



Bay Alarm Medical



SOS Home

MEDICAL ALERT SYSTEM

User Guide



In this guide

1. Setting Up a Cellular System
2. Setting Up a Landline System
3. Understanding Automatic Fall Detection
4. Bella Charms
5. A Lock Box to Secure Emergency Keys
6. Customer Referral Benefit



Contact

**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

What's Included

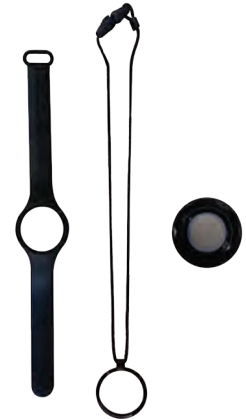
SOS Home Base Kit



In-Home Base Unit with AC Power Adapter
Landline or Cellular



Telephone Cable
only for Landline Systems



Personal Help Button
with wrist band & neck lanyard

What you need to set up



AC Power Outlet
not controlled by a switch



Telephone Wall Jack
only for Landline Systems

OR



Internet Modem
only for Landline Systems

Add-on accessories



Auto Fall
Detection (AFD)



All-In-One
with AFD



SOS Mobile
with AFD



Wall Buttons



Bella Charms
for standard buttons

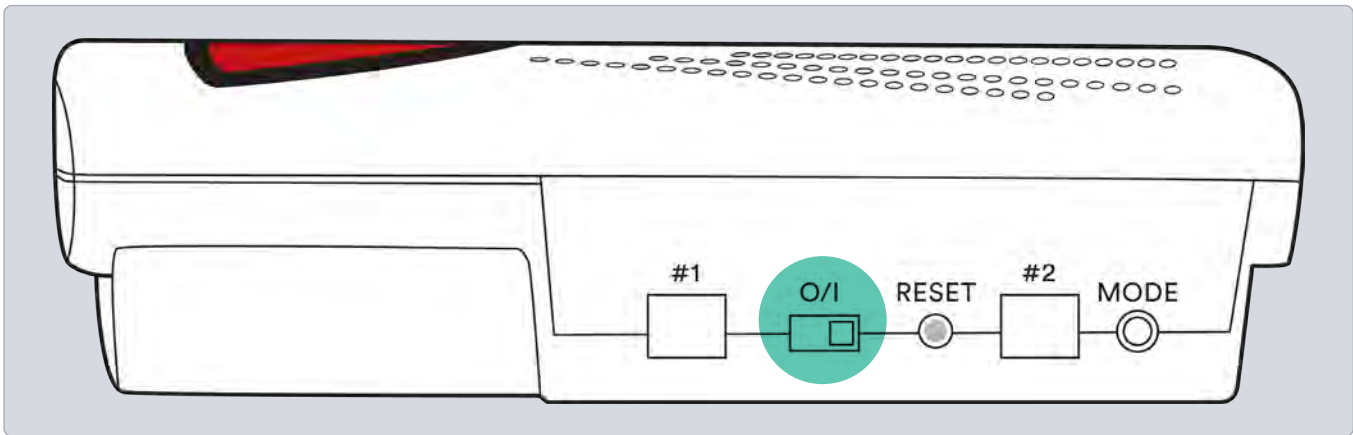


Lock Box



Setting Up a Cellular System

Follow all the set-up directions to ensure proper system functions.

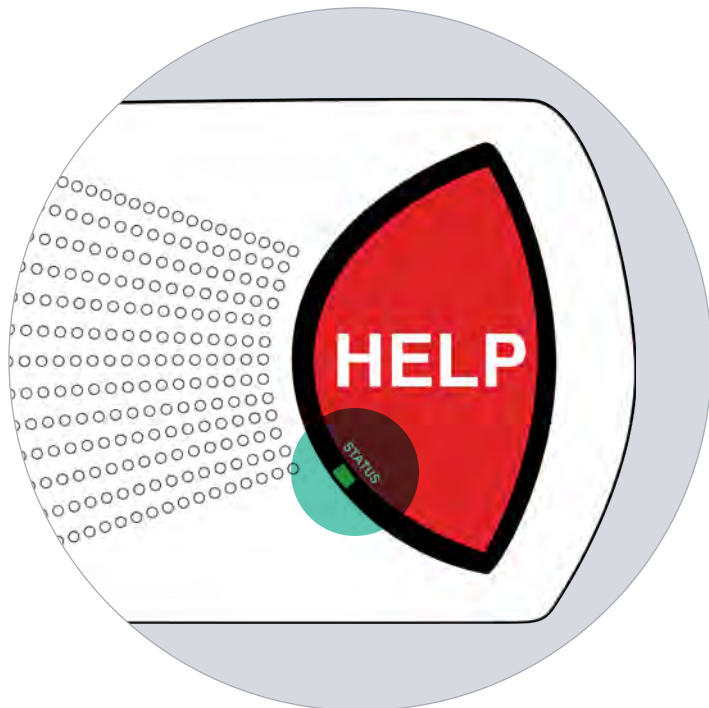


1. Place the **Base Unit** in an area with strong signal (i.e. by a window, or a glass door).
2. Plug the Base Unit's power cord into the power outlet (**that is not controlled by a switch**).
3. Find the '**O/I**' power switch on the rear of the Base Unit and slide it to the '**I**' position.

The status light will start to flash **orange** while it searches for cellular coverage

4. When ready, the Base Unit will announce, "**System Ready**" and the status light will turn **green**.

Wait 30 seconds before moving on to the next steps. ■



Test the Range

The **Range Test** will help determine the connection between your buttons and the Base Unit in and around your home. Please perform the following **for each of your help buttons** before using.

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

1. Press the **'MODE' button**, on the rear of the **Base Unit**. It will announce, **"Range Test Mode."** Device will time out and reset if no action is taken after 45 seconds.
2. Press the **Personal Help Button**. **A steady tone will sound from the Base Unit.** This means the unit is detecting the button.

Repeat these steps for various locations throughout the residence and yard.

NOTE: If you press the Personal Help Button and the Base Unit **does not follow with a tone**, this means your button is not detectable at that location and **will not trigger a help signal**.

3. Once areas in and around the residence are tested, press the **'RESET' button**. Unit should announce, **"System Ready."** ■

Test the Device

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

NOTE: We recommend that you perform a Device Test **once a month**.

1. Press the **'HELP' button** on the Base Unit. It will announce, **"Calling for help."**
2. After a period of beeps, followed by brief silence, **a live operator will connect over the 2-way speaker** on the Base Unit. Let the operator know that you are testing. Follow their instructions.
3. Once the test is complete, press the **'RESET' button** on the Base Unit. ■

NOTE: Follow the same steps to test your personal Help Button and any wall button.

NOTE: If you do not hear an operator from the 2-way speaker, you should receive a call on the phone number provided to us.

If you get neither response from the 2-way speaker nor from your home telephone within 3 minutes, call us immediately.



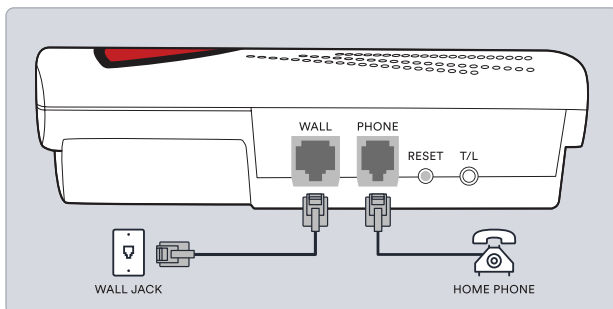
Setting Up a Landline System

Follow the set-up directions for either a wall jack (A) or your modem (B).

(A) Setting up to a telephone wall jack:

1. Place the Base Unit near a power outlet (**that is not controlled by a switch**) and a telephone wall jack. Avoid obstacles (i.e. concrete walls; metals; electronics).
2. Plug the Base Unit's power cord into the power outlet.
3. If you **do not** have a telephone cord plugged into your telephone wall jack, please skip this step; proceed to step 4.

Otherwise, unplug the telephone cord from your telephone wall jack and plug it into the **'PHONE' port of the Base Unit**.



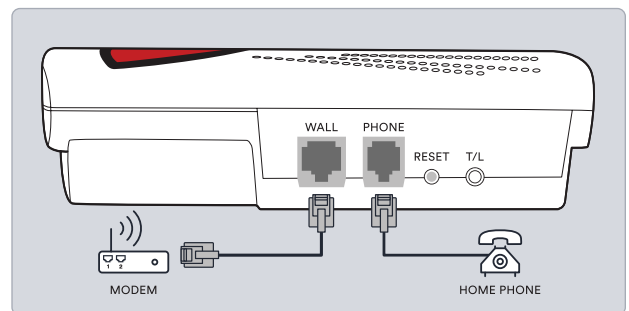
4. Connect one end of the wall cord (provided) into the **'WALL' port of the Base Unit**. Connect the other end of the wall cord into your telephone wall jack.

NOTE: If you plugged a phone into the Base Unit, you can pick up the home phone and check for a dial tone.

5. Press the **'RESET'** button. The Base Unit will announce, **"System Ready."** Proceed to Test the Range and Test the Device. ■

(B) Setting up to a modem:

1. Place the Base Unit near a power outlet (**that is not controlled by a switch**) and **your modem**. Avoid obstacles (i.e. concrete walls; metals; electronics).
2. Plug the Base Unit's power cord into the power outlet.



3. **On your modem**, unplug the phone cord from **Tel/Line 1**. Plug it into the **'PHONE' port** on the rear of the Base Unit.
4. **From the Base Unit**, connect the end of the wall cord (provided) into your modem port that is marked **Tel/Line1**.

NOTE: You can pick up your home phone and check for a dial tone. If you do not hear a dial tone, contact our Technical Support.

5. Press the **'RESET'** button. Unit should announce **"System Ready."** ■

Test the Range

The **Range Test** will help determine the connection between your buttons and the Base Unit in and around your home. Please perform the following **for each of your help buttons** before using.

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

1. Press the **'T/L' button**, on the rear of the **Base Unit**. It will announce, **"Range Test Mode."** Device will time out and reset if no action is taken after 45 seconds.
2. Press the **Personal Help Button**. **A steady tone will sound from the Base Unit.** This means the unit is detecting the button.

Repeat these steps for various locations throughout the residence and yard.

NOTE: If you press the Personal Help Button and the Base Unit **does not follow with a tone**, this means your button is not detectable at that location and **will not trigger a help signal**.

3. Once areas in and around the residence are tested, press the **'RESET' button**. Unit should announce, **"System Ready."** ■

Test the Device

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

NOTE: We recommend that you perform a Device Test **once a month**.

1. Press the **'HELP'** button on the Base Unit. It will announce, **"Calling for help."**
2. After a period of beeps, followed by brief silence, **a live operator will connect over the 2-way speaker** on the Base Unit. Let the operator know that you are testing. Follow their instructions.
3. Once the test is complete, press the **'RESET' button** on the Base Unit. ■

NOTE: Follow the same steps to test your personal Help Button and any wall button.

NOTE: If you do not hear an operator from the 2-way speaker, you should receive a call on the phone number provided to us.

If you get neither response from the 2-way speaker nor from your home telephone within 3 minutes, call us immediately.



Understanding Automatic Fall Detection

Automatic Fall Detection (AFD) is designed to call for help when you're unable to. Loved ones with a history of falling may find this feature beneficial.

This service may not be appropriate for everyone.

How It Works

Auto Fall Detection (AFD) Activation

The device is worn on the outside of one's clothing. AFD is triggered when there's sudden, downward movement, followed immediately by lack of movement.

Lack of movement

Stillness communicates to the sensor that a fall has occurred, that the user is immobilized and can't physically push a button.

If you can, press button

For the best efficiency, always press the button if you're physically able to do so, even if an auto fall alarm is triggered. ■

Add-On Accessories



Auto Fall
Detection Only



All-In-One
with AFD



SOS Mobile
with AFD

Ways to prevent false alarms

Depending on lifestyle, the Automatic Fall Detection (AFD) could be set off unintentionally by movements that mimic a fall. The following will help prevent that from occurring.

Avoid certain quick movements

Avoid fast movements that can trigger a false alarm, such as plopping down on a couch, or leaning over to pick up something.

Do not wear it while sleeping

The AFD button should not be worn to bed. Sleeping motions can set off a false alarm. When this happens, if you don't reply to **the Monitoring Center**, then an emergency response will be sent to the home.

Handle the device with care

Be careful while putting on or taking off the AFD button. If not wearing it, place it in a location where it won't drop or dangle. ■

If a false alarm occurs

Sometimes false alarms can happen even while taking the necessary precautions. If this happens, please let the call go through to **the Monitoring Center**. A representative will respond from **the Base Unit**. Please respond back to let them know that you're okay, that it was a false alarm.

Beautifying Your Button with Bella Charms

Stylize your personal neck-worn Help Button with a hand-crafted Bella Charm pendant. Clip a charm to the back of the button and be ready for any event. Easily interchangeable, made in the USA.

Each pendant is inspected for quality assurance and tested for proper fit prior to delivery. Once shipped, any damages incurred to the product cannot be replaced or returned.

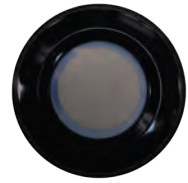


Marella

Marina

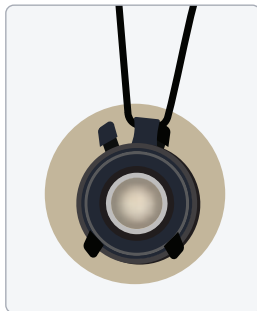
Stella

Add-On Accessories

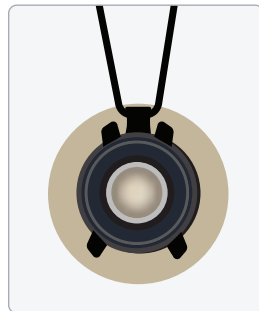


Only for standard Help Button.
Not compatible with Automatic
Fall Detection (AFD) buttons

How to fasten pendant onto the Help Button



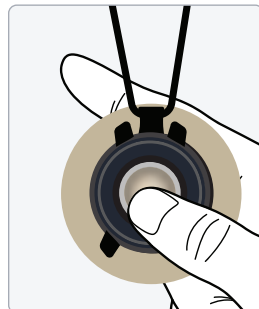
1. Insert the bottom of the device into the **lower hooks**.



2. Snap it into the **top hooks**. Make sure it's secure.

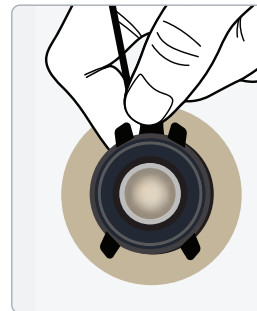


3. When wearing it, the Bella Charm **faces outwards**.

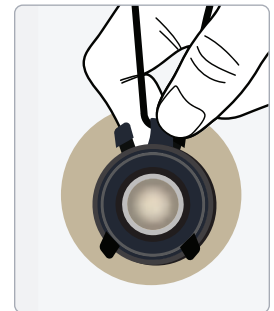


4. Press the button with your thumb as shown. ■

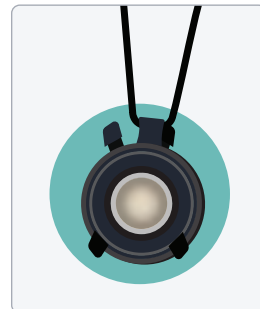
How to detach & swap out a different design



1. **Pinch the plastic tab** where it meets the neck lanyard.



2. **Gently pull** the device out towards you.



3. Fasten the device to the new pendant design.



4. Flip it over and it's ready to wear. ■



A Lock Box to Secure Emergency Keys

A Lock Box provides a safe way for first responders to enter your home without breaking the door open. It unlocks with **the 4-digit code that you supplied to us**, and can store up to 5 spare keys for emergency use.

How to unlock the box



Write down your 4-digit code in the provided space



Rotate the dials downward until your code is displayed. Pull the cover open towards you. ■

If you need to change the 4-digit code, call us and we'll help you do so.

Where to hang the Lock Box

The Lock Box can be attached anywhere that is secure and accessible. We recommend hanging it at an entrance, or any of the locations below. ■



Front Door



Back Door



Security Gate

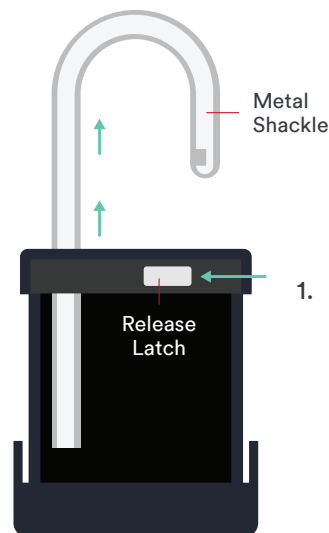


Tool Shed

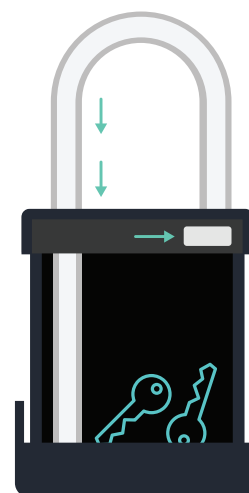


Water Spigot

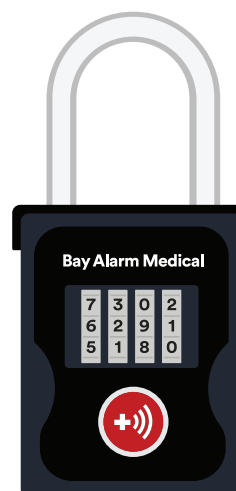
How to secure the lock



1. Open the Lock Box. Slide the **Release Latch** to the left & hold it there. Pull up the **metal shackle**.



2. Fasten the metal shackle through a **door handle**. With Lock Box still open, **store the emergency keys**.



3. Close Lock Box. Secure it by **jumbling up the dials**. Give it a firm jiggle to make sure all is locked. ■

Refer A Friend, Reward Yourself

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

FAQs

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 and stay with us for 60+ days, then you could earn 12 months of free service! ■





Bay Alarm Medical

SOS Home

MEDICAL ALERT SYSTEM

www.BayAlarmMedical.com

© All Rights Reserved. Bay Alarm Medical & GetSafe.

202402