

Questions? Find answers and general information about MedScope's medical alert devices and services.

Are the buttons waterproof?

Land Line Device (LL): Yes, the button is completely waterproof and can be submersed in water.

Cellular Device (Cell): Yes, the button is completely waterproof and can be submersed in water.

Auto-Alert (AA): Yes, the button is completely waterproof and can be submersed in water.

Mobile Device (Mobile): Yes, it can be worn in the shower, but we do not recommend it be submersed in water.

How long does the battery last in the buttons?

LL: 10 years or 50,000 activations of the button

Cell: 10 years or 50,000 activations of the button

AA: 10 years or 50,000 activations of the button

Mobile: This device will last up to 2 months before needing a charge. The device will alert you when it is time to recharge it.

Are the batteries in the buttons replaceable?

LL: No, when the battery in the button no longer works, we replace the entire button.

Cell: No, when the battery in the button no longer works, we replace the entire button.

AA: Yes, the battery can be replaced.

Mobile: No, the battery in this device is rechargeable and must be plugged into electricity when the unit prompts you to do so. The charging cable is included with the device.

How far from the base unit can I be for the button to still work properly?

LL: The device comes from the factory with a setting of 600-800 feet, but we recommend staying within 400-500 feet to be on the safe side.

Cell: The device comes from the factory with a setting of 600-800 feet, but we recommend staying within 400-500 feet to be on the safe side.

AA: The device comes from the factory with a setting of 600-800 feet, but we recommend staying within 400-500 feet to be on the safe side.

Mobile: There is no base unit with this device so the button will work anywhere within the continental United States.

Can I be outside of the home and use my button?

LL: Yes, provided you are within the approved range. If you are outside of the home and the operator cannot hear you, help will be dispatched to your home.

Cell: Yes, provided you are within the approved range. If you are outside of the home and the operator cannot hear you, help will be dispatched to your home.

AA: Yes, provided you are within the approved range. If you are outside of the home and the operator cannot hear you, help will be dispatched to your home.

Mobile: Yes, there is no range that you must stay within for this device to work properly.

What if the operator cannot hear me when I press the button?

If for any reason, the operator cannot establish verbal communication, we will first dial the telephone number you have listed.

If there is no answer on that number, we will dispatch emergency personnel and notify the people on your contact list of the situation.

Will the Auto-Alert button detect against 100% of falls?

No, this device will not detect all falls. If you are able to push the button, we always recommend you do so.

Is the Auto-Alert button available with all unit types?

No, the Auto-Alert button is only available with the Cellular Medical Alert device and is only available as a pendant style button.

Will the device still work if my electricity is out?

LL: Yes, this device has a 24 hour battery backup. It will remain fully functional for this period of time, in the event of a power outage. The unit will notify you when the battery life has 2 hours remaining. The unit will recharge itself when the electricity is restored.

Cell: Yes, this device has a 24 hour battery backup. It will remain fully functional for this period of time, in the event of a power outage. The unit will notify you when the battery life has 2 hours remaining. The unit will recharge itself when the electricity is restored.

Mobile: Yes, this device only requires electricity when it is time to charge it. It will work properly regardless of whether there is electricity or not.

Will the device still work if my phone line doesn't work?

LL: No, this device requires an active phone line to place the emergency call.

Cell: Yes, this device works independently of any phone line. Neither a land line nor a cell phone is required for this unit to work properly.

Mobile: Yes, this device works independently of any phone line. Neither a land line nor a cell phone is required for this unit to work properly.

Does the device have to be reset after I press the button?

All: No, our devices do not require you to do anything after the button is pressed. The operators will handle everything on their end, not requiring you to do anything.

What happens if I accidentally press my button?

All: We recommend that you simply wait for the operator to speak to you. You can tell him/her that the button was accidentally pressed. The operator will then disconnect.

Is there a charge for each time I press my button?

All: No, you can press the button as often as you would like, without any fees associated with doing so.

How often do I have to test my button?

You are not required to test your button at all. However, we recommend doing so a few times per month or as often as you feel comfortable. This will help you to learn what happens when the button is pressed.

When the button is pressed, how long until the operator speaks to me?

All: When the button is pressed, all calls will be answered by our operators within 30-45 seconds. This can take up to 60 seconds upon the first activation of the button.

Who is called when the button is pressed?

All: All calls will be handled by our response operators who will establish 2-way voice communication with you, assess your emergency and dispatch help if needed.

Can I only press my button for a medical emergency?

No, we are able to dispatch fire, police or an ambulance in the event of an emergency. You can press the button for any emergency at all.

Where are the operators answering calls located?

Operators answering calls are located in two, fully redundant, call centers located in North Carolina and Utah.

If emergency personnel have to be dispatched to my home, where are they coming from?

LL: Emergency personnel are dispatched from your local 911, determined by your address on file.

Cell: Emergency personnel are dispatched from your local 911, determined by your address on file.

AA: Emergency personnel are dispatched from your local 911, determined by your address on file.

Mobile: Emergency personnel are dispatched from the local 911, determined by the location-based technology found in your mobile device.

Do emergency personnel have to be dispatched or can I call family or friends?

We have the ability to customize the call to the way you would like it to be handled. When the response operator speaks to you, through the device, you can instruct him/her how you would like the call to be handled.

Can I adjust the volume on the device?

All: No, the volume of the speaker and the sensitivity of the microphone can only be adjusted by our operators.

What if I speak a language other than English?

Our operators answer calls in any of 170 different languages. If a language other than English is spoken, we will have this on file so that we can have an operator answer the emergency call in the requested language.