Mytrex

HELP

Welcome to the Medical Alert Family!

Enclosed you will find your Medical Alert Monitoring Service Agreement filled out with the information provided at the time of your order. Please review the agreement carefully to ensure its accuracy. If updates are needed, please call us at 1-800-906-0872.
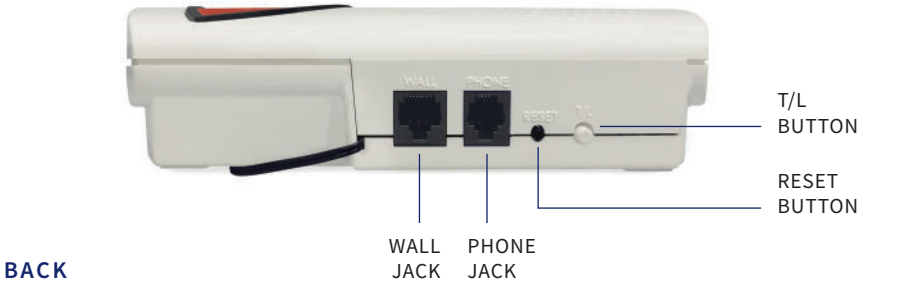
Please sign and date the Monitoring Service Agreement where indicated and return it in the postage paid envelope. You may keep the second copy for your records.

Please fill out the enclosed Medical Information Card and place it on your refrigerator for a quick reference in case of an emergency.

***Thank you for choosing Medical Alert!***

Mytrex:
What's Included

HELP

HELP BUTTON

STATUS LIGHT

FRONT

T/L BUTTON

RESET BUTTON

WALL JACK

PHONE JACK

BACK

WRIST BUTTON

NECK BUTTON

OPTIONAL FALL DETECTION PENDANT

Mytrex:
Setting Up Your System

Medical Alert
SETUP GUIDE

Set up your unit in a centrally located place in your home. This allows the two-way communication between you and the operator to work most effectively.

Landline or Cable Phone Service

1 Plug the **power cube** into an electric power outlet that is not controlled by a light switch. Your system will announce, *"System Ready"* when properly connected.

2 Locate the **phone cord** already plugged into the base unit. Plug smaller end into the **phone jack** on the wall (or the jack usually marked Phone 1 on the VOIP modem if the house wiring is not used).

3 Plug the cord from your phone into the jack marked **PHONE** on the base unit.

"WALL" "PHONE"

PHONE CORD THAT CAME IN BOX   YOUR PHONE CORD
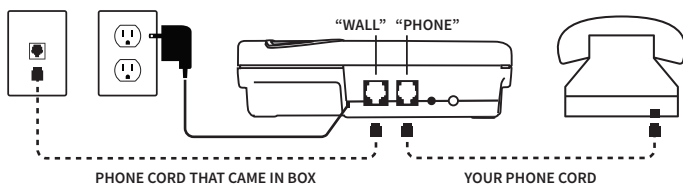
Cordless Phone Users

1 Make sure your device is plugged into the main unit of your cordless phone, *not* a satellite phone.

2 Cordless phone must be a minimum of 12" from the alarm unit to prevent blocking of signals.

"WALL" "PHONE"

CORDLESS PHONE
MUST BE
AT LEAST 12"
FROM BASE UNIT

12" OR MORE

PHONE CORD THAT CAME IN BOX   YOUR PHONE CORD
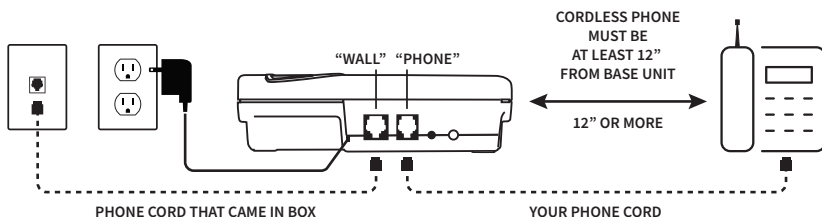
**You can also visit medicalalertsupport.com for more information.**

Test Your Device

1 From your home phone, call the testing number on your unit to put your account in **Test Mode.** Follow the voice prompts to put your account on **Test** for 15 minutes and then hang up your phone.

2 Press your neck or wrist button. The unit will announce *"Emergency"* several times.

3 The **Home Test Line** will verify your address and let you know the signal was received. When prompted, say your name aloud without picking up your phone. A recording of what was heard will be repeated.

If you experience any problems with your testing, please call 1-800-906-0872 for assistance.

Turning the Unit ON

Plug into an electrical outlet. Unit will automatically turn on.
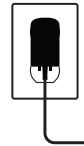
Turning the Unit OFF

1 Unplug the power cube from the electrical outlet *AND* unplug the phone line.

2 Then press the T/L button 3 times. The unit will announce *"Hold HELP to turn off."*

3 Press and hold the **HELP** button on the unit until the light on the edge of the unit next to the HELP button turns off.
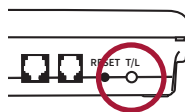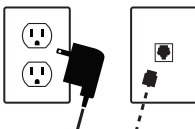
*Note: Remember to plug your phone back into your phone jack or modem.*

Test the Range of Your Wrist or Neck Button

To make sure your system works throughout your home, conduct the following range test. Have one person stay near the base unit while you walk around to different areas of your home to test the neck or wrist button.

How to Conduct Your Test

1 The white **T/L** (Test/Learn) button is located on the back of your medical alarm unit. Press and release it one time. The unit will announce *"Range Test Mode."*

2 Immediately press and hold your wrist or neck button. A steady tone will sound from the unit speaker as long as it detects that the button is being pressed.

3 Walk around the home while continuing to press and hold the wrist or neck button and check for the steady tone from the unit speaker. Check all areas of the home to make sure the signal is received. Take note of any "dead zones" in which the tone stops.

4 To finish the Range Test, release the wrist or neck button. Press the black **RESET** button on the back of the unit. The unit will announce, *"System Ready."*

T/L
BUTTON

RESET T/L
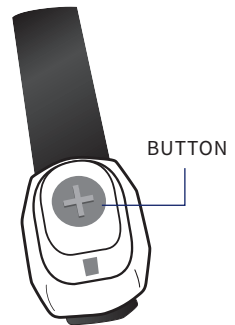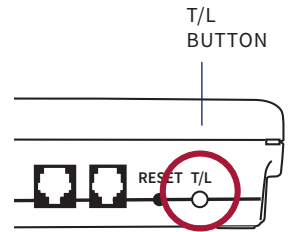
BUTTON

Note: If needed, relocate your unit to eliminate any "dead zones" and conduct another Range Test.

Placing a Call

1 In the event of an emergency, press your wrist or neck button or the unit's **HELP** button.

2 The operator will talk to you through the unit's speaker and ask if you need help. In the event that you cannot communicate with the emergency response center, help will be dispatched to the address on file.

Note: When your button is pressed, the light flashes green to indicate the button batteries are OK; a red light indicates the button batteries may be weak.

Canceling a Call

Press the black **RESET** button to cancel a call for help if your device is inadvertently activated.

If you cannot cancel your call within 10-15 seconds of activation, please allow the unit to complete the call. Tell the emergency response center you activated your unit in error.

The RESET Button

The black **RESET** button is located on the back of your unit. Whenever the reset button is pressed, the unit will perform a self-diagnostic test. If working properly, the unit will revert back to "System Ready" status and is ready to transmit alarms.

RESET
BUTTON
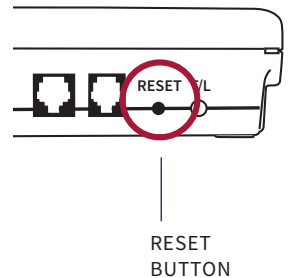
Mytrex:
Optional Fall Detection Pendant

Fall Detection – How It Works

The Fall Detection Pendant only takes a few seconds to interpret the movement and determine if an actual fall has occurred. If a fall is determined, the pendant will send a signal to your device, which will initiate a call to the emergency response center, just as if you pressed your button. Remember, always press your button if able as some falls many not be detectable.
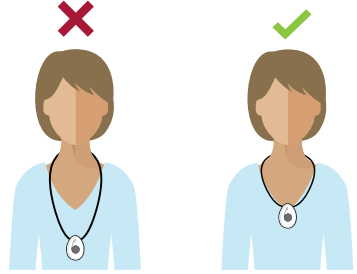
Incorrect
Below the mid-section or over the stomach

Correct
High on the chest on top of the sternum

Canceling a False Alarm

Your device will announce, *"Calling for help",* just as if you had pressed your button. You can cancel the alarm using by pressing the reset button on the back of your unit OR wait for the emergency operator to come on the line and let them know it was a false alarm/test only. If you do not explain it is not an emergency, help will be dispatched.

Pendant Light OFF:
In standby mode

Pendant Light On:
Transmitting a signal to the device

Pendant Light Blinking Fast When Pressed:
Button needs to be replaced.
Call 1-800-906-0872

Testing Your Fall Detection Pendant

From a standing position, toss the Fall Detection Pendant gently forward onto a bare floor. Listen for the device to sound and either speak to the emergency operator or cancel the alarm using your handheld device. For best testing results, test on a bare floor such as the kitchen or bathroom.

If you are interested in purchasing the Fall Detection service or wish to learn more, please call us.

The Fall Detection Pendant does not detect 100% of falls.

Always press your button if you are able, as some falls may not be detectable.

Important Safety Information

- Test your system once a month by using your transmitter buttons. If the Fall Detection Pendant light blinks rapidly or is not properly working, Call 1-800-906-0872 for a new Pendant.

- The signal distance from the Fall Detection Pendant to the device depends on the size, construction and environment in and outside your home. Please perform a range test to confirm.

- Do not wear your Fall Detection Pendant while sleeping. Please wear your alternate button or keep your pendant near your bed.

- The lanyard has been designed to breakaway when tugged however; the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

- Wear your Fall Detection Pendant at chest level with the emergency button facing forward.

- Do not wear your Fall Detection Pendant while swimming or in a chlorinated pool.

Mytrex:
Troubleshooting

SETUP GUIDE

Medical Alert

Light Status	What It Means	What to Do
Green Solid	Unit is ready	No action required
Green Blinking	AC power is not working, running on battery power	Check power source to make sure the unit is not plugged into an outlet that is controlled by a light switch that is in the "off" position.
Orange blinking	AC power is not working. Unit is running on battery power AND is not connected to an operating phone line	Check power source to make sure it's plugged into a working wall outlet and check your phone line to make sure it is working properly.
Red Solid	Alarm activated. Unit is calling emergency response center	Wait for an operator
Red Blinking	Not connected to an operating phone line	Make sure wires are secure and properly plugged into wall jack, modem and your unit. Light should turn green once adjusted

Mytrex:
Important Information

Medical Alert

SETUP GUIDE

- Your wrist and neck button are water resistant and should be worn in the bath or shower.

- Your Medical Alert account number is printed on your medical alarm unit.

- During a power outage, the battery backup on the base station will last up to 30 hours on a fully charged unit.

- Cordless phone users must plug into the main base, not a satellite base. The base must be a minimum of 12" from the unit to prevent blocking of signals.

- DSL users must have a DSL filter plugged into the phone jack that the unit will be plugged into. If you don't have a DSL filter, you can get one from your phone service provider.

📞 **Test your system monthly!**

Please notify us if there are any changes to your address, phone number or emergency contacts.

11

Questions?

Website:

www.medicalalertsupport.com

Toll Free:

1-800-906-0872

Email:

customercare@medicalalert.com