STEP ③

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
- **One FREE** 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, <u>please answer!</u>
4. If needed, call back the 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.

Touch
Quick Start Guide

Easy ①-②-③ steps to setup your system today!

2:41 PM
Clouds 80°F
Low:78°F High:82°F

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.

STEP 1

IMPORTANT!

Your system is "ACTIVE" and READY TO USE
QUICK START SETUP GUIDE

Touch

Power Button

A

USB Charging Cord

B
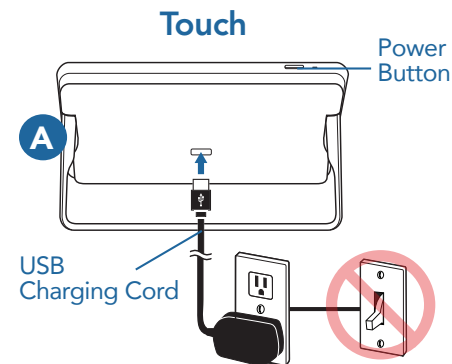
Setting Up Your Touch
- Plug the USB charging cord into an electrical outlet that is **NOT** controlled by a light switch and plug the other end into the back of the Touch.
- Press and hold the power button on top of your Touch for 5 seconds until it powers on.
- Ignore all pop-up messages that may appear. In about 60 seconds, your Touch will be turned on and the Home Screen will appear. (Please refer to figure B)
- If your tablet does not power on, please contact Technical Support.
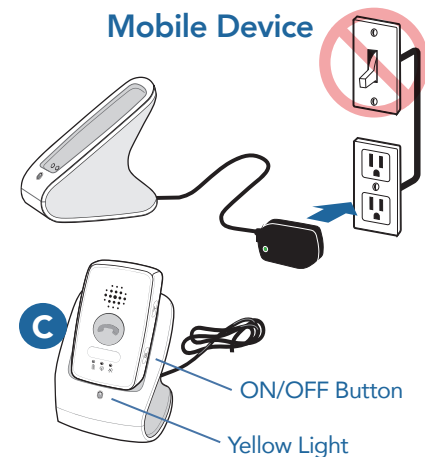
Setting Up Your Mobile Device
(If you received a Mobile Device with your system)
- We recommend you place your Mobile Device in your bedroom or any other place around your home where it is easily accessible.
- Place your Mobile Device's cradle charger near an electrical outlet.
- Plug the AC adapter into an electrical outlet that is not controlled by a light switch.
- Place the Mobile Device in the cradle charger.
- The yellow light on the front of the cradle charger will illuminate. If it does not, make sure you have placed the Mobile Device correctly in the charger. (Please refer to figure C)
- The Mobile Device will turn on within 10 seconds and then it will take about 60 seconds for the Mobile Device to register with the network.
- The red battery light will come on, indicating that the device still needs charging. When the device is fully charged, the red light will turn off. It will take about 3 hours for the device to be fully charged.

Mobile Device

C

ON/OFF Button

Yellow Light

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

Next...
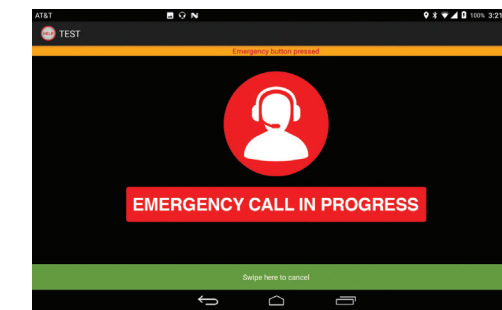***Be sure to test your system...*** *See Step 2*

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STEP 2

Testing Your Touch System

1. Select the **Settings** icon and press **Test Now**.
2. A self-test pop-up will appear press **OK, TEST NOW**.
3. Your device will now be in Test Mode. Press the **Help** button on your Touch screen, neck pendant or wrist button to test.

EMERGENCY CALL IN PROGRESS

4. The screen will display **EMERGENCY CALL IN PROGRESS**.
5. The Touch will beep several times and announce "Call in progress," followed by "Call connected, please standby for an operator." If you have a Mobile Device, it 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 and that you are testing, EMS may be contacted.

6. If your test was successful, your Touch will announce "Thank you for testing your device. Your test is now complete."
7. If your test was not successful, please contact Technical 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 Step 1 first*

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