



**Bay Alarm Medical**



# SOS

## All-In-One

MEDICAL ALERT SYSTEM

User Guide

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## Contact

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

**Instructional Videos**  
[www.BayAlarmMedical.com/videos](http://www.BayAlarmMedical.com/videos)

**Emergency dispatchers may call.  
Save this number for caller ID  
recognition: 1-844-996-0208**

## What's Included



SOS  
Device



Charging  
Cradle



Neck  
Lanyard



Belt  
Clip

## Service Bundles



In-Home  
Bundle



Auto Fall Detection  
Bundle

## Device Features



- 1-Lanyard Loop
- 2-LED Light
- 3-Speaker
- 4-Emergency  
HELP Button
- 5-Microphone
- 6-Charging Port

## Setting Up Your SOS All-In-One



1. Plug the charging cradle's power cord into the power outlet. Place the device on the charger. It will turn on automatically.
2. The status light on the device will turn **RED**, then announce, "**Your device is now charging.**" Allow the device to fully charge before using.

**NOTE:** It takes about 3 hours to charge, depending on the current battery life.

**NOTE:** False alarms can happen even when precautions are taken. If an alarm is set off by accident, let the call go through to the **Monitoring Center**. A representative will come over the **SOS device speaker**. Simply respond back to let the operator know you're okay & that it was an accidental button-push.

3. When the device is fully charged, the status light will turn **GREEN**, then announce, "**Your device is now ready.**"
4. If the device is not on, press & hold the "HELP" button for **3 seconds**.
5. It may announce, "**Hello, it is time to test your system to make sure it is working properly. Please press & hold the HELP button for 3 seconds.**" ■



## Test the Range

The **Range Test** will help determine the connection between the **Wearable Button** & your **SOS device**.

The maximum distance of proper function between the two is about **600 ft** (200 yds).

**NOTE:** Obstacles like concrete walls & other interference may affect the ability to connect.

In an emergency, it's important to know areas the **Wearable Button** works & doesn't work.

Test it in high-risk & common places inside the home (stairs, bathrooms, living room, bedroom, kitchen, laundry room).

Test it outside the house (driveway, sidewalk, garage, backyard garden, walkway steps). ■

**NOTE:** It may be helpful to have two people perform the range test. **Person 1** will stay at the SOS device on the charging cradle to listen for the steady tone. **Person 2** will press the personal Help Button in different locations around the residence & yard.

## Test the Device

The **Device Test** will help you confirm that your unit is fully functional.

**NOTE:** We recommend that you test the device **once per month**.

1. Press & hold the "**HELP**" button for 3 seconds. It will announce, "**Placing an Emergency call now.**"

**NOTE:** It can take up to 60 seconds for a live dispatcher to connect over the 2-way speaker. The speed of connection depends on the network coverage in the area.

2. The **Monitoring Center** will connect over the 2-way speaker. Let the operator know that you are just testing the device. Follow their instructions from there. ■

**NOTE:** If the call cannot be placed due to poor connection or other issues, it'll announce, "**Call failed.**" Please try again.

## FAQs

**Q: Is the All-In-One device only meant to be used away from home?**

The All-In-One device is designed to be used in & away from home. Network coverage for at-home use can be affected by large trees surrounding the home or the type of home structure (brick, cement, etc.).

We highly recommend that you test your **All-in-One device & Wearable Button** at least once per month.

**Q: The device says that I can cancel my alarm. When is it okay to cancel an alarm?**

You should **never cancel an alarm** for any reason. If it is a false alarm or test, please let the alarm connect fully with a live dispatcher & kindly let them know you are safe.

When an alarm is triggered, the **Monitoring Center** is alerted immediately. Cancelling a call may cause confusion for our dispatchers. It's always best to confirm your status.

**Q: Does the Wearable Button have a two-way speaker?**

The **Wearable Button** does **not** have a speaker built into it. All communication will only happen through the **All-In-One device**. When pressed, the Wearable Button will transmit a signal to the All-In-One device, where the live dispatcher will communicate via the two-way speaker.

**Q: May I take a bath with the All-In-One device & the Wearable Button?**

While our devices are water resistant, they should **not** be submersed in water. They are not waterproof. Taking showers while wearing either device is fine. ■

## Bay Alarm Medical Caregiver Tracking App

Stay in the know. See the current location of your loved one in real-time. Access location history & get notified when the battery gets low. Download the app.



## User Agreement

By using this device, you acknowledge & accept all that follows.

### Coverage

This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your environmental & topographical conditions may also affect your coverage.

If you experience coverage issues, please contact your dealer immediately.

### Charging

Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Wear your device at all times & only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

### Water-Resistant

Although the device is IP67 water-resistant, it should **not** be submersed in water. It is not waterproof. If exposed to water, the device should be towel-dried.

## Pacemakers

Individuals with pacemakers should consult their physician & review their pacemaker materials regarding interaction with cell phones, & take the same precautions the materials recommend for this device.

## Location-Based Services

Some of the Equipment uses technology to permit third-parties, including the Monitoring Center, to determine where you are physically located at any given time (the “Location Based Services”). Location Based Services may work even if you are not in communication with the Monitoring Center. The accuracy of the Location Based Services is limited, & the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to identify your location or the location of the Equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company’s interest in & to the Monitoring Services, or any other person or entity you specifically designate & only for the purpose of providing & improving the Monitoring Services.

ANY & ALL LOCATION-BASED  
INFORMATION IS MADE AVAILABLE FOR

INFORMATIONAL & PLANNING PURPOSES ONLY & IS NOT INTENDED TO BE RELIED UPON IN SITUATIONS WHERE PRECISE LOCATION INFORMATION IS NEEDED OR WHERE ERRONEOUS, INACCURATE, TIME-DELAYED OR INCOMPLETE LOCATION OR MAP DATA MAY LEAD TO DEATH, PERSONAL INJURY, OR PROPERTY OR ENVIRONMENTAL DAMAGE. YOU AGREE THAT LOCATION-BASED INFORMATION MAY VARY FROM ACTUAL LOCATION(S), ROAD, OR TERRAIN CONDITIONS DUE TO FACTORS THAT CAN AFFECT THE ACCURACY OF THE MAP DATA, SUCH AS, BUT NOT LIMITED TO, WEATHER, ROAD, & TRAFFIC CONDITIONS, GEOPOLITICAL EVENTS, & CONDITION OR STATUS OF YOUR CELLULAR PHONE OR CELLULAR SERVICES. WE DO NOT GUARANTEE ACCURACY OR COMPLETENESS OF ANY LOCATION-BASED INFORMATION.

## FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, & (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for

compliance could void the user's authority to operate the equipment.

This equipment has been tested & found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses & can radiate radio frequency energy and, if not installed & used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off & on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment & receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help. ■



## Refer A Friend, Reward Yourself

Receive a **FREE** month of service if you have a friend sign up with Bay Alarm Medical.

### How do I get my free month?

After 60 days following your friend's activation, we will process a credit for a **free month of service to you.**

In order to receive your credit, please make sure they mention your full name at the time of order.

### Is there a referral limit?

Not at all! Tell as many friends as you'd like. Receive a free month **for each friend that signs up with a new subscription plan.**

If 12 friends sign up & stay with us for 60+ days, then you could earn 12 months of free service! ■







**Bay Alarm Medical**



# SOS

## All-In-One

**MEDICAL ALERT SYSTEM**

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