



Follow these Steps to Restore Your Medical Alert System During a Power Outage

Follow Directions Based on which Device You Own:



SOS Home

Step 1

Make sure the Base Unit is plugged in & then press the **Reset button** on the rear of the device. (If a cellular device, slide the 'O/I' power switch to the 'I' position).

Step 2

The unit will announce, **"System Ready"** & the status light will **turn green**.

Step 3

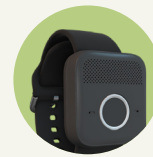
Press the **Red HELP button** or, if you have one, your **Personal Help Button**.

Step 4

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 at: 1-844-996-0208**.



SOS All-In-One



SOS Micro



SOS All-In-One 2



SOS Smartwatch



SOS Mobile

Step 1

Ensure that the device **has some charge**. If it does not, plug in the charging cradle & dock your device for a few minutes.

Step 2

Press the **Help button** on your device

Step 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 1-844-996-0208**.

Emergency dispatchers may call. Save this number for caller ID recognition:

1-844-996-0208

Customer Service & Tech Support
1-877-522-9633

Instructional Videos
www.BayAlarmMedical.com/videos