

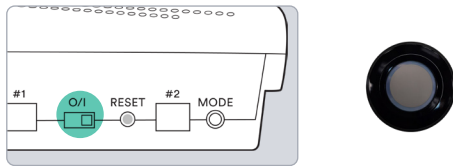


# How to Restore Your Medical Alert System After a Power Outage

## SOS Home



1. Make sure the Base Unit is plugged in & then press the **Reset button** on the rear of the device. (If a cellular device, slide the 'O/I' power switch to the 'I' position).



2. The unit will announce, **"System Ready"** & the status light will **turn green**.
3. Press the **red HELP button** or, if you have one, your **Personal Help Button**.
4. Wait for an agent to speak over the 2-way speaker. **Let them know that this is a test.** If there is no response from a live agent, please call us **1-844-996-0208**.

## SOS Mobile



1. Ensure that the device **has some charge**. If it does not, plug in the charging cradle & dock your device for a few minutes.
2. Press the **Help button** on your device.
3. Wait for an agent to speak over the 2-way speaker. **Let them know that this is a test.** If there is no response from a live agent, please call us **1-844-996-0208**.

## SOS Smartwatch



1. Ensure that the device **has some charge**. If it does not, plug in the charging cradle & dock your device for a few minutes.
2. Press the **Help button** on your device.
3. Wait for an agent to speak over the 2-way speaker. **Let them know that this is a test.** If there is no response from a live agent, please call us **1-844-996-0208**.

**Emergency dispatchers may call. Save this number for caller ID recognition:**

**1-844-996-0208**

**Customer Service & Tech Support**  
1-877-522-9633

**Instructional Videos**  
[www.BayAlarmMedical.com/videos](http://www.BayAlarmMedical.com/videos)