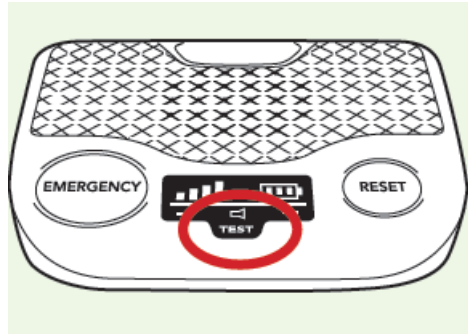If the Mobile Device is setup correctly and connects to the cellular network, it will say "system ready."

TESTING

Complete Protection System

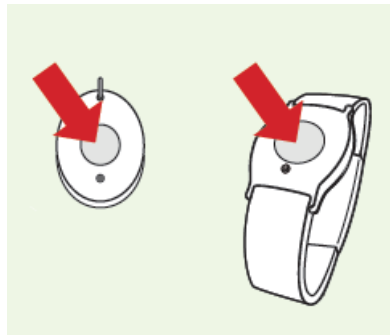- Press and hold the test button for about 6 seconds.

  When the base station announces "User Auto Test," release the button. This will place both the Base Station and Mobile Device in test mode.

- Press the emergency buttonor pendant.

  The Base Station will announce, "Test Callsent to Emergency Response Center."

  The Mobile Device will announce, "Call in Progress."

- Always have your Mobile Device nearby when testing your system. It is possible that the Mobile Device will go to a live operator. If the operator speaks to you, please advise them that you are testing your system. If you do not explain to the operator that you are okay andthat you are testing, EMS may be contacted.
- If the test was successful.. The Base Station and Mobile Device willannounce, "Thank you for testing your device." If the test was unsuccessful…
- The Base Station will announce, "Userauto-test failed, please contact CustomerSupport.

PLEASE REFER TO THE TECHNICAL SUPPORT NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FORANY QUESTIONS OR CONCERNS.
If you have not set up your system…

Documents / Resources

 MobileHelp CBS4-01 DUO Complete Protection System [pdf] User Guide
CBS4-01 DUO Complete Protection System, CBS4-01, DUO Complete Protection System, Complete Protection System, Protection System