



## MobileHelp CBS4-01 In-Home Wireless System User Guide

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### MobileHelp CBS4-01 In-Home Wireless System



## Product Information

The product is an In-Home Wireless System (Classic) that includes a cellular base station and neck pendant or wrist button.

The system provides an extra layer of protection and can save up to \$300. It also includes a Fall Button that does not detect 100% of falls and is not intended to replace a caregiver. Additionally, here is a Monitoring Center Phone Number that should be saved in your phone contacts to ensure you don't miss an important call from the monitoring center.

## Product Usage Instructions

To set up the system, plug the power cord into an electrical outlet, ensuring that the outlet is not controlled by a light switch. 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, it will say system ready within 60 seconds.

The system can be tested by pressing and holding the test button until it turns green, then releasing it. The base station will instruct you to press the emergency button or pendant, and when you do, it will announce "Test Call sent to Emergency Response Center."

Make sure to add the Monitoring Center Phone Number as a contact in your cell phone and ask your emergency contacts to do the same.

If you or your emergency contacts receive a call from this number, please answer! 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

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.

Your System is "ACTIVE" and READY TO USE

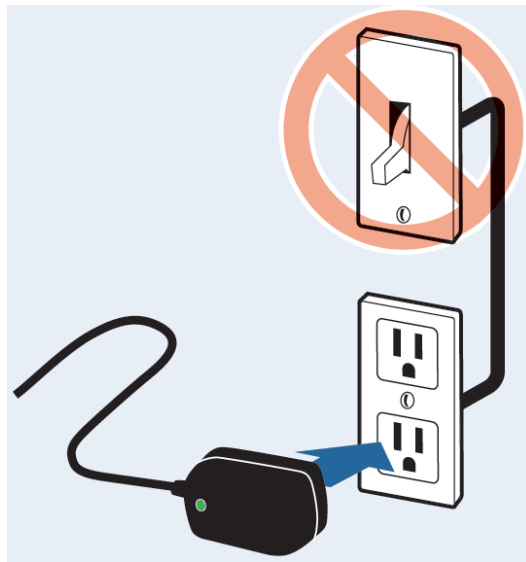
### In-Home Wireless System

Includes a cellular base station and neck pendant or wrist button

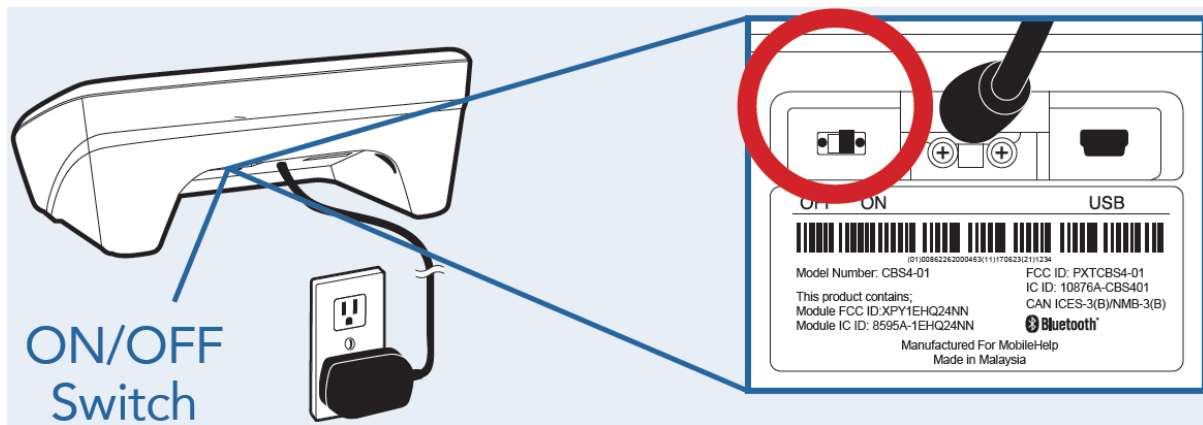


### Plug the power cord into an electrical outlet

The electrical outlet should NOT be controlled by a light switch



**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, it will say “system ready” within 60 seconds.

You can use the volume control buttons (+ or -) on the front of the unit under the display screen if the voice is too loud or too soft.

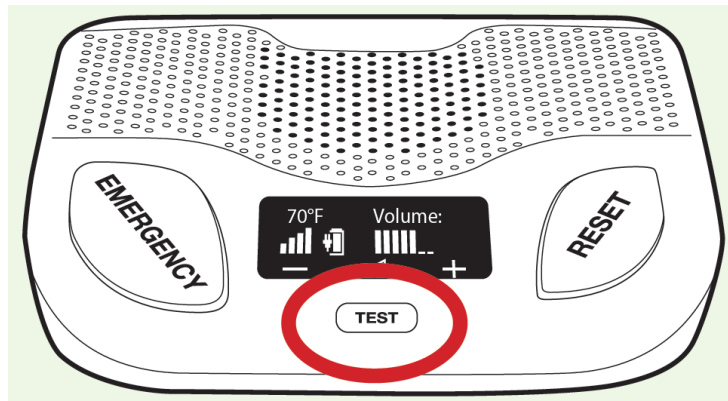
Make sure your Base Station is connected to the cellular network by checking for the signal strength bars on the Display screen. Within a few minutes of turning on the system, the Cellular Base Station will obtain the date and time from the cellular network which will appear in the display area. You are not able to set the date and time manually.

## TESTING

### In-Home Wireless System

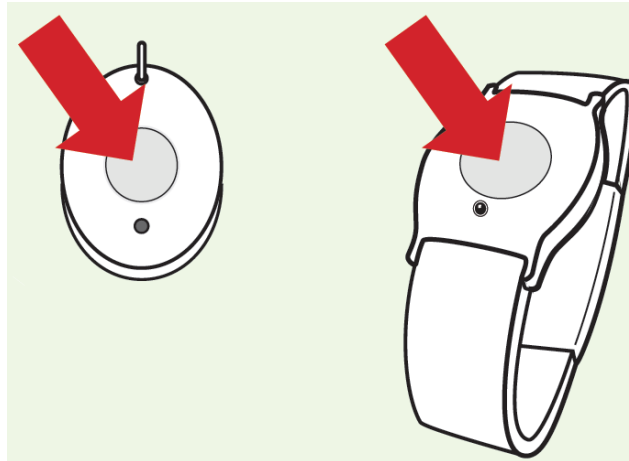
#### 1. Press and hold the test button

When the test button turns green, release it. The base station will instruct you to press the emergency button or pendant.



**2. Press the emergency button or pendant**

The base station will announce, "Test Call sent to Emergency Response Center"



**3. If the test was successful...**

The base station will announce, "Thank you for testing your device"



**4. If the test was unsuccessful...**

The base station will announce, "User auto-test failed, please contact Customer Support"



PLEASE REFER TO THE CUSTOMER SERVICE NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.

**ENHANCE**

## Enhance Your System

### With these Special Offers!

#### Connect Premium

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!**  
(in addition to 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 design for use in the shower

\*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.

**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.**

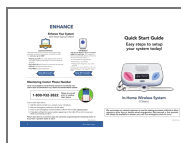


Follow these steps below:

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.

#### Documents / Resources



[MobileHelp CBS4-01 In-Home Wireless System](#) [pdf] User Guide

CBS4-01 In-Home Wireless System, CBS4-01, In-Home Wireless System, Wireless System