Restoring a Medical Alert System After a Power Outage

**MYTREX In-Home Base Unit**

1) Plug the Base Unit back into your electrical outlet if unplugged. The status light should be green and you should hear a verbal response stating “System Ready”.

2) Press your Personal Help Button (PHB).

3) Wait for an agent to speak over the 2-way speaker. Let them know that this is a test. If there is no response from a live agent, please call us as soon as possible.

**LINEAR 2400 & 4200 In-Home Base Unit**

1) Plug the Base Unit back into your electrical outlet if unplugged. There may be a solid or flashing green light which indicates your device is charging.

2) Press your Personal Help Button (PHB).

3) Wait for an agent to speak over the 2-way speaker. Let them know that this is a test. If there is no response from a live agent, please call us as soon as possible.

**GPS Mobile or In-Car Devices**

1) Ensure that your device is fully charged.

2) Press the Help button on your device.

3) Wait for an agent to speak over the 2-way speaker. Let them know that this is a test. If there is no response from a live agent, please call us as soon as possible.

Please call for help or for more information:
1-877-522-9633