In-Home System Lights, Sounds & Troubleshooting

What your base unit is telling you, and what to do.

Status light

Light	Meaning	What to do
Steady green	Connected and ready	Nothing. You're protected.
Fast orange flash	Starting up	Wait a few minutes.
Steady orange	Connecting to the network	Wait a few minutes.
Steady red	Calling for help	Wait for the agent to answer.
Flashing red	No cell signal	Move the unit to another spot and press RESET. If it continues, call us.
Single green flash	Running on backup battery	Check that it's plugged in and the outlet works.
Red / green	Shutting down	Wait.

Spoken messages

You hear	Meaning	What to do
"System Ready"	Working normally	Nothing.
"Calling for help"	A help call has started	Wait for the agent. Don't press again.

"Please check power connection"	Unplugged or no power	Plug it into an outlet not controlled by a switch.
"# Bars"	Cell signal strength	2 bars or more is best. Try another spot if lower.
"No cell service" / "Please service unit"	The unit can't connect	Call us at (844) 973-2424.
"Range Test Mode"	MODE was pressed once	Press RESET to exit.

Buttons on the back

- **RESET, quick press:** returns to normal and announces the system status.
- **RESET, hold 5 seconds:** restarts the cellular connection.
- **On/Off:** only turn it off if you're moving it. Unplug first, then switch off.

> Keep the base unit indoors, dry and plugged in. Don't spray cleaner on it; wipe with a dry cloth. If it's damaged or dropped, call us.