

# One-Connect Fall Detector User Guide

## INSTALLATION:

1. Plug the AC power adapter into a wall outlet and connect the cord to the back of the unit. Make sure the outlet is not connected to a light switch.
2. Locate the recessed on/off switch on the back of the unit. It is inside a small opening in the back of the plastic case of the black base unit. Using a pen or pencil, push the switch to the 'on' position.
3. The unit will BEEP when turned on. Wait approximately 2-3 minutes for it to lock onto a wireless signal. The red LED on the back of the unit will flash slowly when it is locked onto a good signal. (yellow LED flashing = no signal)
4. Test the fall detector by gently dropping it on the floor or a cushion. The base unit will beep and call out to the call center. Tell the operator you are fine and just testing the unit. Answer any questions they may ask.



## INSTALLATION TIPS:

- ✓ DO NOT install your One-Connect next to large metal objects, appliances, computers, radios, Wi-Fi routers, or cordless phones.
- ✓ Fall Detector Pendants must be worn around the neck for proper operation; they only detects hard falls and impacts. If you fall slowly or catch yourself on something, it will probably NOT activate the alarm base unit.

## TROUBLESHOOTING: *If you don't hear anyone speaking back to you after you push your button...*

- Unplug unit (power cord) and turn off battery switch. Wait 2 minutes. Turn battery switch back on, plug in unit, and retest.
- Look on the back for a yellow light. If it is flashing, move the unit to a different location to find a cellular signal. Press "GSM RESET" button. Wait 2 minutes; make sure red light is flashing, and retest.

**Call Mountain Home Medical at 1-866-686-7504 for support and installation help.**

## Features and Parts of the ONE-CONNECT

|   |  |  |   |  |
|---|--|--|---|--|
|  <p><b>HELP BUTTON</b></p> <ul style="list-style-type: none"> <li>• Lights up during alarm</li> <li>• Press to test, or in an emergency</li> </ul> |  <p><b>HELP STATUS LIGHT</b></p> <ul style="list-style-type: none"> <li>• Normally off</li> <li>• Flashing – unit is activated or 'in use'</li> </ul> |  <p><b>RESET BUTTON</b></p> <ul style="list-style-type: none"> <li>• WILL NOT stop alarm</li> <li>• Resets low-battery alarm</li> </ul> |  <p><b>RESET STATUS LIGHT</b></p> <ul style="list-style-type: none"> <li>• Solid – unit is on</li> <li>• Flashing - no power</li> </ul> |  <p><b>Fall Detector</b></p> <ul style="list-style-type: none"> <li>• Detects impacts and hard falls</li> <li>• Auto-activates base unit</li> </ul> |
|---|--|--|---|--|

**GSM Status LED (Red Light on back)**

- Off – unit does not have a cellular signal
- Slow flashing – unit has a cellular signal
- Fast flashing – unit is in use and calling out

**GSM Fault Indicator LED (Yellow Light on back)**

- Flashing – unit will not work, no cellular signal.

**Reset GSM Button**

- Hold button for 1 second to reset unit and force it to find a cellular signal.

**Power Port**  
DC power adapter connects here.

**OFF / ON (under rubber plug)**

- Controls backup battery
- Must be "ON" for normal operation.

Rear View

