



## System Set-up and Testing Instructions

Your Account Number: \_\_\_\_\_

Monitoring Center Number: **1 (888) 217-8840**

**IT IS EXTREMELY IMPORTANT TO COMPLETE ALL THE STEPS BELOW  
IN ORDER TO INSURE CORRECT SYSTEM OPERATION!**

You're only a few quick steps away from enjoying the safety and security of your Safeguard MedConnect system!

### **STEP 1. SET-UP THE BASE CONSOLE**

**Remove** the large white base console unit from the box and unwrap

**Choose a central location** where it will have the fewest obstacles (walls, doors, etc). This location must also have an AC outlet and a standard telephone wall jack nearby. It may be placed on a kitchen counter, living room or bedroom table.

**Plug the Console into the AC outlet.** IMPORTANT – be sure that the AC outlet you select is NOT a “switched” outlet (meaning it can be turned on/off by a nearby wall switch).

**Turn on the Console.** The on/off switch is the black sliding switch located on the bottom of the console next to the telephone jacks. Move it to the “On” position. Your console should beep once & the green power light should remain lit.

### **STEP 2. CHECK THE PERSONAL HELP BUTTON**

Press the “Emergency Button” on the front of the Console.

The Console should confirm the emergency button was pressed by repeatedly announcing “EMERGENCY! EMERGENCY!” Once activated, you may cancel the emergency alert by pressing the “Clear” button on the front of the console.

Locate & remove the small black wireless Personal Help Button from the box.

Press the Personal Help Button and Console should again announce “EMERGENCY! EMERGENCY!” Test the Personal Help Button throughout the house at various locations to insure it is functional at all occupied rooms or areas.

If there is one or more locations where pressing the Personal Help Button does not cause the Console go into Emergency mode, you should STOP the testing. Move the console to a different location in the home and begin testing again.

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### **STEP 3. TEST YOUR NEW SYSTEM WITH THE MONITORING CENTER**

**Turn over the Console.** Using the supplied phone cord, plug one end into the “Line” jack on the Console and the other end into the wall telephone jack. You may plug a telephone into the Console. Simply plug it into the “Phone” jack on the bottom of the Console. (If you have DSL service on this phone line, you will need to install a filter on this extension.)

**Call the Monitoring Center at 888-217-8840.** When a dispatcher answers, say **“I’m a new Medical Alert Customer and need to conduct an Audio Test”**. You will be asked for your Account # (at top of the first page). The Monitoring Center will place your system in “test” mode. During this brief test period, all emergency alarms received from your new system will not cause an emergency response.

Hang up your telephone. **Then press your console “Emergency” button or Personal Help Button.** This will trigger an actual alarm test call. You will hear the console sound the “Emergency” alarm for about 30 seconds. This lets you know the system has been activated and, in the event of an accidental alarm, allows you to press the “clear” button to cancel.

At the end of the alarm warning, the console should state “emergency reported” followed by about 30 seconds of silence. Next, the voice of an emergency operator should be heard from the base console. Ask the dispatcher if they can hear you by speaking back over the console speaker. If you can speak with the Monitoring Center dispatcher, your system is fully functional.

**IMPORTANT! If a live emergency operator is not heard from your console, or if the Monitoring Center can not hear you, your system is NOT working properly.** Until you have successfully tested your system with the Monitoring Center, it may not work in the vent of an actual emergency or alarm. Please recheck all your connections, wires and operating power and telephone dial tone.

You have successfully set-up your new Medical Alert system and it is now ready in the vent of a personal emergency!

### **THAT’S IT...YOU’RE ALL DONE!**

Your Medical Alert System now is ready and waiting to assist you. Remember to keep your Personal Help Button with you at all times for maximum protection – accidents and emergencies are never planned!

**Please Note:** You are responsible for conducting a free monthly system test with the Monitoring Center (as outlined above) to insure reliable operation in the event of an actual emergency. Simply give Monitoring Center a call at **888-217-8840** and let them know you wish to conduct a test of your medical alert system.