



MODEL CS-6000 USER GUIDE

Medical Alert Basic System

How to use your Medical Alert
Basic System



Medical Alert



Thank you for choosing ADT Medical Alert

ADT Medical Alert gives you or your loved ones the confidence needed to live and maintain independence at home and can **Help** keep you safe in the event of a fall or other medical emergency. ADT monitoring professionals are available to assist 24/7. We're **Helping** you live more independently and safely, providing you and your loved ones peace of mind.

1. Choose a place to set up your unit

- Select a convenient location near both an electrical wall outlet and a phone jack.
- Choose an area of your home in which you spend most of your time. If you want to remove your **Personal Help Button** (Figure B) at bedtime, locate the unit on your nightstand so you can use the **Help Button** (Figure C) to summon assistance during the night.
- Be sure that the electrical outlet you select to plug in your unit cannot be turned off by a wall switch.
- **Do not** place the **Base Unit** (Figure A) in the kitchen, as small appliances may interfere with signal transmission.
- **Do not** place the **Base Unit** (Figure A) near a heat source or a cold spot, such as on top of a TV or next to a window where the temperature could reach more than 105 degrees or less than 35 degrees. The unit monitors temperature in your home to alert you of possible unsafe conditions.



Base Unit
Figure A



Personal Help
Button
Figure B



Help Button
Figure C



2. Plugging in your unit

- Using the phone cord provided, plug one end into the back of the **Base Unit** (Figure A) into the jack marked **“THIS PLUG TO WALL OUTLET”** and the other end into your wall jack. (See Figure D)
- If you normally use the wall jack for a phone or other device, plug that device into the back of the unit in the jack marked **“PLUG PHONE OR OTHER DEVICE HERE.”**
- Next, plug the power transformer into the power outlet.



Back of base unit
Figure D

3. Starting your service

You **must** contact the ADT Activation Help Desk at **800.498.8512** to begin using your ADT Medical Alert

Our **Help Desk** Coordinator will place your unit in service and make it “active” in our Customer Monitoring Center. The **Help Desk** Coordinator will verify your account information and test your communication link to our Customer Monitoring Center. This process takes just a few minutes.

Your unit should now be connected to our Customer Monitoring Center and is ready to use.



Medical Alert



Frequently asked questions

What should I do if I have an emergency?

- Push your **Personal Help Button** (Figure B) or press the **Help Button** (Figure C) on your **Base Unit** (Figure A).
- Your unit will automatically call our Customer Monitoring Center, and an ADT Monitoring Professional will attempt to speak with you over the **Base Unit** (Figure A). This may take up to 40 seconds, so please remain calm while a communications link is established.
- If you are unable to answer the ADT Monitoring Professional, we can notify emergency services or persons on your emergency contact list.

What if I press the Personal Help Button by mistake?

- If you accidentally press your **Personal Help Button** (Figure B), you can cancel the alarm by pressing the **Reset Button** (Figure E — next page) on the **Base Unit** (Figure A). If you do not cancel the alarm before it is received by our Customer Monitoring Center, simply tell the ADT Monitoring Professional that the alarm was sent in error when

What if my contact information changes?

For your safety, please notify our Customer Monitoring Center at **800.568.1216** if there is a change in:

- Your emergency contact person(s)
- Your address or telephone number

What happens when I press the Personal Help Button?

- You will hear a recorded voice coming from your **Base Unit** (Figure A) telling you what is happening. The voice will say “Connecting to ADT Companion Service.”
- During that time, the **Base Unit** (Figure A) will attempt to connect to our Customer Monitoring Center.



- Once the connection to our Customer Monitoring Center is made, the operator will attempt to communicate with you using the two-way voice feature. Simply respond to the operator using your normal voice. The unit is equipped with a sensitive microphone, so you do not need to shout.
- If you pressed the button by accident, **remain calm**. Either press the **Reset Button** (Figure E) on the **BASE UNIT** (Figure A) or wait until voice contact is made, then inform the operator that you pushed the button in error and that you are okay.



Reset Button
Figure E

What happens if there's a power outage?

- Your ADT Medical Alert unit comes with a rechargeable battery inside. If your power is ever interrupted, the backup battery can operate your unit for up to 20 hours. Before your battery runs out, the **Base Unit** (Figure A) sends a **low battery** signal to our Customer Monitoring Center to inform our Monitoring Professionals that your unit will soon be nonfunctional. An ADT Monitoring Professional will then call you to advise you of the **low battery** condition and answer any questions.

What if I have to ship my ADT Medical Alert System?

1. Locate the **On/Off Switch** (Figure F) at the back of the **Base Unit** (Figure A).
2. Using a small screwdriver or pen, slide the switch to the **Off** position.
3. Unplug the **Base Unit** (Figure A) from both the electrical wall outlet and wall jack.
4. To be sure the unit is deactivated, press the **Help Button** (Figure C).

Your device is ready to ship.



On/Off Switch
Figure F



What if I need a replacement Personal Help Button?

- ADT Medical Alert will send you a replacement if your **Personal Help Button** does not work for any reason. You must return your original **Personal Help Button** when the new one arrives. A prepaid envelope will be provided.
- Included with your replacement **Personal Help Button** are instructions which must be followed to allow your new **Button** to work with your specific **Base Unit**.

Unit status voice alerts

Your ADT Medical Alert system has two-way voice communication so you can talk to an agent immediately without having to use a phone.

- **When you press Help** (Figure C): "Connecting to ADT Companion Service." (Stated once upon activation and repeated once every 4 seconds until contact with our Customer Monitoring Center is made.)
- **When you press Reset** (Figure E): "Help call canceled."
- **When you lose connection to AC power:** "Power failure. Check power cord." (Stated twice upon detection.)
- **When your power is restored:** "Power restored."
- **When your phone line is out:** "Telephone line problem. Check telephone connection." (Stated twice upon detection.)
- **When your phone line is reconnected:** "Telephone line restored."
- **When the temperature is less than 35 degrees or more than 105 degrees:** "Temperature warning. Unsafe temperature detected." (Stated twice upon detection.)



How to answer your phone using your ADT Medical Alert System

Your ADT Medical Alert CS-6000B unit is equipped with a unique convenience feature. You can use the superior audio quality of your two-way voice unit to answer your telephone.

- While your phone is ringing, press your **Personal Help Button** (Figure B) to answer your phone.
- Since the unit utilizes a highly sensitive microphone, you need not shout to be heard. Just speak in your normal voice.
- To end the call, just press your **Personal Help Button** (Figure B) again.
- The **Base Unit** (Figure A) is designed to allow you to answer your phone without getting up and rushing

Switching your red personal help button from a pendant to a wristband

To switch from the pendant to wristband-style Red Personal Help Button, use the spring bar tool (included) to pop out the pin that fastens the Red Personal Help Button to the pendant holder located on the adjustable neck cord. Slide the pin into one of the provided wristband straps and position the end of the wristband strap between the holes on one end of the Red Personal Help Button. Use the spring bar tool to push down the pin until it clicks into the holes on the Red Personal Help Button. Using the extra pin provided, repeat the process for the second wristband strap, securing it to the Red Personal Help Button.



How to test your unit

- Before testing your unit, please call our Customer Monitoring Center at 800.498.8512. When prompted, tell our Monitoring Professional that you are about to test your unit.
- Hang up.
- Press your **Personal Help Button** (Figure B).
- From your **Base Unit** (Figure A), you will hear “Connecting to ADT Companion Service.” **Do not press the reset button** (Figure E) — **simply wait for the operator to come on the line.**

Your test is complete.

Important: to ensure your safety you must test your unit each month (every 30 days)

Returning your ADT owned equipment

If you need to return your ADT leased equipment, just follow these simple steps:

- Unplug the phone cord and power transformer from the back of the **Base Unit**.
- Turn off the battery switch.
- Place the **Base Unit**, phone cord and power transformer in the box.
- Attach the provided return address label to the box.⁵
Give the box to your mail carrier or take it to your post office.





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If you have any questions,
call ADT Medical Alert at

800.568.1216

Manufactured for ADT LLC dba ADT Security Services, Boca Raton FL 33431.

An ADT Medical Alert System is not an intrusion detection or medical device and does not provide medical advice, which should be secured from qualified medical personnel. Fall detection is only available on Medical Alert Plus and Mobile Emergency Response Systems. The System and Services rely on the availability of cellular network coverage to operate properly. These systems are not controlled by ADT. There is always a chance that the System may fail to operate properly. The 911 emergency services line is an alternative to the System and the Services. The Fall Detection pendant does not detect 100% of falls. If able, users should always push their Help Button when they need assistance.

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