MobileHelp Classic CBS 5 In-Home Wireless System User Guide

MobileHelp Classic CBS 5 In-Home Wireless System

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.

Contents

QUICK SETUP

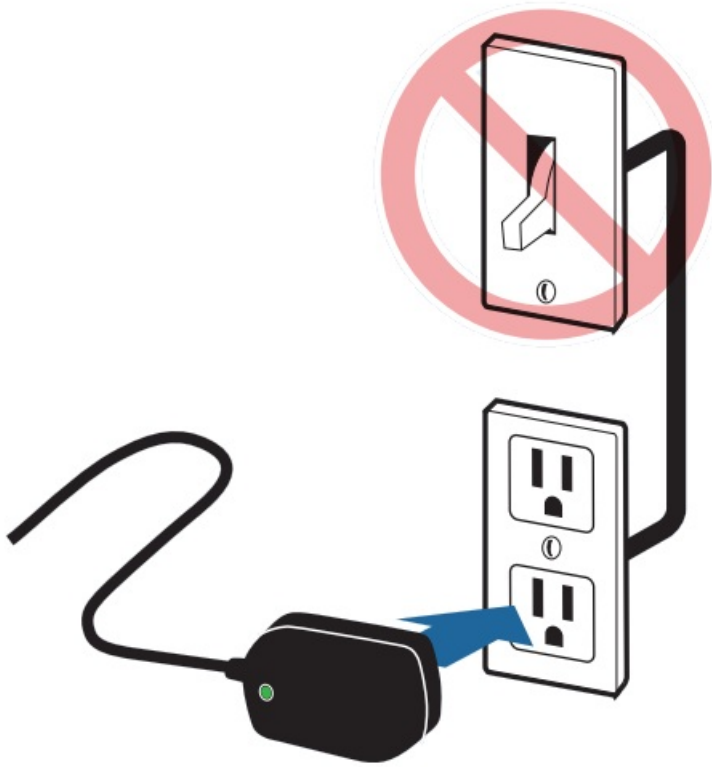**Your System is "ACTIVE" and READY TO USE**

In-Home Wireless System

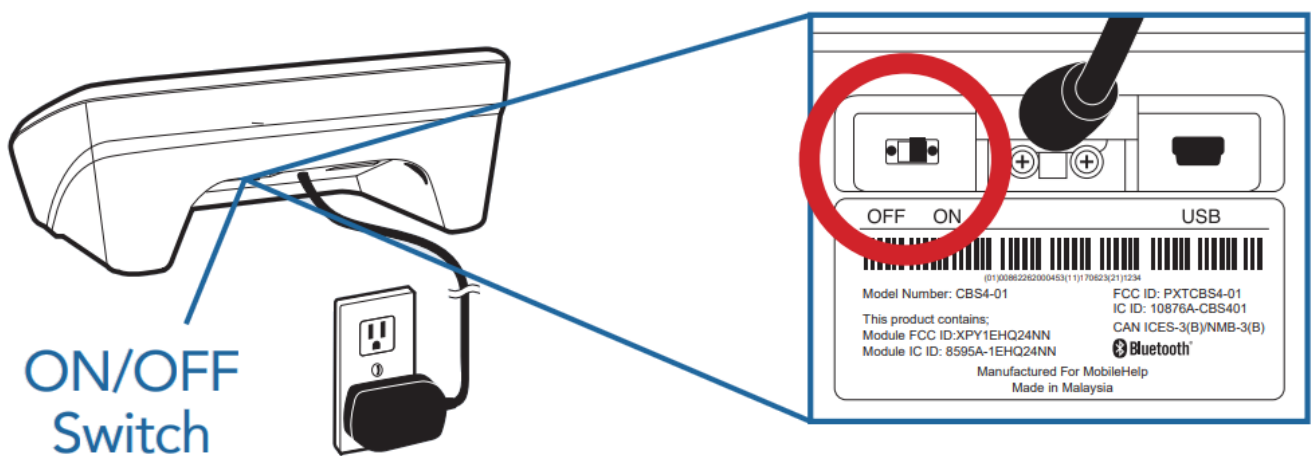Includes a cellular base station and neck pendant or wrist button.

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 icons (+ 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.
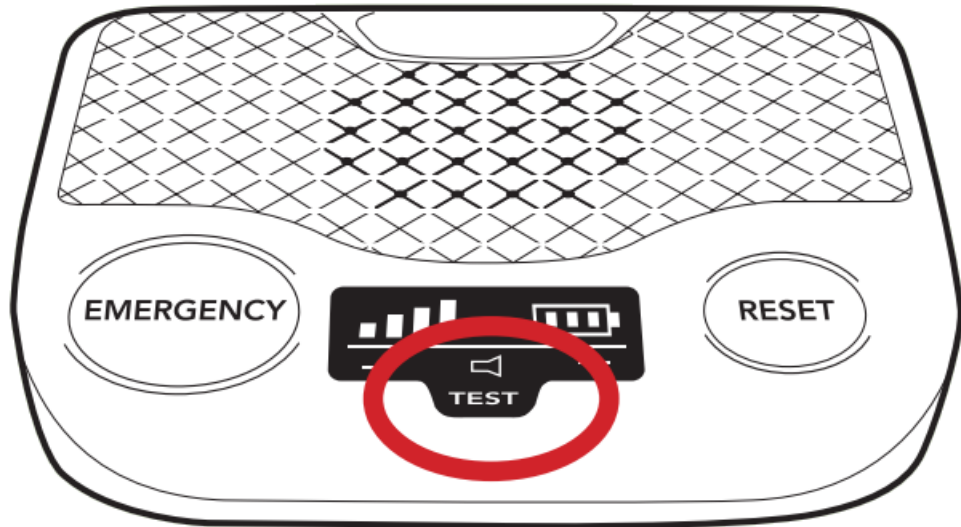
TESTING

In-Home Wireless System

1. **Touch and hold the test button for about 6 seconds.**

   When the base station announces "User Auto Test", release the button.The base station will instruct you to

press the Emergency button or pendant.
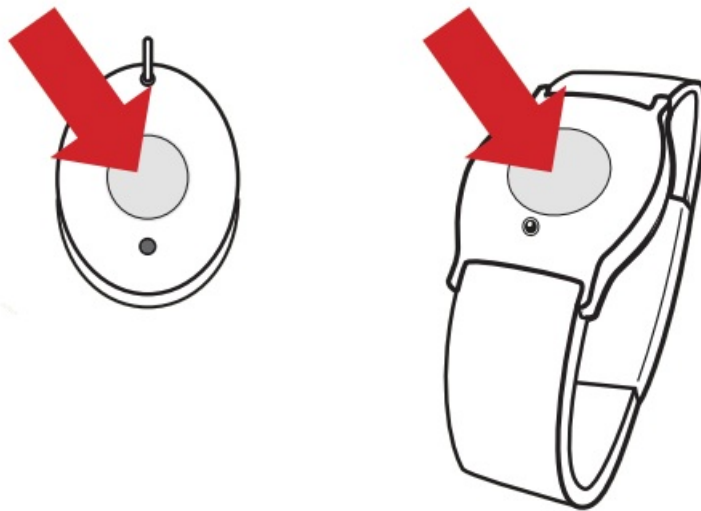

2. **Press the emergency button or pendant**

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

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 for users dealing with serious health issues.

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.

Documents / Resources

	MobileHelp Classic CBS 5 In-Home Wireless System [pdf] User Guide Classic CBS 5 In-Home Wireless System, Classic CBS 5, In-Home Wireless System, Home Wireless System, Wireless System