

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:
1-888-799-6255**