

Information about MedScope's PERS devices and services

Are the buttons waterproof?

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

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

PERS with Fall Detection (FD): Yes. The button is completely waterproof and can be submersed in water.

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

How long does the battery last in the alert buttons?

Mobile: This device requires charging for 2 hours each month and indicates when it's time to recharge.

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

FD: 5 years or 25,000 activations of the button.

Are the batteries in the alert buttons replaceable?

Mobile: No. This device requires charging for 2 hours each month in the provided charging cradle.

Cell, LL, FD: No. When the battery in the button no longer works, we replace the entire button.

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

Mobile: This device requires no base unit, so the button will work anywhere within the United States.

Cell, LL, FD: These devices have an unobstructed activation range of 600-800 feet, slightly less through walls, doors and windows.

Will the alert button work outside of the home?

Mobile: Yes. This "go anywhere" device summons help both indoors and outdoors.

Cell, LL, FD: Yes. Provided the button is less than 800 feet from the base unit.

Will the PERS device still work if there is a power failure?

Mobile: Yes. This device only requires electrical power when charging.

Cell, LL, FD: Yes. These devices have a 24-hour battery backup and will remain fully functional for this period. The base unit will recharge itself when power is restored.

Will the PERS device function without a working phone line?

Mobile, Cell, LL: Yes. These devices work independently of any traditional phone line or cell phone.

LL: No. This device requires a working phone line to place the emergency call.

Will the Fall Detection alert button detect 100% of falls?

No. Certain falls will not be detected. We always recommend pressing the button if physically able to do so.

Is Fall Detection available with all PERS device types?

Fall Detection is available with all PERS device types with the exception of Mobile PERS.

What if the operator cannot establish communication when the alert button is pressed?

All Devices: If our operator cannot establish communication, we will dispatch help and notify emergency contacts.

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

All Devices: No. Our devices do not require a reset after pressing the button.

What happens if the alert button is accidentally pressed?

All Devices: We recommend waiting for our operator to answer and then tell them no assistance is needed.

Is there a charge for pressing the alert button?

All Devices: No. There is no charge for pressing the alert button.

How often should the alert button be tested?

All Devices: We recommend testing at least once per month or more often if desired.

When the alert button is pressed, how long until the response operator connects?

All Devices: All calls will be answered by our operators within 30-45 seconds.

Who answers the call when the alert button is pressed?

All Devices: Calls are answered by our 9-1-1 certified response operators who dispatch help as needed.

Should the alert button be pressed only for medical emergencies?

All Devices: No. The button can be pressed for any type of emergency or non-emergency assistance.

Where are the response operators located?

All Devices: Our response operators are located at monitoring centers in North Carolina and Utah.

If emergency personnel are dispatched, where do they come from?

All Devices: Emergency personnel are dispatched from local first responder organizations.

Can the PERS device speaker volume be adjusted?

All Devices: The volume of the speaker can only be adjusted by our response operators.

Do response operators speak languages other than English?

All Devices: Our response operators answer calls in any of 170 different languages.