

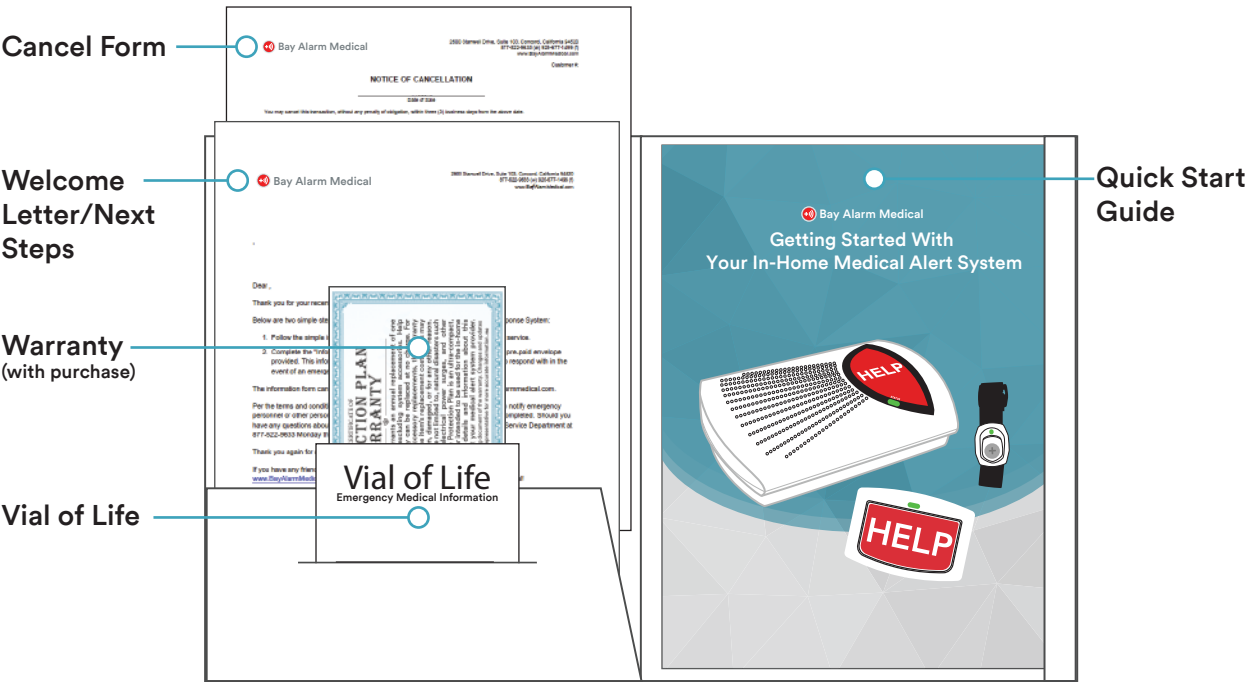


# Getting Started With Your In-Home Medical Alert System



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Please look at the rear of the Base Unit to see if you have Landline or Cellular system.	
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## IMPORTANT: Please Save This Number

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

**1-844-996-0208**

### 1) The In-Home System Products

#### In-Home System Base Kit:



In-Home Base Unit  
(Landline or Cellular)



Personal Help Button  
(wristband or necklace)

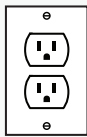


AC Power Plug  
(permanently attached  
to Base Unit)



Phone Cord  
(should be attached to  
Landline Base Unit)

#### What You Need To Set Up:



AC Power Outlet



A Home Phone  
(Only for Landline Systems)

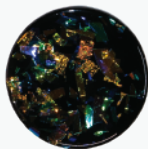


OR



An active Wall Jack OR Modem  
(Only for Landline Systems)

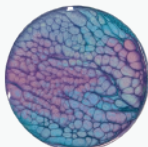
#### Products In Upgraded Packages:



Stella



Bellarosa



Marina



Fantasia

Bella Charms  
(for standard necklace button only)



Personal Help Button  
W/ Auto Fall Detection



Wall Buttons



Lock Box  
(wall mount available)

## LANDLINE SYSTEM

# 2) Setting Up The In-Home System

1) Follow the set up directions to either the Wall Jack or Modem.

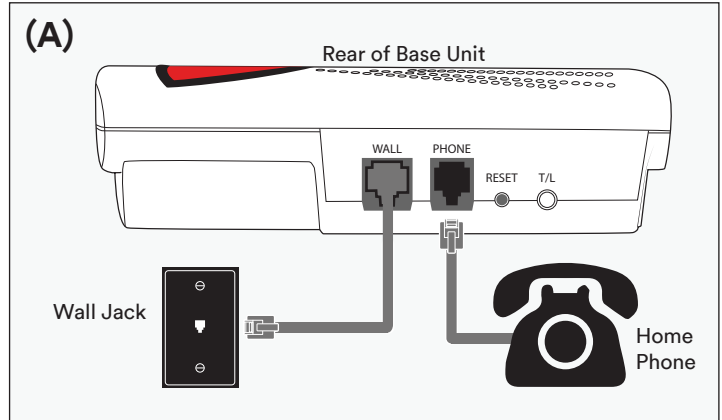
### (A) SETTING UP TO A WALL JACK:

**1A.** Place the Base Unit near a power outlet and a Wall Jack. Avoid obstacles (i.e. concrete walls, doors).

**2A.** Unplug the cord from the Wall Jack that is attached to the Home Phone. Plug it in the **“PHONE”** port of the Base Unit. The Base Unit and the Home Phone should now be connected.

**3A.** Find the cord attached to the **“WALL”** port of the Base Unit. Connect the other end to the Wall Jack. The Base Unit and the Wall Jack should now be connected.

**4A.** Pick up the Home Phone and listen for a dial tone.



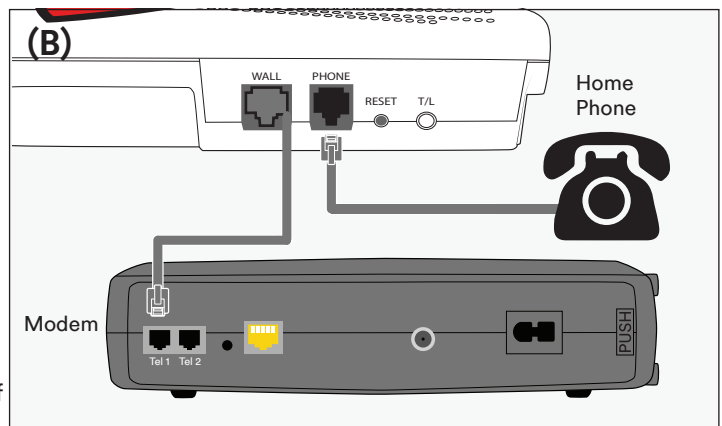
### (B) SETTING UP TO A MODEM:

**1B.** Place the Base Unit near a power outlet and your Modem. Avoid obstacles (i.e. concrete walls, doors).

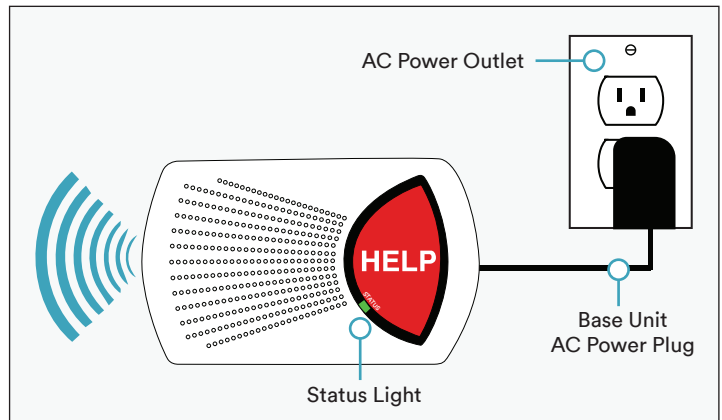
**2B.** Unplug the cord from the Modem that is attached to the Home Phone. Plug it in the **“PHONE”** port of the Base Unit. The Base Unit and the Home Phone should be connected.

**3B.** Find the cord attached to the **“WALL”** port of the Base Unit. Connect the other end of the cord to the port of the Modem (i.e. Tel/Line 1) that was attached to the home phone. The Base Unit and Modem should be connected.

**4B.** Pick up the Home Phone and listen for a dial tone. If there is no dial tone, try plugging the cord to another port of the Modem and check the Home Phone again.



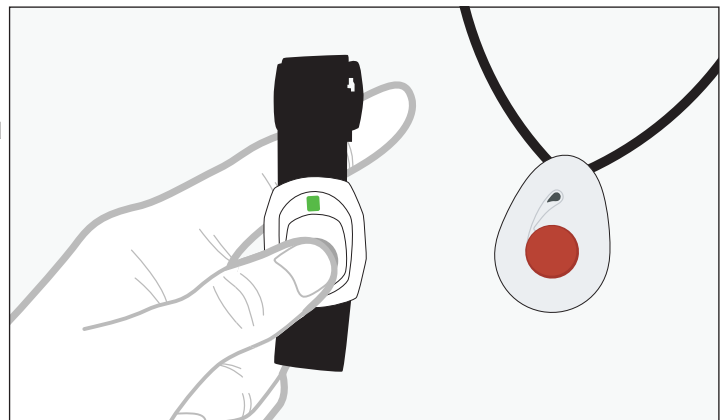
2) Once the Base Unit is connected to your Home Phone and to either the a Wall Jack or Modem, plug the AC Power Plug into an AC Power Outlet. The Base Unit should announce **“System ready”** and the status light will turn **GREEN**.



3) Press the Personal Help Button once to test the system. The Base Unit will say **“Calling for help”** followed by an alert sound. When the signal is received, the Base Unit will say **“Call connected, please wait”** followed by a high-pitch sound. An operator will respond through the Base Unit and ask if you need help. Inform them that you are testing.

If there is no response after 2 minutes, please press the **“RESET”** button on the Base Unit rear. Wait up to 2 minutes for an operator to respond through your House Phone. If there is no call, then press the Personal Help Button again. **If an operator does not respond through the Base Unit, please call us at 1-877-522-9633.**

If the test was successful, then continue onto the next page and follow the Range Test (Landline) directions.

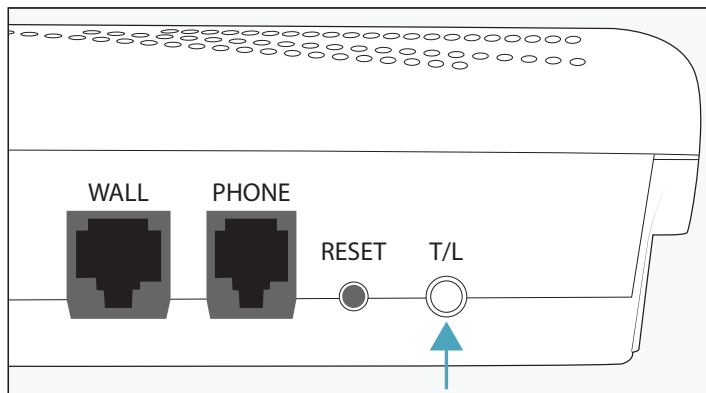


## LANDLINE SYSTEM

### Range Test: Testing The Range of Your Buttons

The Range Test will help determine the connection between your buttons and the Base Unit in and around your home. Please perform the following instructions for all your buttons before use.

- 1) On the rear of the Base Unit, press the “T/L” button one time. The unit will announce, “Range Test Mode.”



- 2) Immediately press and hold down the button of the Personal Help Button (standard or with auto fall) or Wall Button (if purchased). A steady tone will sound from the Base Unit. This means the unit is detecting the button.

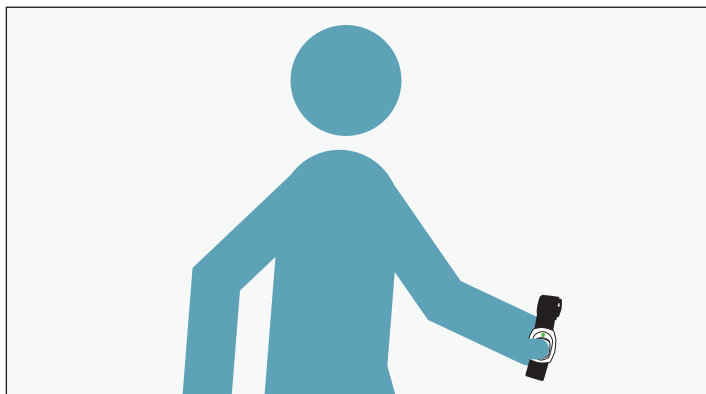
**NOTE:** If there is no steady tone or the steady tone stops, then repeat step 1. The device may have timed out after 20-30 seconds. Repeat step 1 when this occurs.



- 3) For Personal Help Buttons, walk around all areas of the home and yard while holding it down. Listen for the steady tone from the Base Unit. Take note of any areas where the tone stops. Stops indicate that the button cannot call for help in that area.

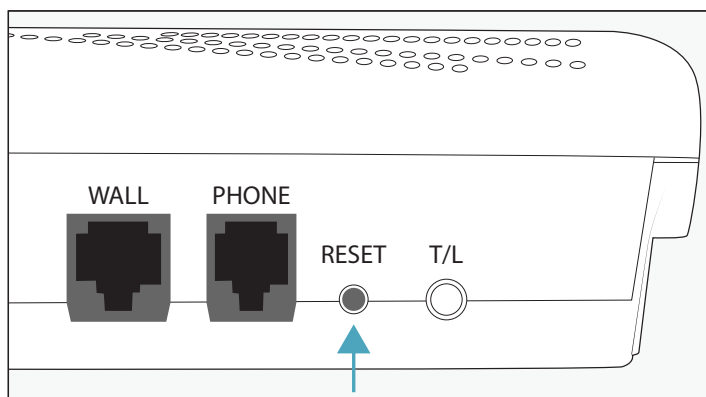
For Wall Buttons, hold the button down in the desired location and listen for the steady tone. If there is no tone, please try placing the Wall Button in a different location.

It may be helpful to have two people perform this step. One person by the Base Unit listening for the tone and the other holding down the button.



- 4) Once all areas are tested, stop pressing down the button. Then press the black “RESET” button on the rear of the Base Unit. It will announce, “System ready.” If stops were detected, try relocating the Base Unit and perform the test again, and/or contact us at 1-877-522-9633.

If no stops in the tone were detected, then your system should be ready to use. Please remember to test the system once per month.

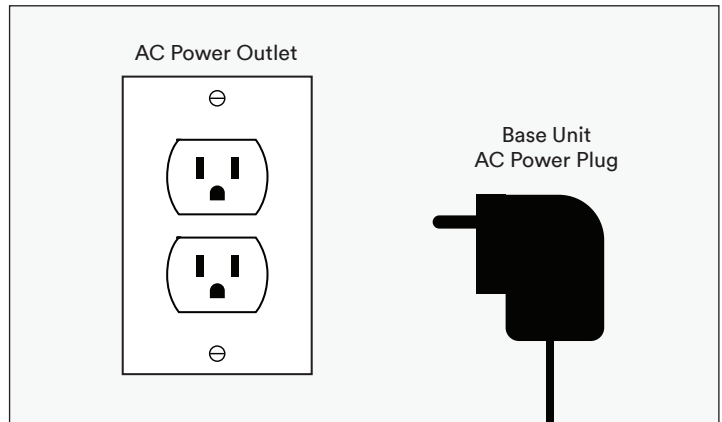


**NOTE:** Metal objects, mirrors, aluminum siding, and electronic devices (i.e. clock radios, televisions, microwaves) MIGHT prevent the signal from reaching your Base Unit. It may be helpful to relocate your Base Unit, or move the object that is preventing the signal.

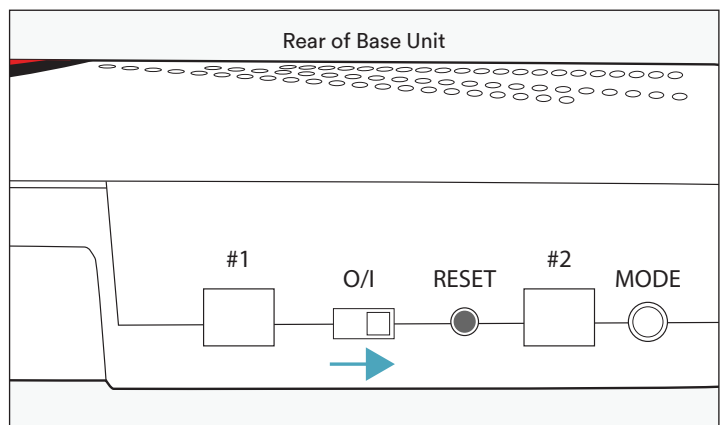
## CELLULAR SYSTEM

### 3) Setting Up The In-Home System

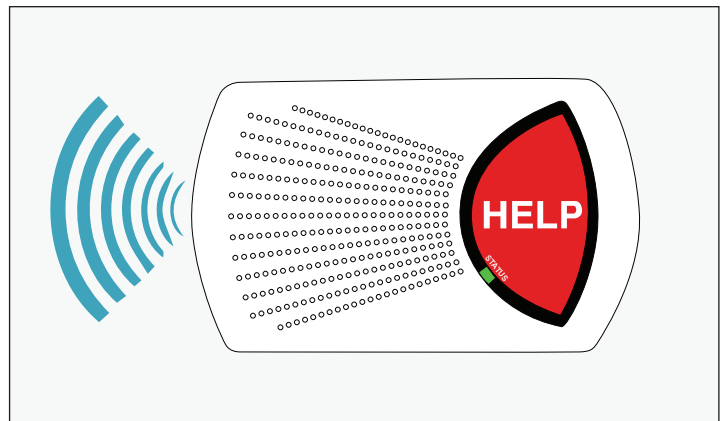
- 1) Place the In-Home Base Unit in an area with a strong signal (i.e. by the window or glass door). Plug the Base Unit AC Power Plug into the AC Power Outlet.



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



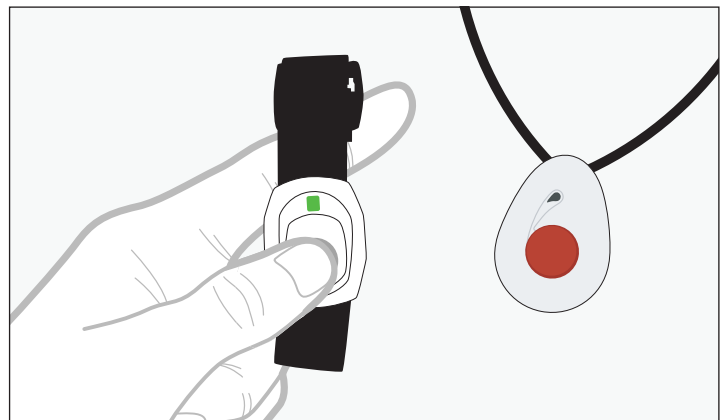
- 3) After a short time, the status light will turn **GREEN** and your In-Home Base Unit will announce “**System ready.**” Wait a few moments before testing.



- 4) Press the Personal Help Button once to test the system. The Base Unit will say “**Calling for help**” followed by an alert sound. When the signal is received, the unit will say “**Call connected, please wait**” followed by a high-pitch sound. When an operator asks if you need help, inform them you are testing.

If an operator does not respond after 2 minutes, please press the “**RESET**” button on the Base Unit rear. Wait 10 seconds and press the Personal Help Button again. An operator will ask if you need help. Inform them you are testing. You may also get a call from the operator on the home phone. **If there is no response, please call us at 1-877-522-9633.**

If the test was successful, then continue onto the next page and follow the Range Test (Cellular) directions.

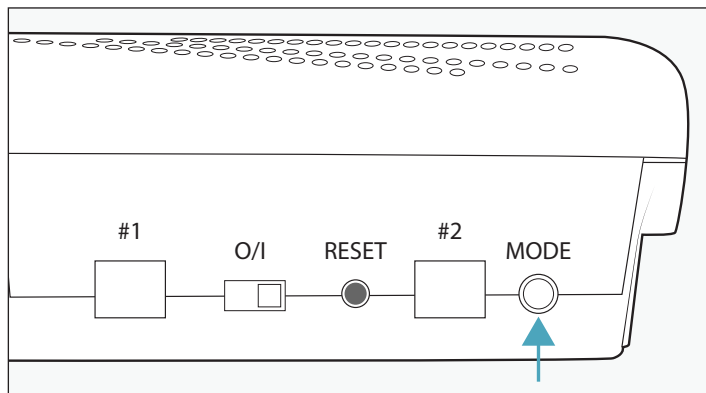


## CELLULAR SYSTEM

### Range Test: Testing The Range of Your Buttons

The Range Test will help determine the connection between your buttons and the Base Unit in and around your home. Please perform the following instructions for all your buttons before use.

- 1) On the rear of the Base Unit, press the **"MODE"** button one time. The Base Unit will announce, **"Range Test Mode."**



- 2) Immediately press and hold down the button of the Personal Help Button (standard or with auto fall) or Wall Button (if purchased). A steady tone will sound from the Base Unit. This means the unit is detecting the button.

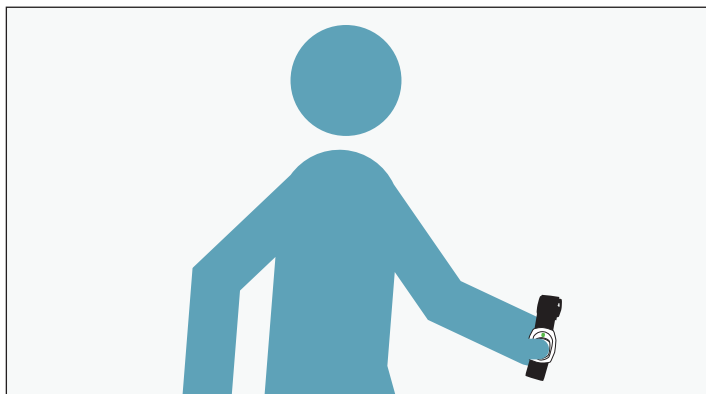
**NOTE:** If there is no steady tone or the steady tone stops, then repeat step 1. The device may have timed out after 20-30 seconds. Repeat step 1 when this occurs.



- 3) For Personal Help Buttons, walk around all areas of the home and yard while holding it down. Listen for the steady tone from the Base Unit. Take note of any areas where the tone stops. Stops indicate that the button cannot call for help in that area.

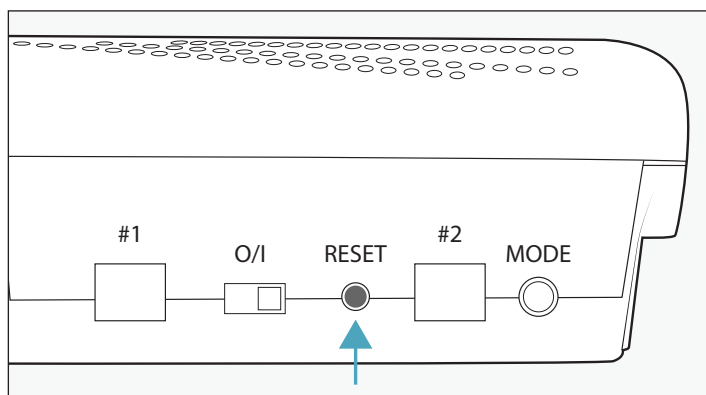
For Wall Buttons, hold the button down in the desired location and listen for the steady tone. If there is no tone, please try placing the Wall Button in a different area.

It may be helpful to have two people perform this step. One person by the Base Unit listening for the tone and the other holding down the button.



- 4) Once all areas are tested, stop holding down the button. Then press the black **"RESET"** button on the rear of the Base Unit. It will announce, **"System ready."** If stops were detected, try relocating the Base Unit and perform the test again, and/or contact your service provider.

If no stops in tone were detected, then your system should be ready to use. Please remember to test the system once per month.





## AUTOMATIC FALL DETECTION BUTTON (Add-On)

# 4) Understanding Automatic Fall Detection

### Overview



Automatic Fall Detection is designed to place a call for help when you're unable to. Loved ones with a history of falling may find this feature beneficial, however, it is not appropriate for everyone. If you are interested, please call us for a consultation. If you have already purchased a button, please take note of the following to help you better understand and use this feature.

If you have any questions or want to know more, please call us at 1-877-522-9633.

### How It Works



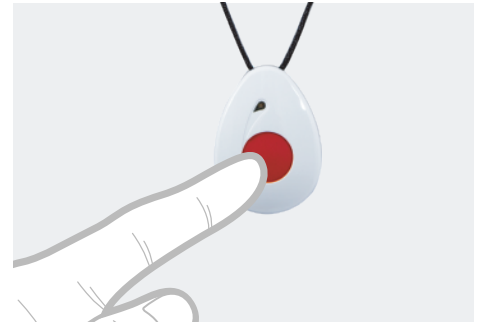
#### 1. A Fall Occurs & The Button Can't Be Pressed

When a fall occurs, a loved one may be unable to press the button (i.e. they may become unconscious during the fall). The Auto Fall Detection button should ideally trigger the emergency protocol.



#### 2. Movement Followed By No Movement

Auto Fall Detection is triggered when there's sudden downward movement followed immediately by no movement. The lack of movement tells the sensor that a fall has occurred and that the user is immobilized and can't physically push a button. Beware that movements mimicking this behavior may trigger a false alarm during non-emergencies.



#### 3. If You Can, Always Press the Button

No matter what, always push the button if you're physically able to do so. It is always better to press the button even if an auto fall alarm is triggered.

### Ways To Help Prevent False Alarms

Depending on your lifestyle, the Automatic Fall Detection can be set off unintentionally by movements that mimic a fall. Please be aware of the following to prevent false alarms from occurring.



#### Certain Movements

Beware and avoid movements that can trigger a false alarm such as plopping down on a couch or leaning over to pick something up.



#### Do Not Sleep With It On

Automatic Fall Detection button should not be worn to bed since movements while sleeping can trigger a false alarm. If a false alarm occurs while asleep and no one answers, then your emergency response will be enacted.



#### Handle With Caution

Please be cautious when taking off and putting on the button. Make sure it is placed carefully in a location where it will not fall or dangle.

### If A False Alarm Occurs

Sometimes false alarms can happen even when taking the necessary precautions. If this happens, please let the call go through to the monitoring center. A representative will respond from the Base Unit. Please respond back to let them know that it was a false alarm.

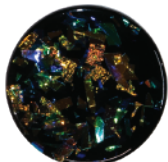


## BELLA CHARMS (Add-On)

### 5) Beautifying Your Button With Bella Charms

Thank you for beautifying your button with Bella Charms! Every individually handcrafted Bella Charm is inspected for quality assurance and tested for proper fitment prior to delivery. Once shipped, any damages incurred to the product cannot be replaced or returned. Please let us know if you have any questions or need help with your Bella Charm at 1-877-522-9633.

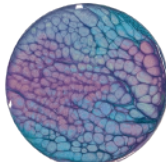
#### The Bella Charm Options:



Stella



Bellarosa



Marina



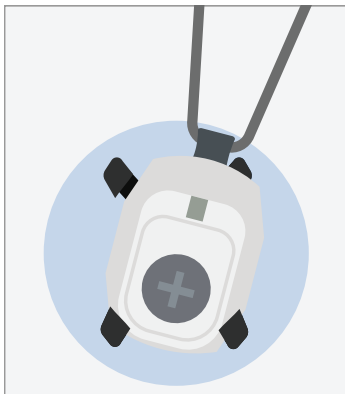
Fantasia



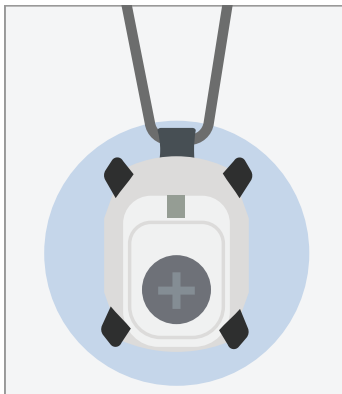
ONLY FOR STANDARD NECKLACE  
HELP BUTTONS.



#### Setting Up & Using Your Bella Charm



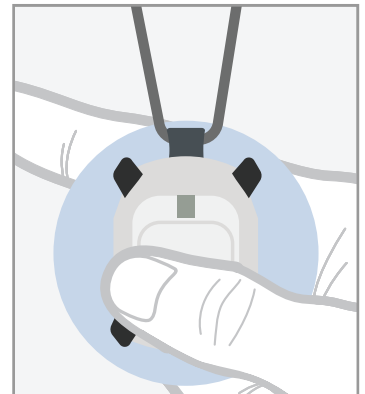
1) Slip the bottom of the Help Button into the bottom hooks of the Bella Charm.



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

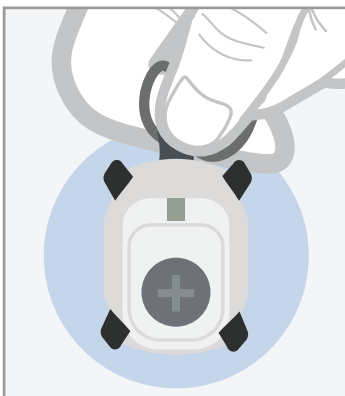


3) When worn, the Bella Charm faces outwards and hides the Help Button.



4) Press the button with your thumb when help is needed.

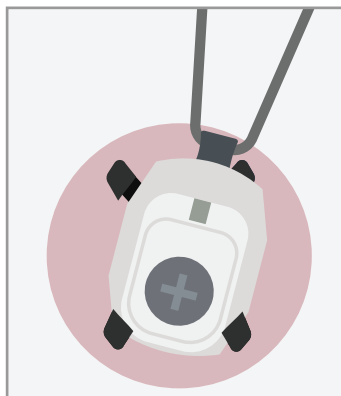
#### Removing The Help Button For A New Design



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



2) GENTLY pull the Help Button out from the Bella Charm.



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



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

## 6) Lock Box Quick Start Guide

**IMPORTANT: To protect your security, we will NOT provide the combination to your lock box once ordered.**

### Overview



Emergency personnel will do anything to get into your home in order to save your life, and sometimes that means breaking down your front door. A Lock Box provides a safe way for them to enter your home without any damages. The Lock Box can place up to 5 spare keys which is locked by a 4-digit combination chosen by you. Secure the Lock Box with your spare keys, attach it to a secured area, and you're ready to go. When an emergency occurs, the combination will be provided to the emergency personnel. If you have any questions or want to know more, please call us at 1-877-522-9633.

### How To Open Your Lock Box

**If you preset a combination:** When ordering a Lock Box, you may have been asked to provide a combination. That given combination is the code to open your Lock Box. Enter the code and you should be able to lift up the base where the keys are placed. The combination may be set to "0000" or another set of numbers when received. This should not be your combination.

**If you did NOT preset a combination:** If you opted out of providing a combination when ordering, then please follow the instruction for "Setting Up Your Lock Box Combination" on the next page.

### Where You Can Attach Your Lock Box

The Lock Box can be attached anywhere that is secured and accessible to emergency personnel. Typically, we recommend attaching it close to an entrance like the front door knob (if both ends of the handle are connected to the door). Below are some recommendations for places to attach the Lock Box.

**Front Doorknob**



**Back Doorknob**



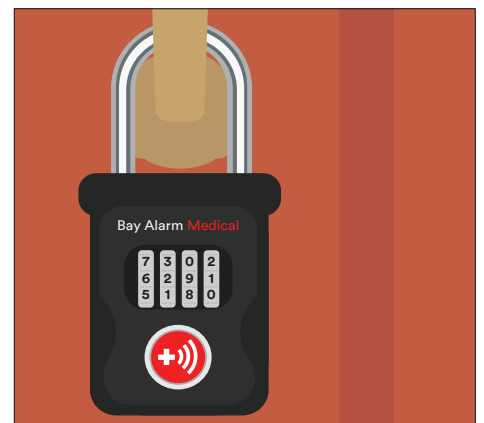
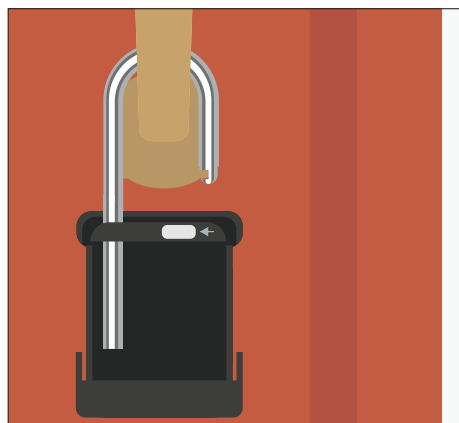
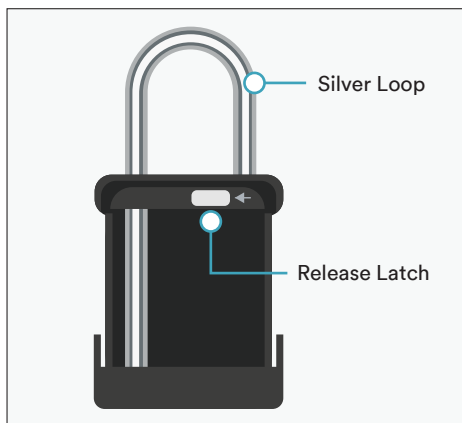
**Fence**



**Tool Shed**



### How To Attach Your Lock Box



- 1) Enter your combination and open the Lock Box base. Slide the metal rectangular "release" latch to the left. While holding the latch, pull the silver loop up.
- 2) Place the silver loop on the desired location. Push the silver loop down while leaving the Lock Box base open. Place your spare keys in the open base.
- 3) Close the Lock Box base and jumble the combination to lock it. Then check if it is secured to your location by moving the Lock Box around.

### Record Your Combination

Please record your combination. In the event that you forget or lose the combination, Bay Alarm Medical will not be able to provide your combination for security reasons.

Date: \_\_\_\_\_

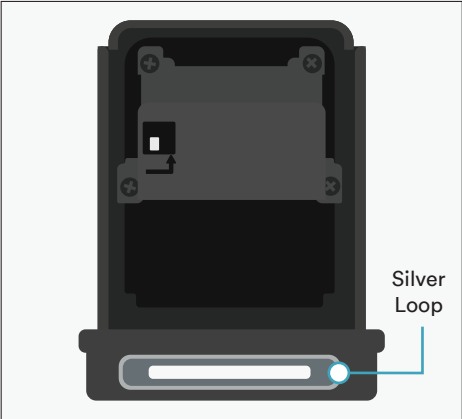
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# Setting Up Your Lock Box Combination

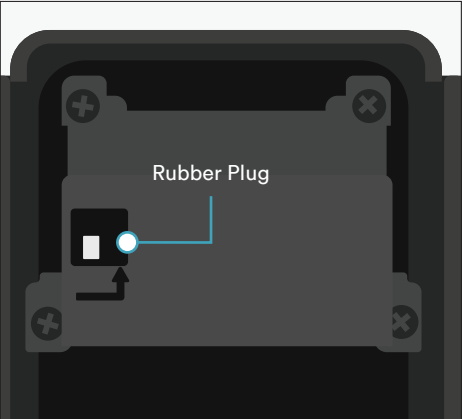
Please follow the instructions below if you have not provided a combination for your Lock Box. If you provided one when ordering, then please use that combination. When you have set up your combination, please write it down in a secured area.



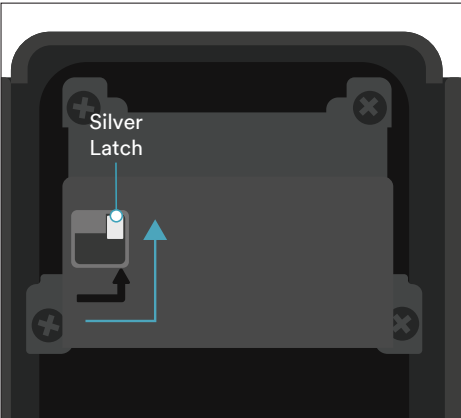
1) If the Lock Box is not set to “0000”, then please change it to “0000”. Then open the Lock Box by pulling the front towards you.



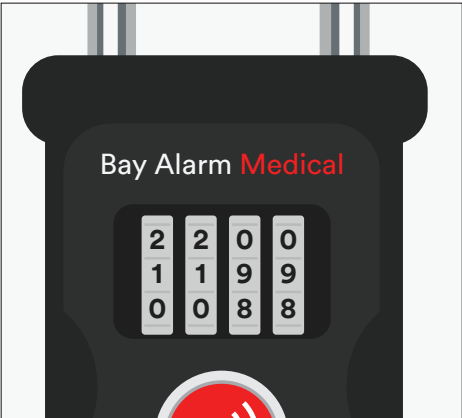
2) Turn over the Lock Box so that the back is facing you and pull back the silver loop to open the Lock Box.



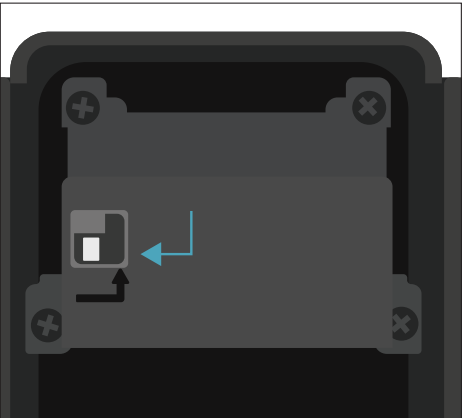
3) Remove the rubber plug around the squared switch and set it aside. It will be needed later.



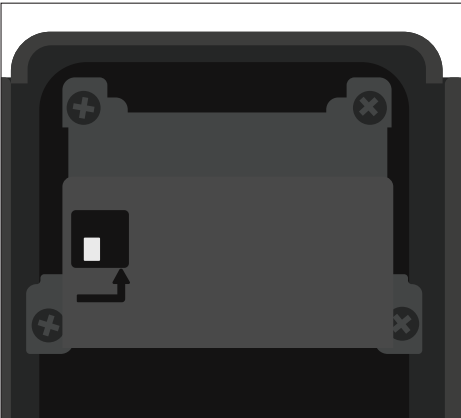
4) Move the silver lever up in the direction of the arrow.



5) Rotate the number dials downward in order to set it to the desired combination while the Lock Box is open.



6) Move the silver lever back down to its default position. Be sure not to rotate the combination when moving the lever back.



7) Re-insert the rubber plug that was removed in Step 3. Close the Lock Box base.



8) Test the Lock Box by opening and closing it with your newly set combination.

## Your Combination

Date: \_\_\_\_\_

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9) Please record your combination here or on the previous page. Then please follow the directions on “How To Attach Your Lock Box” on the previous page.

**IMPORTANT: Once the combination is set, please call us at 1-877-522-9633 to put your combination on file so that emergency personnel can use the Lock Box.**



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/)