

# HFM At-Home Alert FAQs

## **How close to the device do you need to be in order to be heard?**

Depending on a variety of factors, the device facilitates communication from several rooms away. A range test is performed at the time of install to establish the coverage area. In the event you are unable to communicate with the Care Center through the device, Critical Signal Technology (CST) will attempt to contact you on your home telephone.

## **Does the system work outside the home?**

Pendant range is generally 1000 feet. Depending on a variety of factors, such as distance and construction type, your pendant may work if you are outside.

## **Can you take the system with you if you move?**

Yes. Simply call the Care Center so they can update your file with the new address, telephone number, and local emergency services. You can even take the device with you while visiting someone for a couple of weeks.

## **What happens if your electricity goes out?**

The system has a battery back-up that will operate the device for up to 24 hours after an electrical outage. When power is restored, the battery recharges, so it is ready for future power outages.

## **What happens if you accidentally set off the alarm?**

No problem. A Care Center Representative will ask if you need any assistance. At-Home Alert is available 24 hours-a-day and is intended to assist you with ANY health related questions or concerns you may have.

## **Can you update and change information after the system is installed?**

Of course! You can give CST a call and let them know what information needs to be changed.

## **What is the VoIP Compatibility Notice?**

At-Home Alert is designed to work specifically with standard telephone lines, however, many popular VoIP services such as Vonage and Comcast pair successfully with the device. Services like Magic Jack, will not work at all. Each carrier and every location may be different and under these circumstances, compatibility cannot be fully assessed until the device is installed and tested.

**For more information, please contact HFM At-Home Alert at (920) 320-4230.**