



**Bay Alarm  
Medical**



# SOS

## All-In-One 2

**Medical Alert System**

# In this guide

Pg 4 **What's Included**

Pg 5 **Device Features**

Pg 6 **Get Started**

Pg 7 **Test the Device**

Pg 8 **Indicator Lights**

Pg 10 **Test the Range**

Pg 11 **False Alarms**

Pg 11 **General Functions**

Pg 12 **Refer a Friend**

Pg 13 **Pairing the Device**

Pg 14 **User Agreement**

Pg 19 **More Help**

Pg 19 **Caregiver Tracking App**



# In this guide



1 SOS  
Device



1 Neck  
Lanyard



1 Belt  
Clip

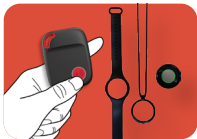


1 Charging  
Base

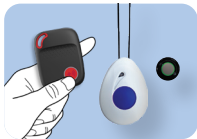


1 Power Brick & Cable  
(USB-C to USB-A)

## Optional Add-ons



Wearables  
(Included)



Auto Fall Detection  
(sold separately)

# Devices Features

1. Help Emergency Button
2. LED Lights
3. Speaker
4. Microphone
5. Neck Lanyard Loop
6. Up Side-Button
7. Down Side-Button
8. Label (Serial, IMEI, ICCID)
9. Charging Contacts
10. Button for Internal Use Only



# Get Started with the SOS All-In-One 2



Plug the charging based power cord into the power outlet. Place the device on the charger. It will turn on automatically.

The indicator light on the device will blink red, then announce, **“Your alarm is now charging.”** Allow the device to fully charge before using. The indicator light will turn solid red when device is fully charged.

**Turn ON device** - press **Up Side-Button** for **1 second**. All LEDs will blink rapidly.

# Test the Device

We recommend that you test your device **once per month** to check functionality.

Press & hold the **HELP emergency button for 3 seconds**. The device will announce, **“SOS alert has been activated.”**

**The Monitoring Center** will connect over the 2-way speaker. Let the operator know that you are just testing the device. Follow their instructions from there.

**Note:** It can take up to 60 seconds for a live dispatcher to connect over the 2-way speaker. the speed of connection depends on the network coverage in the area

Holding down the **Up Side-Button for 3 seconds** also triggers an SOS.

# Indicator Lights

## Green = Cellular Signal

**Q:** Light **blinks twice** every 3 seconds?

**A:** All is stable, SIM card is active

**Q:** The **light is off**?

**A:** Place the device on the charging base

**Q:** Light **blinks once every 3 seconds**?

**A:** Move to area with better cell reception

**Q:** Light **blinks slowly**? (irregularly)

**A:** Call us for assistance

## Blue = Positioning

**Q:** Light **blinks twice**? (irregularly)

**A:** Device determining location (GPS signals)

**Q:** Light **blinks four times**? (irregularly)

**A:** Device determining location (Wi-Fi signals)

**Q:** Light **blinks once**? (irregularly)

**A:** Device unable to determine location



## ● Red = Power

### While on the charging base

**Q:** Light **blinks slowly**?

**A:** Device is charging

**Q:** The light is on? (solid)

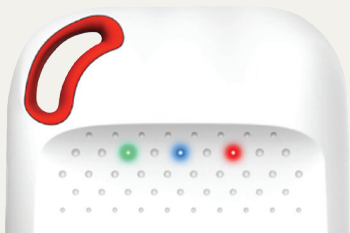
**A:** Device is fully charged

### While off the charging base

**Q:** Light **blinks once**?

**A:** Device battery is lower than 20%

**Determine Battery Level** - Press the SOS button once. The red LED will blink once for each 20% of battery power available.



# Test the Range

The **Range Test** will help determine the connection between the **Wearable Button** & your SOS device.

The maximum distance of proper function between the two is about **600 ft** (200 yards).

**Note:** Obstacles like concrete walls & other interferences may affect connection.

In an emergency, it's important to know areas that the Wearable Button works and doesn't work.

Test it in high-risk & common places inside the home (stairs, bathrooms, living room, bedroom, kitchen, laundry room).

Test it outside the house (driveway, sidewalk, garage, backyard garden, walkway steps).

# False Alarms

False alarms can happen even when precautions are taken. If an alarm is set off by accident, let the call go through the Monitoring Center.

When you hear the operator connect over the 2-way speaker, tell them that you're okay & that it was an accidental push.

# General Functions

**Time** - Press the **HELP Button** once to hear the current time announced.

**Voice warnings** - Double press the Down Side-Button to turn it off: repeat for on.

**Turn OFF device** - Press & hold the **HELP Button** & the **Up Side-Button** together for 3 seconds until the device vibrates & LEDs turn off.

# Refer A Friend, Reward Yourself

Receive a **FREE** month of service if you have a friend sign up with Bay Alarm Medical.

## How do I get my free month?

After 60 days following your friend's activation, we will process a credit for a **free month of service to you.**

## Is there a referral limit?

Not at all. Tell as many friends as you'd like. Receive a free month **for each friend that signs up with a new subscription plan.**

Both you & the referred must be active in order to be eligible for payout.

# Pair the Device with Your Wearable Button

1



Down Side-Button

2



Wearable Button

1. On the All-In-One 2 device, press the **Down Side-Button** for 3 to 5 seconds. It will announce, **“Start pairing Wearable Button. Press button, please. It will stop pairing after 30 seconds.”**
1. Press your **Wearable Button** once. The device will announce, **“Pairing success”**
1. Test your Wearable button by triggering an SOS alert. The device will announce, **“SOS alert has been activated.”** Let the operator know that you are just testing the device.

# User Agreement

By using this device, you acknowledge & accept all that follows.

## **Coverage**

This product requires that there be adequate cellular coverage to work properly. It's important to test the device to know if it works in your area. Remember that your environmental & topographical conditions may also affect your coverage.

## **Charging**

Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Wear your device at all times & only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

## **Water-Resistant**

Although the device is IP67 water-resistant, it should not be submersed in water. It is not waterproof. If exposed to water, the device should be towel-dried.

## **Pacemakers**

Individuals with pacemakers should consult their physician & review their pacemaker materials regarding interaction with cell phones, & take the same precautions the materials recommend for this device.

## **Location-Based Services**

Some of the equipment uses technology to permit third-parties, including the Monitoring Center, to determine where you are physically located at any given time (the “Location Based Services”). Location Based Services may work even if you are not in communication with the Monitoring Center. The accuracy of the Location Based Services is limited, & the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to...

identify your location or the location of the equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company's interest in & to the Monitoring Services, or any other person or entity you specifically designate & only for the purpose of providing & improving the Monitoring Services.

ANY & ALL LOCATION-BASED INFORMATION IS MADE AVAILABLE FOR INFORMATIONAL & PLANNING PURPOSES ONLY & IS NOT INTENDED TO BE RELIED UPON IN SITUATIONS WHERE PRECISE LOCATION INFORMATION IS NEEDED OR WHERE ERRONEOUS, INACCURATE, TIME-DELAYED OR INCOMPLETE LOCATION OR MAP DATA MAY LEAD TO DEATH, PERSONAL INJURY, OR PROPERTY OR ENVIRONMENTAL DAMAGE. YOU AGREE THAT LOCATION-BASED INFORMATION MAY VARY FROM ACTUAL...



LOCATION(S), ROAD, OR TERRAIN CONDITIONS DUE TO FACTORS THAT CAN AFFECT THE ACCURACY OF THE MAP DATA SUCH AS, BUT NOT LIMITED TO, WEATHER, ROAD, & TRAFFIC CONDITIONS, GEOPOLITICAL EVENTS, & CONDITION OR STATUS OF YOUR CELLULAR SERVICES. WE DO NOT GUARANTEE ACCURACY OR COMPLETENESS OR ANY LOCATION-BASED INFORMATION.

## **FCC**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interferences, & (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested & found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses & can radiate radio frequency energy and, if not installed & used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does not cause harmful interference to radio or television reception, which can be determined by turning the equipment off & on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna
2. Increase the separation between the equipment & receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

# More Help

**Customer Service & Tech Support**

**1-877-522-9633**

**Emergency dispatcher may call.**

**Save this number for caller ID recognition:**

**1-844-996-0208**

## **Bay Alarm Medical Caregiver Tracking App**

Stay in the know. See the current location of your loved one in real-time & get notified when the battery gets low. Download the app.





**Bay Alarm  
Medical**

**SOS**  
All-In-One 2

Medical Alert System

**[www.BayAlarmMedical.com](http://www.BayAlarmMedical.com)**

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