

# IN THE HOME • QUICK REFERENCE GUIDE



## STEP 1: LOCATION, LOCATION, LOCATION

The unit is ready for action as soon as it's setup, but first you'll need to find a spot for it. Ideally, the console is located in a central part of your home so that it is easy to hear throughout. For successful setup, you'll need a location with:

- Active home phone service (near a wall jack or modem / router).
- A power outlet **not controlled by a wall switch** (don't want to accidentally shut it off!)

## STEP 2: POWERING UP

Plug A/C power cord included in the shipment into back of unit. The console will turn on.

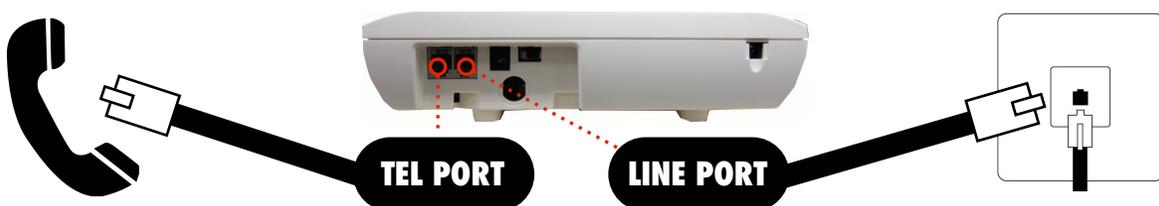
In The Home has a backup battery (in case you ever lose power) that can run for 72 hours. There may be a rubber cap covering the switch; remove and turn to ON. Please note it may take 2-3 days to fully charge. Power light will flash during this time and will go solid when fully charged.

## STEP 3: THE PHONE LINE (MOST IMPORTANT STEP)

Plug one end of the phone line that came with In The Home into the port marked **LINE**. Plug the other end of that line into your wall jack or modem/router.

- May require disconnecting your home phone if it's connected at this location.
- Do **NOT** use the **TEL** port yet.

**IF** your phone is connected at this location use your current phone line to connect phone with the port marked **TEL**. Unit will act as a splitter so that your phone is functioning just like normal.



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## STEP 4: CALLING FOR HELP & TESTING

Unit is now powered on and connected to an active phone line. It's time to test!



- 1) Press **pendant or console help button**. Alarm light will begin flashing showing that console is in alarm and dialing into monitoring center.
  - You'll be connected within 30-60 seconds and alarm light will turn solid. Operator will greet you by name asking if you need help. In a real emergency this is when you would ask for emergency assistance. Operator will remain on line until help arrives.
  - When testing, **let the operator know you are OK**. For confirmation purposes verify the name and address the operator has is accurate.

If **unable to communicate** with you through the In The Home's speaker and microphone, the **operator will call any home phone numbers** listed for you. Call will be from 801.781.6101. Please answer this call if able and follow their instructions.

## QUICK FACTS & TIPS

- If the system beeps for several minutes without reaching an operator, you are most likely not connected to an active phone line. Check to see that a phone line runs from the **LINE port to the wall jack or modem / router**. The most common mistake is to have it in the TEL port instead.
- Ensure the A/C adapter is plugged into an outlet **not** controlled by a wall switch.
- If unit is plugged in but green power light does not turn on, try another outlet.
- Pendant is **shower-safe** but please avoid submerging in water.
- Console's green power light should be **solid** most of the time indicating a full backup battery is present. However, **it will flash / blink to indicate various trouble conditions** like: disconnected phone line, backup battery charging, A/C power failure (usually means it's unplugged from wall), or low pendant battery.
- In the event of a low pendant battery, we will automatically contact you and replace for free.
- If you send in an **accidental alarm, do not worry!** You are **not charged** anything extra. Simply let the unit connect to the operator and then tell the operator you are OK. Please note that while pressing the green Reset button will disconnect the console from the line, the signal will have likely already been received by the operator. They will then call you to verify that everything is fine.
- Your pendant typically arrives as a lanyard but can also be worn on a wristband (also included). Use the metal tool found in the pendant box with the wristband. It will help you remove the small metal clips that secure the pendant to the wristband or lanyard piece.
- This system requires standard analog telephone service. Voice Over Internet (VoIP) may not be compatible. If you do not have analog telephone service, please contact us at 866.795.4321.
- This equipment is the property of ResponseNow Medical Alert Systems and will need to be returned when service is cancelled.

