



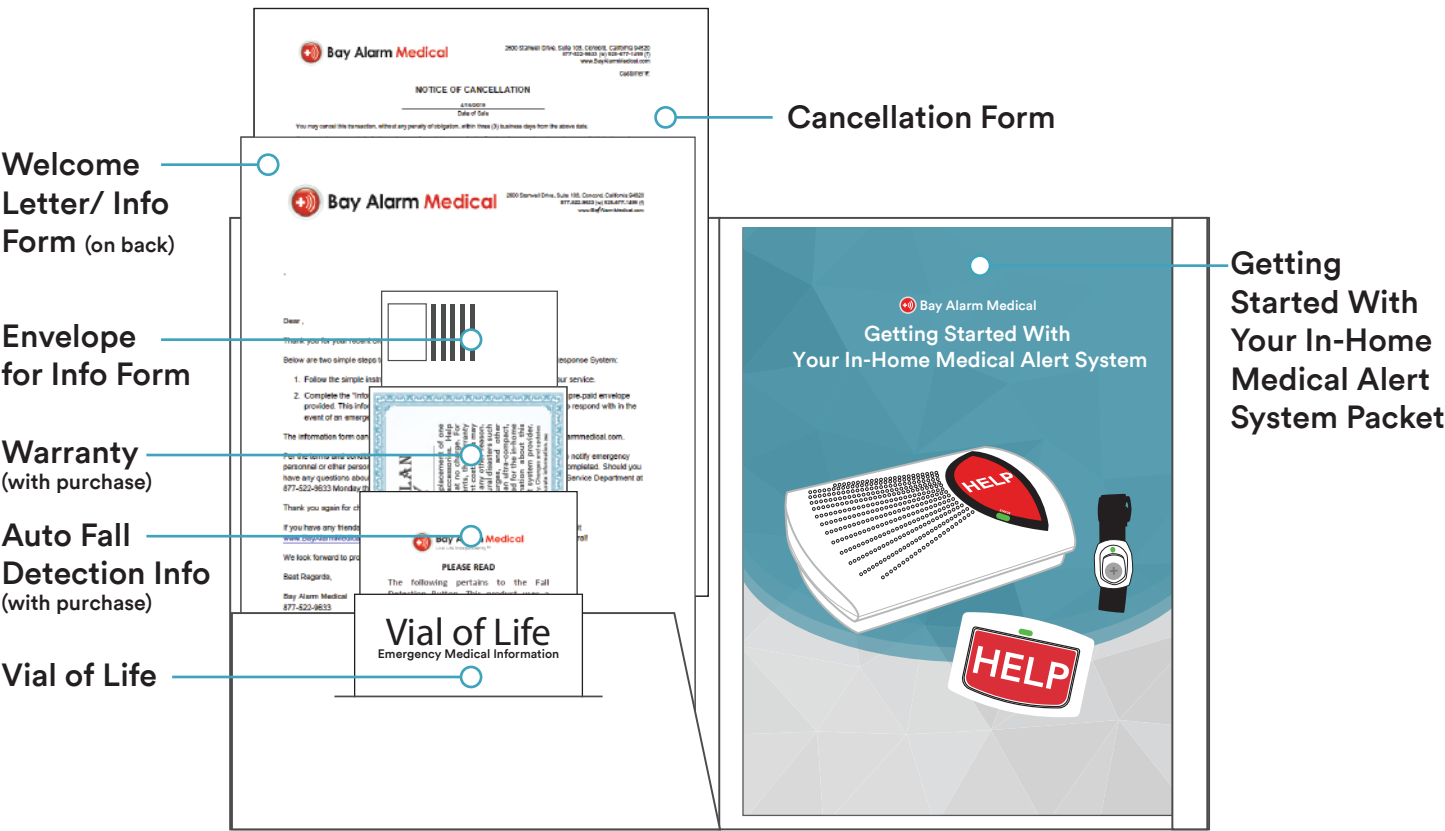
# Getting Started With Your In-Home Medical Alert System



2020 EDITION

# Table Of Contents

## In This Folder:



(Folder may contain more materials than shown)

<b>In-Home System.....</b>	<b>1</b>
In-Home System Products.....	1
Setting Up - Landline.....	2
Setting Up - Cellular LTE.....	3
Testing Your Other Buttons.....	4
Beautifying With Bella Charms.....	5

### IMPORTANT:

The Monitoring Center may need to call you or your loved ones during an emergency. Please save both numbers below to your phone so the caller ID can be recognized.

- 1-801-781-6100
- 1-801-781-6101

# The In-Home System Products

---



**In-Home Base Unit**



**Personal Help Button**  
(wristband or necklace)

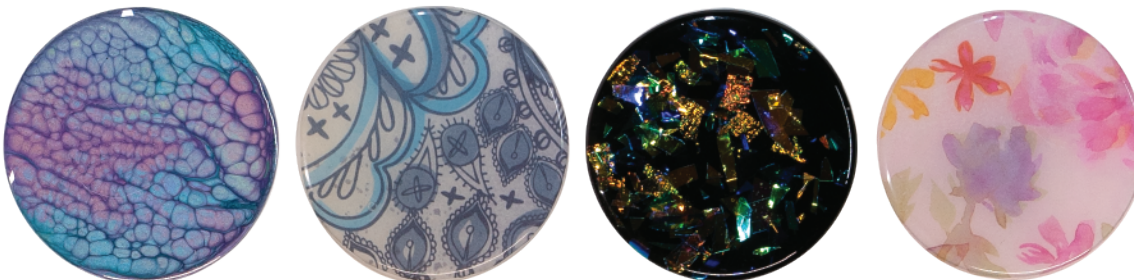
## Products In Upgraded Packages



**Help Button With**  
**Auto Fall Detection**



**Wall Buttons**



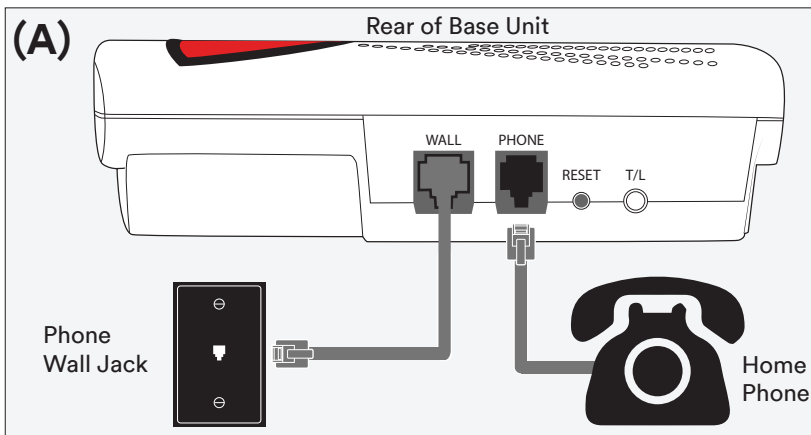
**Bella Charms**  
(for standard necklace button only)



**Lockbox**  
(wall mount available)

# Setting Up The In-Home System: **LANDLINE**

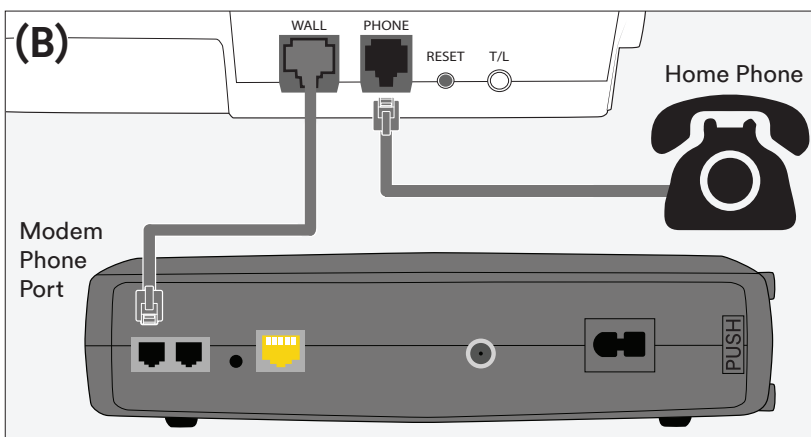
1. Place the In-Home Base Unit in a location with the fewest obstacles (walls, doors, etc). There must be a power outlet, and an active standard phone wall jack or modem phone port nearby. Unplug the phone cord from the wall jack or modem that is connected to the home phone. Then connect it to the Base Unit in the **“PHONE”** port.



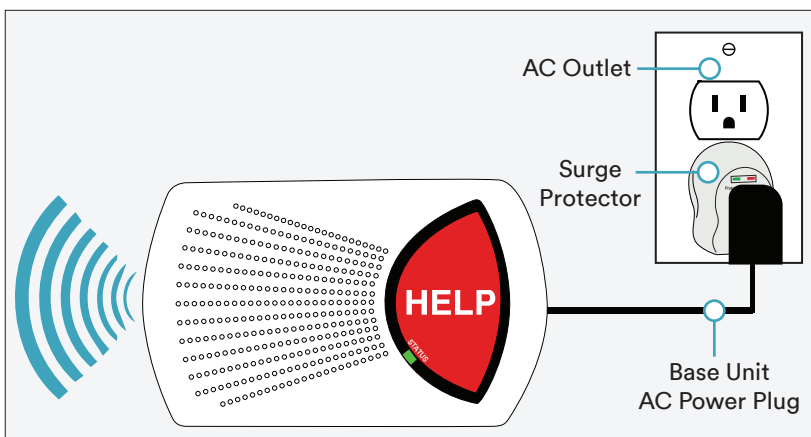
(A) Connect the phone cord that is attached to the Base Unit to the phone wall jack.

**OR**

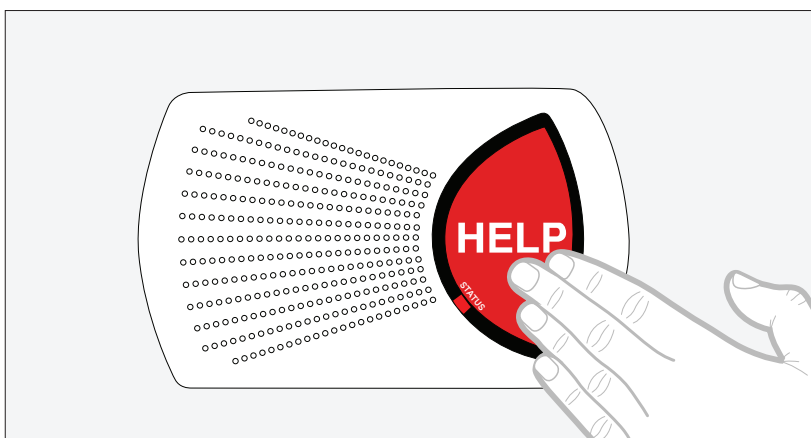
(B) Connect the phone cord that is attached to the Base Unit to an active phone port of a modem.



2. Once connected to the phone service, plug the AC Power Plug into an AC outlet. Your In-Home Base Unit should announce **“System ready”** and the status light will turn **GREEN**.

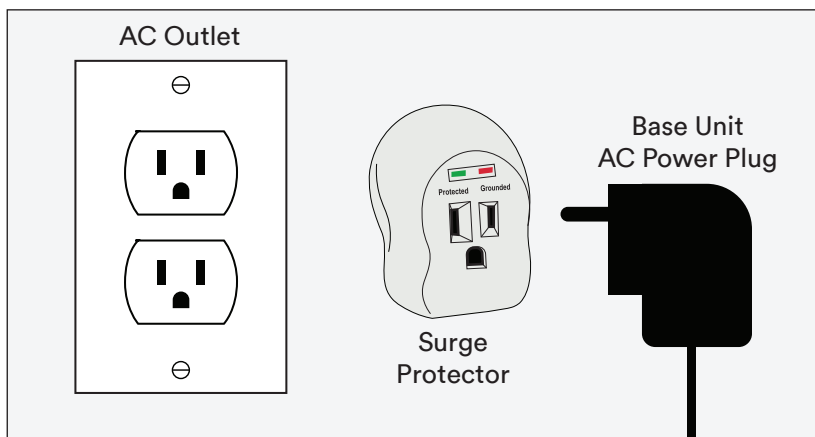


3. Press the **“HELP”** button to begin testing the In-Home Base Unit. The unit will say **“Calling for help”** and make an alert sound. When the signal is received, the unit will say **“Call connected, please wait”** followed by a tone sound. When an operator asks if you need help, inform them you are testing.

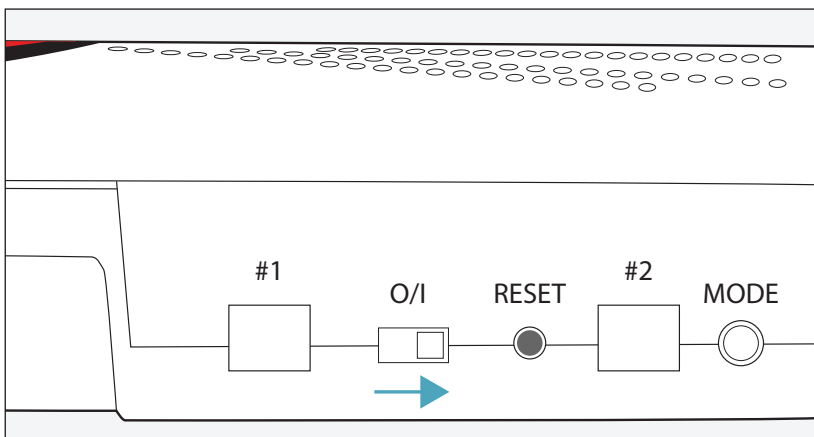


# Setting Up The In-Home System: **CELLULAR LTE**

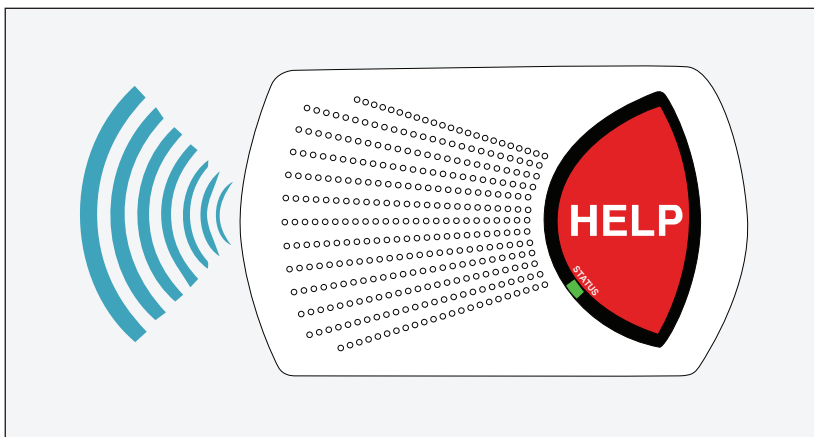
1. Place the In-Home Base Unit in an area with strong signal (i.e. by the window or glass door). Plug the power cube into an power outlet, preferably with the surge protector that is provided with the warranty (purchase required).



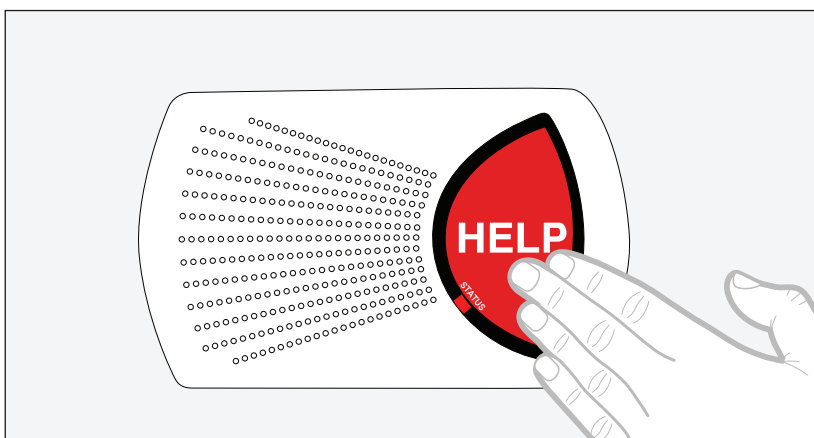
2. Find the power switch on the back of the In-home Base Unit and place it in the “I” position. The status light will begin to flash **ORANGE**.



3. After a short time the status light will turn **GREEN** and your In-Home Base Unit will announce “**System ready.**” Wait a few moments before testing.



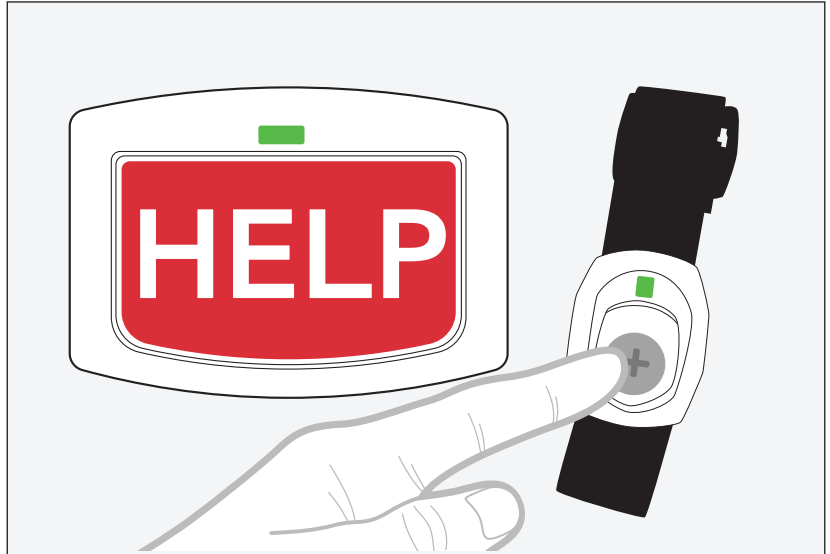
4. To test, press the “**HELP**” button to begin testing the In-Home Base Unit. The unit will say “**Calling for help**” and make an alert sound. When the signal is received, the unit will say “**Call connected, please wait.**” When an operator asks if you need help, inform them you are testing. Please call 1-877-522-9633 if help is needed.



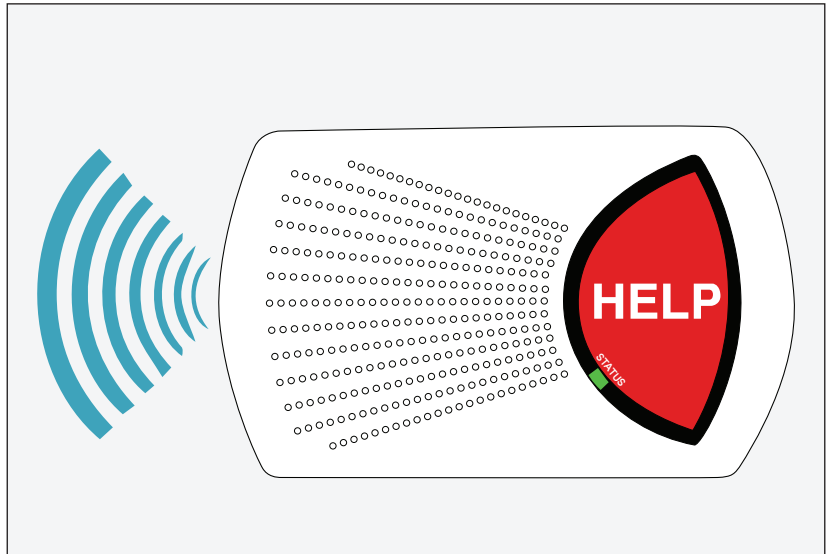


# Testing Your Wall Or Personal Help Buttons

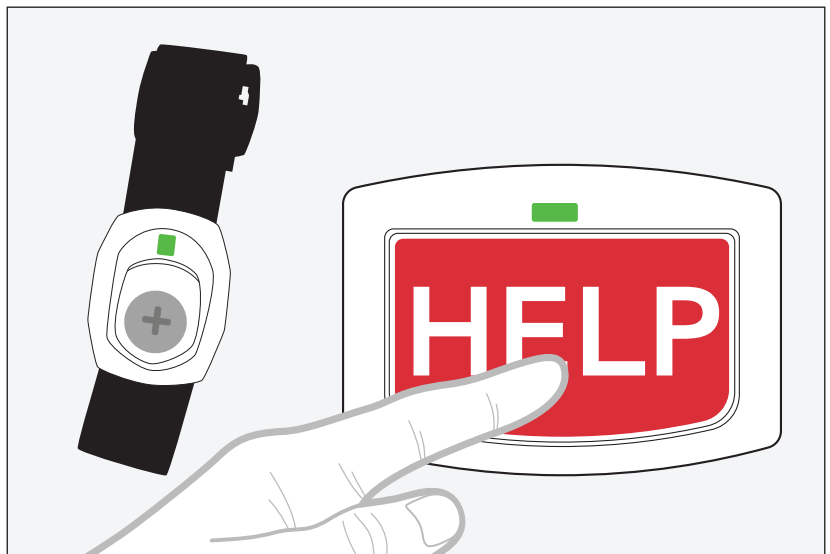
1. Please wait at least 3 minutes after testing the In-Home Base Unit before testing your other buttons. To test your other buttons, press one of your Personal Help Buttons or Wall Buttons to activate your In-Home Base Unit.



2. The In-Home Base Unit will say "Calling for help" and make an alert sound. When the signal is received, the Unit will say "Call connected, please wait." When an operator asks if you need help, inform them you are testing.



3. Test all Personal Help Buttons and Wall Buttons similarly. Before testing your next button, please wait 3 minutes between test calls. Please call 1-877-522-9633 if help is needed.

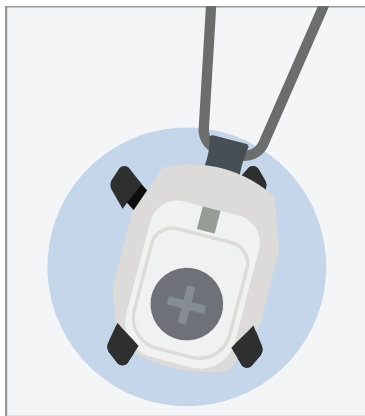


# Beautifying With Bella Charms

---

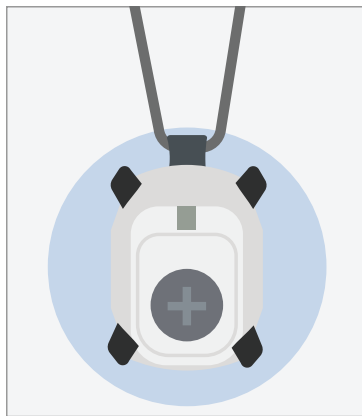
## Setting Up & Using Your Bella Charm

---



### Step 1

Slip the bottom of the Help Button into the bottom hooks of the Bella Charm.



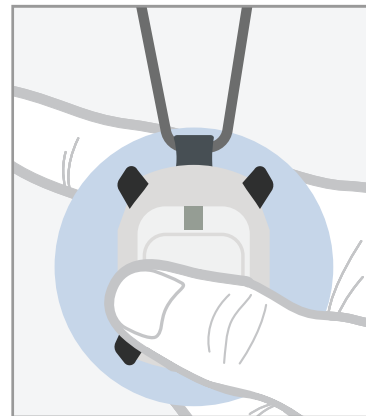
### Step 2

Snap the Help Button into the top hooks. Shake the lanyard to ensure it is in place.



### Step 3

When worn, the Bella Charm faces outwards and hides the Help Button.

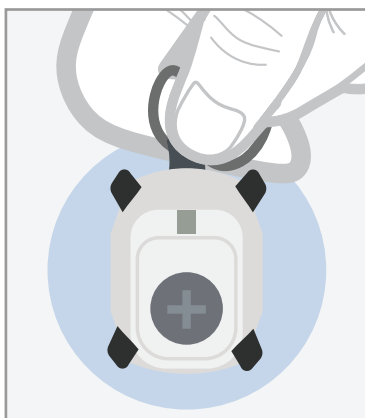


### Step 4

Press the button with your thumb when help is needed.

## Removing The Help Button For A New Design

---



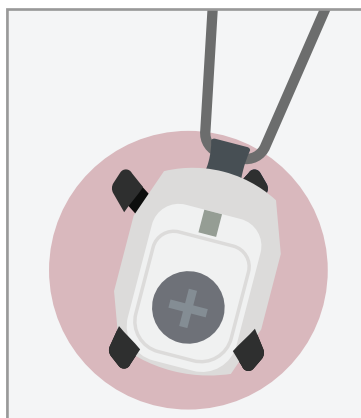
### Step 1

Hold the gray plastic attachment that connects the Help Button and the lanyard.



### Step 2

GENTLY pull the Help Button out from the Bella Charm.



### Step 3

Follow the directions above on how to place the Help Button in a Bella Charm.



### Step 4

Flip the Bella Charm over and you're ready to wear!



Bay Alarm Medical

REFER A FRIEND

and get

ONE FREE  
MONTH

for both of you!

**Monitoring Center:**

1-877-206-9141

**Customer Service & Tech Support:**

1-877-522-9633

**For Instructional Videos Visit:**

[www.bayalarmmedical.com/videos/](http://www.bayalarmmedical.com/videos/)