

## Congratulations on choosing the Fall Detection System as your personal emergency response system!

The Fall Detection System is easy to install. Simply follow these step-by-step instructions to get started using your new personal emergency response system.

1. Unpack the Fall Detection System from its box and check that you have all the required parts before you begin installation of the system. We recommend that you keep the system's box in a safe place in case you ever need to ship it back for repair or return.

*\*\*\*Please fill out all of the enclosed paperwork and set it aside to be mailed in to the appropriate address provided.*

2. Select a room that is located in the central part of your home where you would like to set up your personal emergency response system. We encourage you to avoid placing the system next to televisions, radios, air conditioners, and other noisy devices to ensure you will be heard easily by the Galaxy Medical Alert Response Center during an emergency. The room must have a telephone jack and an electrical outlet that can be used for the system. In addition, it is important that the system is connected to an electrical outlet that is not controlled by a wall switch. Plug the Fall Detection System power adaptor into an electrical outlet that is **not** controlled by a wall/light switch.
3. If a telephone cord is already plugged into the telephone wall jack, remove the telephone cord from the outlet and plug it into the telephone jack on the back of the Fall Detection System that is labeled PHONE.
4. Connect the Fall Detection System to the telephone wall jack using the special telephone cord that is provided with the Fall Detection System unit. Connect one end of the provided telephone cord to the Fall Detection System telephone jack labeled with a telephone pole symbol and the other end of the telephone cord to your home telephone service wall jack.



5. Call the Galaxy Medical Alert Response Center at 1-866-308-9118:
  - \*Inform them that you are a new client
  - \*Provide them with your information (from the paperwork you have already filled out)
  - \*The Galaxy Medical Alert Response Center will instruct you to hang up your telephone and test your Fall Detection System personal emergency response system.



6. Locate your **personal emergency help button pendant** and put it on.
7. After you have spoken with the Galaxy Medical Alert Response Center, press your personal emergency help button (on your pendant) to activate the Fall Detection System and wait for the Galaxy Medical Alert Response Center to respond. Once the Galaxy Medical Alert Response Center responds over the system, inform them that you are testing the Fall Detection System unit that you just installed. The Galaxy Medical Alert Response Center will welcome you as a new client and may ask for additional information to further set up your account. Set up of the Fall Detection System is complete once the Galaxy Medical Alert Response Center greets you as a new client and disconnects from the call.

**Note:** If the Galaxy Medical Alert Response Center does not respond within 2 minutes of the first test call, please call 1-855-905-7414 for technical assistance.

8. Please return the completed paperwork in the stamped envelope that was provided with the Fall Detection System. If you require any assistance with filling out the form(s), please call us at 1-855-905-7414.

We recommend that you test the Fall Detection System monthly. To test your system, simply repeat steps 5-7 above once a month. You do NOT need to call us before testing. If at anytime you are unable to make a successful test call to the Galaxy Medical Alert Response Center, please call 1-855-905-7414 for assistance.