Quick Start Guide

Easy steps to setup your system today!

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.

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.
Quick Start Guide

Quick Setup

Your System is “ACTIVE” and READY TO USE

Micro
Includes a Micro and a cradle charger.

Plug the power cord into an electrical outlet
The electrical outlet should NOT be controlled by a light switch.

Place the Micro on the Cradle Charger
The Micro will turn on within a few seconds and the LED indicator around the emergency button will illuminate. It normally takes 30-60 seconds for the Micro to register with the cellular network.

When the Micro is setup correctly and connects to the cellular network, it will announce "system ready".

The LED indicator around the emergency button will illuminate red, indicating that the device still needs charging. When the device is fully charged, the LED indicator will change from red to green and will remain green until the device is removed from the charging cradle. It will take up to 3 hours for the device to be fully charged.

Next, be sure to test your system... see Testing page.

Testing

Micro

Press and hold the test button
This is located on the side of the device and is labeled with the letter T
The Micro will instruct you to press the emergency button

Press and hold the emergency button for 2 seconds
The Micro will announce, “Test Call sent to the Emergency Response Center”

If the test was successful...
The Micro will announce, “Thank you for testing your device”

If the test was unsuccessful...
The Micro will announce, “User auto-test failed, please contact Customer Support”

PLEASE REFER TO THE TECHNICAL SUPPORT 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.