Adding a Help Button or Fall Detection Pendant

Your devices arrive already set up. Use these steps only if our team asks you to, or to add a new button we send you.







Call us first: (844) 973-2424. Our monitoring center needs to know about every button on your system.

1 Start pairing

With the base unit on, press and release the **MODE** button on the back **twice**. The base unit says **"Zone One, Pair Device."**



2 Press the new button

Press and hold the button on the new help button, wall button or fall detection pendant. The base unit says the device has been paired.



3

Finish

When all new buttons are paired, press **RESET** on the back. You'll hear **"System Ready."**



4

Test each one

Press each new button, one at a time, and tell the agent **"This is a test."** Wait for each call to end before testing the next.



Tips

- The wall button works best mounted in the bathroom or by the bed, low enough to reach from the floor.
- The light on a help button shows **green** when its battery is good and **red** when it may be weak. Call us if you see red.
- Fall detection does not detect every fall. Always press your button if you can.