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.

SRDR-00007 Rev 2

Quick Start Guide

Easy steps to setup your system today!

Mobile Double System
(Mobile DUO)

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.

SRDR-00007 Rev 2

QUICK SETUP

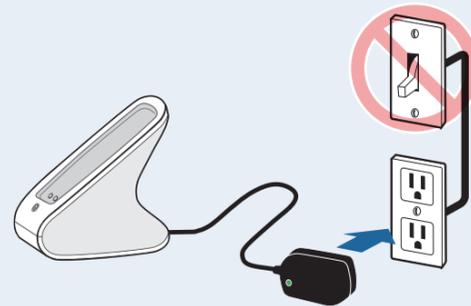## Your System is "ACTIVE" and READY TO USE

Mobile Double System

Includes 2 mobile devices, 2 neck pendants/wrist buttons, 2 cradle chargers and 2 mobile cases

Plug both power cords into electrical outlets

The electrical outlets should **NOT** be controlled by a light switch

Place both Mobile Devices on the Cradle Charger.

The yellow light on the front of the Cradle Charger will illuminate.

The Mobile Device will turn on within 10 seconds and then it will take approximately 60 seconds for the Mobile Device to register with the network. If the mobile device is setup correctly and connects to the cellular network, it will say "system ready".

The red battery light will illuminate, indicating that the device still needs charging. When the device is fully charged, the red light will turn off. It will take up to 3 hours for the device to be fully charged.

Yellow Light

ON/OFF Switch
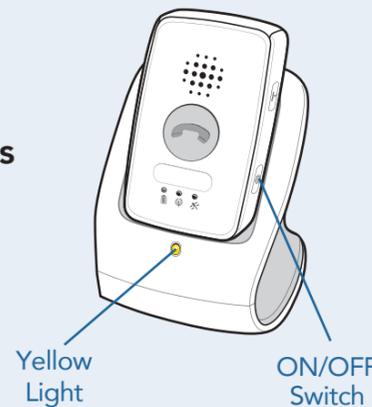
Next, be sure to test your system... see Testing page.

SRDR-00007 Rev 2

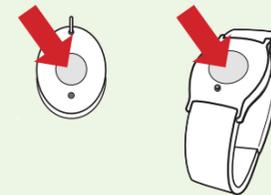# TESTING

Mobile Double System

1

Press and hold the test button on both devices

This is located on the side of the mobile device and is labeled with the letter "T". The mobile device will instruct you to press the Emergency button or pendant.

2

Press the emergency button or pendant

Both mobile devices will announce, "Test Call sent to Emergency Response Center"

Always have your Mobile Devices nearby when testing your system. It is possible that a 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 and that you are testing, EMS may be contacted.

3

If the test was successful...

Both mobile devices will announce,*"Thank you for testing your device"*

4

If the test was unsuccessful...

Mobile devices 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.

If you have not set up your system... see Setup page first.

SRDR-00007 Rev 2