Bay Alarm Medical

Troubleshooting Your In-Home System
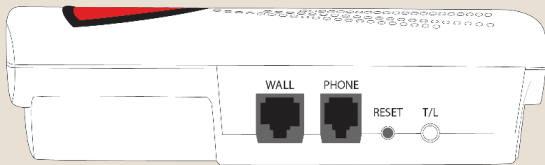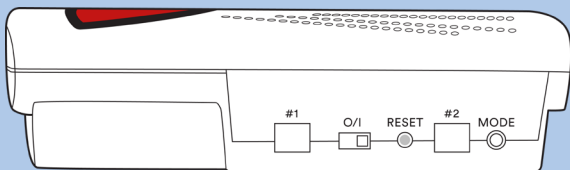
USER GUIDE

Troubleshooting the In-Home System

Which System Do You Have?

Problems can occur with a Base Unit especially when an event has occurred such as a power outage. To help troubleshoot your system, please follow the appropriate troubleshooting directions for your unit. The Landline and 4G Cellular Base Unit can be differentiated by comparing the buttons on the rear of the Base Unit as seen below.

Landline Base Unit

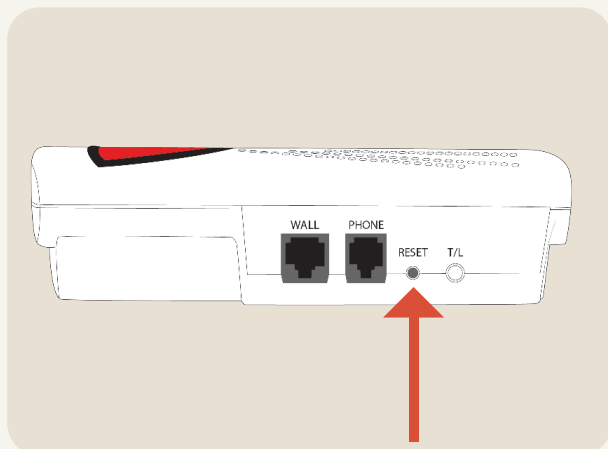### 4G Cellular Base Unit

Discontinued Units

Landline Base Unit

Troubleshooting the Landline Base Unit

To troubleshoot your Landline Base Unit, please try doing a Soft Reset first. If the problem continues, please try a Hard Reset. If you need further help or the problem persists, please call us at 1-877-522-9633.
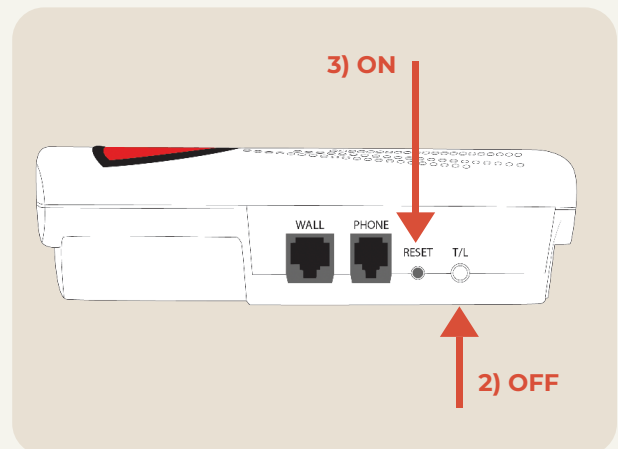
SOFT RESET

Briefly press the RESET button on the rear of the Base Unit as seen below. This should return the system back to normal. Please press the HELP button to test the system. If this does not fix the problem, please try a Hard Reset.

HARD RESET

1. On the rear of the unit, press the white T/L button 3 times

2. Press and hold the red Help Button until the status light on it turns off. The unit is now off.

3. Wait 5 minutes and turn the unit back on by pressing the RESET button. Please press the HELP button to test the system and check if the problem continues. If this does not fix the problem, please call us at 1-877-522-9633.

STATUS ANNOUNCEMENTS - LANDLINE

When troubleshooting, the Base Unit may announce its status. Below are the description of those statuses, meaning, and the actions you should take.

Announcement	What it Means	What you Should Do
"System ready."	The system is fully functioning and is ready to place a call if help is needed	You are ready to use your Personal Help Buttons when needed.
"Please check telephone connections."	The system has lost a telephone connection.	Check the following: - If telephone port on the unit and the wall jack in your home is tightly secured. (Press the black reset button if the problem continues) - If the wall jack active. (Plug a telephone into the wall jack in your home to test if the wall jack is active there will be a dial tone.) - If your landline active. If the problems continues, please call us at 1-877-522-9633.
"Please check power connection."	The system has lost power.	Check the following: - If the power in your home on. - If the power cord coming from the unit is tightly and securely pulled into a power outlet in your home. - If the outlet a fully functioning outlet. - If the AC power outlet powered by a light switch. -Try to relocate the unit to a different power outlet. If this problem continues please call us : 1-877-522-9633

LED STATUS LIGHT - LANDLINE

When troubleshooting, the Base Unit has an LED light that indicates its status. The light may display the following signals:

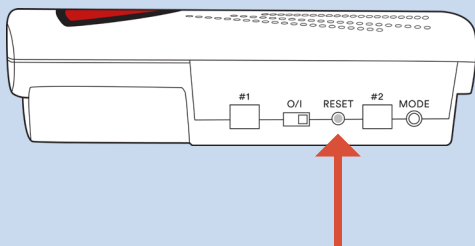| LED Light	What It Means	What It Means
Steady Green	The Base Unit is properly plugged in to AC power and a telephone line, and is ready to call the monitoring center	No action needed.
Short Green Flash at periodic intervals	AC power is not available and the Base Unit is being powered from its internal backup battery	Check the power connection
Steady Red	The Base Unit has been activated by an alarm signal and is trying to call the response center.	Let the Base Unit complete the call, do not try to reset the unit.
Short Red Flash at periodic intervals	The Base Unit is not connected to an operating telephone line.	Check the telephone connection between the Base Unit and the wall jack in your home.
Short Orange Flash at periodic intervals	The Base Unit is being powered by its internal backup battery, and the Base Unit is not connected to an operating telephone line.	Check the telephone connection between the Medical Alert Unit and the wall jack in your home. Also check the power connection.

4G Cellular Base Unit

Troubleshooting the 4G Cellular Base Unit

To troubleshoot your 4G Cellular Base Unit, please try doing a Soft Reset first. If the problem continues, please try a Hard Reset and then Turning Off and On the Base Unit. If the problem continues or you need further help, please call us at 1-877-522-9633.
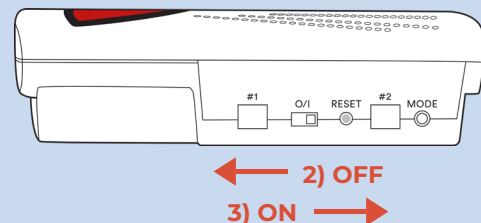
SOFT RESET

Briefly press the RESET button on the rear of the Base Unit as seen below. This should return the system back to normal. Please press the HELP button to test the system. If this does not fix the problem, please try a Hard Reset below.

Turning Off & On Base Unit

1. Unplug the Base Unit from the AC power outlet.

2. Place the power button switch in the "O" position.

3. Plug back the Base Unit into the AC power outlet.

4. Place the power button switch back to the "I" position. Test the unit by pressing the red HELP button. If the call fails or the problem persists, please call 1-877-522-9633 for further assistance.

STATUS ANNOUNCEMENTS - 4G CELLULAR

When troubleshooting, the Base Unit may announce its status. Below are the description of those statuses, meaning, and the actions you should take.

Announcement	What It Means	What You Should Do
"Calling for help."	The Base Unit has received an alarm signal and is starting its process of calling the response center.	Wait for the call to be connected to an attendant. Do not press the Personal Help Button again or attempt to disconnect the call.
"# bars."	The Base Unit is programmed to state how strong its current cellular signal is.	Re-position the unit in the home to obtain a better cell signal. If these steps do not correct the problem, verify that sufficient cell coverage is available at the residence.
"No cell service."	The Base Unit is not detecting the cellular network.	The Base Unit needs service. Please contact Bay Alarm Medical at 1-877-522-9633.
"No data connection."	The Base Unit is not detecting a data connection.	The Base Unit needs service. Please contact Bay Alarm Medical at 1-877-522-9633.
"Please check power connection."	The Base Unit is unplugged from the wall or AC power outlet is not energized.	Pair your Personal Help Buttons to Base Unit. Please see pairing instructions.
"Zone #, pair device."	The MODE button has been pressed twice, the unit is ready to pair accessories into the specified zone.	Pair your Personal Help Buttons to Base Unit. Please see pairing instructions.
"Paired wireless Help Button."	The Base Unit has paired a new Personal Help Button/ transmitter.	Pair a new wireless Help Button to the Base Unit.
"Range test mode."	The MODE button has been pressed four times, placing the unit in Range Test Mode.	Walk around and press the Personal Help Button to conduct a range test. Please see instructions.
"System ready."	The system is in normal operation and ready to process alarm signals.	You are ready to use your Personal Help Buttons when needed.

LED STATUS LIGHT - 4G CELLULAR

When troubleshooting, the Base Unit has an LED light that indicates its status. The light may display the following signals:

LED Light	What It Means	What You Should Do
Steady Green	The unit is properly connected.	No action needed.
Three Green Flashes	There was an error during the units last communication with dealer services.	1. Move the unit to a better location. Press the RESET button to have the Base Unit to indicate its current status. 2. Press and hold the RESET button until the status light begins to flash orange to hard reset the system and have it re-establish all connections. 3. Unplug and shut down the system for 15 seconds to refresh. (On the rear of the unit, press the power button switch to the "O" position). 4. If none of the above work contact us at 1-877-522-9633.
Single Green Flash	The unit is currently trying to call the central station.	Check A/C power connections.
Steady Red	A/C power not available, unit is running on battery.	Wait for Base Unit to finish call to the central station.
Fast Red Flash	The unit is not receiving a cell signal.	1. Move the unit to a better location. Press RESET button to have the Base Unit to indicate its current status. 2. Press and hold the reset button until the status light begins to flash orange to hard reset the system and have it re-establish all connections. 3. Unplug and shut down the system for 15 seconds to refresh. (On the rear of the unit Place the power button switch in the "O" position). 4. If none of the above work contact us at 1-877-522-9633.

LED STATUS LIGHT - 4G CELLULAR (continued)

LED Light	What It Means	What You Should Do
Fast Orange Flash	The first stage of the power-up sequence.	Wait for Base Unit to finish power-up sequence.
Steady Orange	The second stage of the power-up sequence.	Wait for Base Unit to finish power-up sequence.
Orange Flicker	A firmware update is being installed.	Wait for Base Unit to finish system update.
Alternating Red & Green	The unit is in the process of shutting down. The status light will no longer be illuminated once it has finished shutting down.	Wait for the Base Unit to finish its shutdown process.
Alternating Red/Green/Orange	There was an error updating the firmware of the Base Unit.	The Base Unit will need to be serviced. Contact your service provider for assistance.

Discontinued Units

Troubleshooting Discontinued Units

To troubleshoot your discontinued Base Units, please try turning off and on the unit using the directions specific to your model. If the problem continues or you need further help, please call us at 1-877-522-9633.

3G CELLULAR

1. On the rear of the unit, press the white T/L button 3 times
2. Hold the red Help Button until the status light on it turns off
3. Unit is shut down now and can be disconnected

LINEAR 2400

1. On the bottom of the Base Unit next to the phone cord plug in, there is a switch. Move the switch to the OFF position.
2. After a few moments, switch it back to the ON position.
3. Test the unit by pressing the button and check if the problem is fixed. If it continues, please call us at 1-877-522-9633.

LINEAR 4200

1. Disconnect the power supply.
2. On the bottom of the unit is a recessed button with the label POWER OFF. Press and hold down that button until the system announces "Console Shut Down."
3. Wait a few moments and turn the unit on by pressing the button again.
4. Test the unit by pressing the button and check if the problem continues. If it continues, please call us at 1-877-522-9633.