Bay Alarm Medical

SOS
All-In-One 2

MEDICAL ALERT SYSTEM

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SOS
All-In-One 2

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In this guide

2

For help setting up, call us: **1-877-522-9633**

3

What's Included

1 SOS Device

1 Neck Lanyard

1 Belt Clip

1 Charging Base

1 Power Brick& Cable (USB-C to USB-A)

Optional Add-ons

Wearables
(included)

Auto Fall Detection
(sold separately)

4

Device Features

1. HELP Emergency Button
2. LED Lights
3. Speaker
4. Microphone
5. Neck Lanyard Loop
6. Side-Button Up
7. Side-Button Down
8. Label (Serial, IMEI, ICCID)
9. Charging Contacts
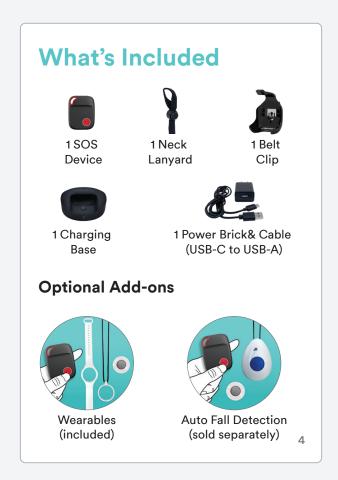10. Button for Internal Use Only

5

Get Started with the SOS All-In-One 2

Plug the charging base power cord into the power outlet. Place the device on the charger. It will turn on automatically.

The indicator light on the device will blink red, then announce, **"Your alarm is now charging."** Allow the device to fully charge before using. The indicator light will turn a solid red when device is fully charged.

Turn ON device – press **side button up for 1 second**. All LEDs will blink rapidly.

6

Test the Device

We recommend that you test your device **once per month** to check functionality.

Press & hold the **HELP emergency button for 3 seconds.** The device will announce, **"SOS alert has been activated."**

The **Monitoring Center** will connect over the 2-way speaker. Let the operator know that you are just testing the device. Follow their instructions from there.

> **NOTE:** It can take up to 60 seconds for a live dispatcher to connect over the 2-way speaker. The speed of connection depends on the network coverage in the area.

Holding down the **side button up for 3 seconds** also triggers an SOS.

7

Indicator Lights

GREEN = Cellular Signal

Q: Light **blinks twice** every 3 seconds?
A: All is stable, SIM card is active

Q: The light is off?
A: Place the device on the charging base

Q: Light **blinks once** every 3 seconds?
A: Move to area with better cell reception

Q: Light **blinks slowly?** (irregularly)
A: Call us for assistance

BLUE = Positioning

Q: Light **blinks twice?** (irregularly)
A: Device determining location (GPS signals)

Q: Light **blinks four times?** (irregularly)
A: Device determining location (Wi-Fi signals)

Q: Light **blinks once?** (irregularly)
A: Device unable to determine location

8

RED = Power

While on the charging base

Q: Light **blinks slowly?**
A: Device is charging

Q: The light is on? (solid)
A: Device is fully charged

While off the charging base

Q: Light **blinks once?**
A: Device battery is lower than 20%

Determine Battery Level – Press the SOS button once. The red LED will blink once for each 20% of battery power available.

9

Test the Range

The **Range Test** will help determine the connection between the **Wearable Button** & your SOS device.

The maximum distance of proper function between the two is about **600 ft** (200 yds).

NOTE: Obstacles like concrete walls & other interference may affect connection.

In an emergency, it's important to know areas that the Wearable Button works & doesn't work.

Test it in high-risk & common places inside the home (stairs, bathrooms, living room, bedroom, kitchen, laundry room).

Test it outside the house (driveway, sidewalk, garage, backyard garden, walkway steps).

10

False Alarms

False alarms can happen even when precautions are taken. If an alarm is set off by accident, let the call go through to the **Monitoring Center.**

When you hear the operator connect over the 2-way speaker, tell them that you're okay & that it was an accidental push.

General Functions

Time – Press the SOS button once to hear the current time announced.

Voice warnings – Double press the side button down to turn it off; repeat for on.

Turn OFF device – press & hold the side button up & SOS button together for 3 seconds until the LEDs turn off.

11

Refer A Friend, Reward Yourself

Receive a **FREE** month of service if you have a friend sign up with Bay Alarm Medical.

How do I get my free month ?

After 60 days following your friend's activation, we will process a credit for **a free month of service to you.**

Please make sure they mention your full name at the time of order.

Is there a referral limit ?

Not at all. Tell as many friends as you'd like. Receive a free month **for each friend that signs up with a new subscription plan.**

Both you & the referred must be active in order to be eligible for payout.

12

Pair the Device with Your Wearable Button

SOS AIO2 Device **1**

Wearable Button **2**

1. On the AIO2 device, press **Side-Button Down** for 3 to 5 seconds. It will announce, **"Start pairing Wearable Button. Press button, please. It will stop pairing after 30 seconds."**

2. Press your **Wearable Button** once. The AIO2 device will announce, **"Pairing success"**

3. Test your Wearable button by triggering an SOS alert. The AIO2 device will announce, **"SOS alert has been activated."** Let the operator know that you are just testing the device.

13

User Agreement

By using this device, you acknowledge & accept all that follows.

Coverage

This product requires that there be adequate cellular coverage to work properly. It's important to test the device to know if it works in your area. Remember that your environmental & topographical conditions may also affect your coverage.

If you experience coverage issues, please contact your dealer immediately.

Charging

Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Wear your device at all times & only charge when necessary. Failure to follow charging procedures will result in the device not being able to function properly.

14

Water-Resistant

Although the device is IP67 water-resistant, it should not be submersed in water. It is not waterproof. If exposed to water, the device should be towel-dried.

Pacemakers

Individuals with pacemakers should consult their physician & review their pacemaker materials regarding interaction with cell phones, & take the same precautions the materials recommend for this device.

Location-Based Services

Some of the Equipment uses technology to permit third-parties, including the Monitoring Center, to determine where you are physically located at any given time (the "Location Based Services"). Location Based Services may work even if you are not in communication with the Monitoring Center. The accuracy of the Location Based Services is limited, & the Company, the Operators, the Monitoring Center, the Responders, or others may not be able to

15

identify your location or the location of the Equipment precisely or at all. You authorize the Company to collect location-based information. We will only share your location-based information with the Operators, the Monitoring Center, the Responders, any person or entity that acquires the Company and/or the Company's interest in & to the Monitoring Services, or any other person or entity you specifically designate & only for the purpose of providing & improving the Monitoring Services.

ANY & ALL LOCATION-BASED INFORMATION IS MADE AVAILABLE FOR INFORMATIONAL & PLANNING PURPOSES ONLY & IS NOT INTENDED TO BE RELIED UPON IN SITUATIONS WHERE PRECISE LOCATION INFORMATION IS NEEDED OR WHERE ERRONEOUS, INACCURATE, TIME-DELAYED OR INCOMPLETE LOCATION OR MAP DATA MAY LEAD TO DEATH, PERSONAL INJURY, OR PROPERTY OR ENVIRONMENTAL DAMAGE. YOU AGREE THAT LOCATION-BASED INFORMATION MAY VARY FROM ACTUAL LOCATION(S), ROAD, OR TERRAIN CONDITIONS DUE TO FACTORS THAT CAN AFFECT THE ACCURACY OF THE MAP DATA,

16

SUCH AS, BUT NOT LIMITED TO, WEATHER, ROAD, & TRAFFIC CONDITIONS, GEOPOLITICAL EVENTS, & CONDITION OR STATUS OF YOUR CELLULAR PHONE OR CELLULAR SERVICES. WE DO NOT GUARANTEE ACCURACY OR COMPLETENESS OF ANY LOCATION-BASED INFORMATION.

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, & (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested & found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in

17

a residential installation. This equipment generates, uses & can radiate radio frequency energy and, if not installed & used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off & on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.

2. Increase the separation between the equipment & receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4. Consult the dealer or an experienced radio/TV technician for help.

18

More Help

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

> **Emergency dispatchers may call.**
> **Save this number for caller ID recognition:**
> **1-844-996-0208**

Bay Alarm Medical
Caregiver Tracking App

Stay in the know. See the current location of your loved one in real-time & get notified when the battery gets low. Download the app.

Download on the **App Store**

GET IT ON **Google Play**

19

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For help setting up, call us: **1-877-522-9633**

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SOS All-In-One 2
MEDICAL ALERT SYSTEM

In this guide

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What's Included

- SOS Device
- Wearable Button
- Neck Lanyard
- Charging Base
- 1 Power Block Cable (USB-C to USB-A)

Optional Add-ons
- Wearable (included)
- Auto Fall Detection (sold separately)

Device Features

1. HELP Emergency Button
2. LED Lights
3. Speaker
4. Microphone
5. Neck Lanyard Loop
6. Side Button Up
7. Side Button Down
8. Label (Serial, IMEI, DCDC)
9. Charging Contacts
10. Button for Internal Use Only

Get Started with the SOS All-In-One 2

Plug the charging base power cord into the power outlet. Place the device on the charger. It will turn on automatically.

The indicator light on the device will blink red, then amber, then green. **Your alarm is now charging.** Allow the device to fully charge before using. The indicator light will turn solid green when the device is fully charged.

Turn ON device – press side button up for 5 seconds. All LEDs will blink rapidly.

Test the Device

We recommend that you test your device **once per month** to check functionality.

Press & hold the **HELP emergency button for 3 seconds.** The device will announce, **"SOS alert has been activated."**

The **Monitoring Center** will connect over the 2-way speaker. Let the operator know that you are just testing the device. Follow their instructions from there.

Pair the Device with Your Wearable Button

1. On the SOS device, press **Side Button Down** for 3 to 5 seconds. It will announce, **"Start pairing."** Press **Wearable Button** once. It will stop pairing if the 30 seconds.

2. Press your **Wearable Button** once. The SOS device will announce, **"Pairing success."**

3. Test your Wearable button by triggering an SOS alert. The wearable button on SOS device will announce, **"SOS alert has been activated."** Let the operator know that you are just testing the device.

Refer A Friend, Reward Yourself

Receive a **FREE** month of service if you have a friend sign up with Bay Alarm Medical.

How do I get my free month?
After 60 days following your friend's activation, we will process a credit for a free month of service to you.

Please make sure they mention your full name at the time of order.

Is there a referral limit?
Not at all. Tell as many friends as you'd like. You also receive one for each friend that signs up with a new subscription plan.

Both you & the referral must be active in order to be eligible for payout.

User Agreement

By using this device, you acknowledge & accept all terms hereof.

Coverage
This product requires that there be adequate cellular coverage to work properly. It is important to test the device to know if it works in your area. Remember that your achievement & topographical conditions may affect your coverage.

If you experience coverage issues, please contact your dealer immediately.

Charging
Battery life will vary based on settings selected by your dealer. Please contact your dealer with any questions.

Wear your device at all times & only charge when necessary. When you recharge your device, it will alert you that it has been activated. Test the operator know that you are just testing the device.

Water-Resistant
Although this device is IP7 water resistant, it should not be submerged in water. It is not waterproof. Exposure to water should be toward-level.

Pacemakers
Individuals with pacemakers should avoid that the device is in the vicinity regularly to avoid any possibility of interference. Remember the device should be kept at least the same precautions the materials recommend for their units.

Location-Based Services
Some of the Equipment uses technology to permit third parties, including the Monitoring Center, to determine where a responsible party is located at a given time. This location-based service is not accurate in some circumstances, but is the best approximation of the responsible party's location. The Company, the Operators, the Monitoring Center, the Responders, or others may not be able to...

Indicator Lights

GREEN = Cellular Signal
A: All is solids. Still out is active.

BLUE = Bluetooth
A: Paired successfully, connected to yourself?
A: All is solids. Still out is active.

Q: The light is off?
A: Device is not charging.

Q: Light blinks once every 3 seconds?
A: Moe is on, with either cell condition.

Q: Light blinks steady? (Irregularly)
A: Device on-working.

BLUE = Positioning
Q: Light blinks twice? (irregularly)
A: Device determining location (GPS signal)

Q: Light blinks four times? (irregularly)
A: Device determining location (Wi-Fi signal)

Q: Light blinks once? (irregularly)
A: Device cannot determine location

RED = Power
While on the charging base
Q: Light blinks once?
A: Device is charging

Q: The light is off?
A: Device is fully charged

While off the charging base
Q: Light blinks once?
A: Device is on, with either cell condition

Q: Light blinks twice?
A: Device battery is lower than 20%

Determine Battery Level – Press the SOS button & say the level of battery or each 10% of battery power available.

Test the Range

The **Range Test** will help determine the connection between the **Wearable Button** & your SOS device.

The maximum distance of proper function between the red & solids (400 ft / 200 cells).

NOTE: Obstacles like concrete walls & other interference may affect connection.

In an emergency, it's important to know areas that the Wearable Button works & doesn't work.

Test it in high-risk & common places inside the home (desk, bathroom, living room, bedroom, kitchen, laundry room).

Test it outside the house (driveway, sidewalk, garage, backyard garden, walkway steps).

False Alarms

False alarms can happen even when precautions are taken. If an alarm is set off by accident, let the call go through to the **Monitoring Center.**

When you hear the operator connect over the 2-way speaker, tell them that you're okay & that it was an accidental push.

General Functions
Time – Press the SOS button once to hear areas the Wearable Button works & doesn't work.

Voice warnings – Double press the side button down to turn it off, repeat for on.

Turn OFF device – press & hold the side button up & SOS button together for 5 seconds until the LEDs turn off.

More Help

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

Bay Alarm Medical
Caregiver Tracking App
Stay in the know. See the current level of location & real-time tracking with the Bay Alarm Medical Caregiver Tracking App. Download the app.

Emergency dispatchers may call local first responder or caller to if caregiver.
1-800-968-0033