



# Moran Medical Monitoring Personal Emergency Reporting System System Set-up and Testing Guide

Welcome to the new feeling of safety and security you will enjoy knowing you, or your loved ones, are safe and protected. Your Moran Medical Monitoring Personal Emergency Reporting System has been inspected, pre-programmed and pre-tested to make your set-up quick and easy. Simply follow our step-by-step checklist below to set-up your new system.

**IT IS VERY IMPORTANT TO COMPLETE ALL THE STEPS BELOW IN ORDER TO INSURE CORRECT SYSTEM OPERATION AND TO PREVENT AN ACCIDENTAL FALSE ALARM DURING SET-UP.**

## 1. SET-UP BASE CONSOLE INTERCOM

- **Remove** the large white base console unit from the box and unwrap. Choose a central location where it will have the fewest obstacles (walls, doors, etc). This location must also have an AC outlet and a standard telephone wall jack nearby. It may be placed on a kitchen counter, living room or bedroom table.
- **Plug the console into the AC outlet.** IMPORTANT – be sure that the AC outlet you select is NOT a “switched” outlet (meaning it can be turned on/off by a nearby wall switch).
- **Turn on the console.** The on/off switch is the black sliding switch located on the bottom next to the telephone jacks. Move it to the “On” position. Your console should beep once and the green power light on the front should remain lit. The machine will say “system ready” and “phone ready.”



## 2. CHECK THE PERSONAL HELP BUTTON(S)

- Press the “Help” on the top of the console.
- The console should confirm the emergency button was pressed by repeatedly announcing “Emergency call being placed.” Once activated, cancel the emergency alert by pressing the “Cancel” button on the console.
- Locate and remove the small grey wireless Personal Help Button from the box.
- Press the Personal Help Button and the console should again announce “Emergency call being placed.” Once again, cancel the emergency alert by pressing the “Cancel” button on the top of the console. Test the Personal Help Button throughout the house at various locations to insure it is functional at all occupied rooms or areas.



If there are one or more locations where pressing the Personal Help Button does not cause the console to go into “Emergency” mode, you should STOP the testing. Move the console to a different location in the home and begin testing again.

- On the back, locate the two modular phone jacks. Using the supplied phone cord, plug the end into the wall telephone jack (see photo). Be sure that the phone line is “Touch Tone” dialed and no extra digits are required to be dialed to connect to a regular outside telephone line. **Note: If you have DSL internet service on this phone line, you will need to install a filter on this extension.** You may also plug any standard telephone into the “Phone” jack on the back of the console.



### 3. TESTING YOUR SYSTEM WITH THE CENTRAL STATION



- **Call the Central Station at 866-472-6450.** When a dispatcher answers say **“I’m a new Moran Medical Monitoring subscriber and need to conduct a 2-Way Audio Test.”** The Central Station will ask for your **Subscriber Account #:** \_\_\_\_\_ or your name and address for verification purposes. The Central Station will place your system in “test” mode. During this brief 60 minute test period, all signals received from your new system will not cause an emergency response.
- **Hang up your telephone. Wait one minute and press your Personal Help Button.** This will trigger an actual alarm test call. You will hear the console sound the “Emergency call being placed” alarm for about 30 seconds. This lets you know the system has been activated and, in the event of an accidental alarm, allows you to press the “clear” button to cancel.
- At the end of the alarm warning, the console should state “emergency reported” followed by about 15-30 seconds of silence. Next, the voice of an emergency operator should be heard from the base console. Ask the emergency operator if they can hear you by speaking back over the console speaker. If you can speak with the Central Station dispatcher, your system is fully functional.
- **IMPORTANT! If a live emergency operator is not heard from your console, or if the Central Station cannot hear you, your system is NOT working properly.** Until you have successfully tested your system with Central Station, it may not work in the event of an actual emergency or alarm. Please recheck all your connections, wires and operating power and telephone dial tone.
- If for any reason, you are not able to successfully complete any free system test, please notify our technical support department at 586-296-4300 immediately. We have friendly, trained technicians on call 8:00 am – 4:00 pm to assist you.



### 4. RETURN THE SUBSCRIBER INFORMATION FORM TODAY!

If you have not done so already, please complete and return the enclosed Subscriber Information Form to complete your account activation.

### 5. YOU’RE ALL SET! (KEEP THIS PAGE FOR FUTURE MONTHLY TESTS)

Your Moran Medical Monitoring Personal Emergency Reporting System now is ready and waiting to assist you. **Use the above testing procedure any time you wish to test your Moran Medical Monitoring system.** Remember to keep your Personal Help Button with you at all times for maximum protection – accidents and emergencies are never planned!