

# How to Use Your Companion Service Two-Way Voice Unit.

**A personal response system  
from the #1  
security company in America.**

**Thank you for choosing Companion Service®**, a service offered by ADT® Security Services, Inc. You have made a wise choice that can help keep you safe in the event of a medical or other emergency, from almost anywhere in your home, 24 hours a day. We're helping you live more independently and safely, providing you and your loved ones peace of mind.

Model CS-5000



**Companion Service®**  
Personal Emergency Response System

# Placing Your Unit.

## 1 Choose a place to set up your Companion Service 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 RED PERSONAL HELP BUTTON (Figure B) at bedtime, locate the unit on your nightstand so you can use the RED 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.



(Figure A)  
**BASE UNIT**



(Figure B)  
**PERSONAL HELP BUTTON**



(Figure C)  
**HELP BUTTON**

## 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.



(Figure D)  
**BACK OF BASE UNIT**

## 3 Starting your service.

**You MUST contact the ADT® Activation Help Desk at 1-800-498-8512 to begin using your Companion Service® unit.**

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.**

## Frequently Asked Questions About ADT Companion Service.

### “What should I do if I have an emergency?”

- Push your RED PERSONAL HELP BUTTON (Figure B) or press the RED 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 happens when I press my RED 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.

### “What if I press the RED PERSONAL HELP BUTTON by mistake?”

- If you accidentally press your RED PERSONAL HELP BUTTON (Figure B), you can cancel the alarm by pressing the GREEN 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 they talk to you over the BASE UNIT using the two-way voice feature.



(Figure E)  
**RESET BUTTON**

### “What if I need a replacement RED PERSONAL HELP BUTTON?”

- 1 ADT® Companion Service® will send you a replacement if your RED PERSONAL HELP BUTTON does not work for any reason. You must return your original RED PERSONAL HELP BUTTON when the new one arrives. A prepaid envelope will be provided.
- 2 Included with your replacement RED PERSONAL HELP BUTTON are instructions which **must be followed** to allow your new button to work with your specific base unit.

### “What happens if there’s a power outage?”

Your ADT Companion Service 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 my contact information changes?”

For your safety, please notify our Customer Monitoring Center at 1-800-568-1216 if there is a change in:

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

### “What if I have to ship my ADT Companion Service unit?”

- 1 Locate the ON/OFF switch (Figure F) on the bottom 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 RED HELP button (Figure C).



(Figure F)

**Your unit is ready to ship.**

## Unit Status Voice Alerts.

Your ADT® Companion Service® two-way voice unit can tell you what functions are taking place or what conditions have been detected. Here is a list of the voice alerts you may hear:

**When you press the RED HELP button** (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 the GREEN RESET button** (Figure E):

“Help call cancelled.”

**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 Companion Service Unit.

Your ADT® Companion Service® CS-5000 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 RED 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 RED 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 to answer it. *However, it is not able to make outgoing calls.*

## 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.

## Important: To ensure your safety, you must test your unit each month (every 30 days).

- The BASE UNIT (Figure A) is programmed to automatically trigger the TEST LIGHT (Figure G) to flash every 30 days, as a reminder.
- Before testing your unit, please call our Customer Monitoring Center at 1-800-568-1216. When prompted, select Option 1 and tell our Monitoring Professional that you are about to test your unit.
- Hang up.
- Press your RED PERSONAL HELP BUTTON (Figure B).
- From your BASE UNIT (Figure A), you will hear "Connecting to ADT® Companion Service®."



(Figure G)

1. SIMPLY WAIT FOR THE OPERATOR TO COME ON THE LINE TO COMPLETE YOUR TEST.

2. DO NOT PRESS THE GREEN RESET BUTTON. (Figure E)

Your test is now complete.

**Should you have any questions, please call ADT Companion Service at 1-800-568-1216, and you will be directed to the appropriate department.**

This number is also printed on your BASE UNIT (Figure A) for easy reference.

The Companion Service System is not an intrusion detection system or medical device and does not provide medical advice, which should be secured from qualified medical personnel. Non two-way voice service available. Standard installation fee for Companion Service of \$99.00 and 12-month monitoring agreement required at \$34.95 per month (\$419.40/yr.), \$33.95 with credit card (\$407.40/yr.) apply. Prices may vary by market. Local permit fees may be required. Satisfactory credit history required. Certain restrictions may apply. Offer valid for new Companion Service customers only. Cannot be combined with any other offer. Systems to remain property of ADT. [ADT License Information:](#) **AR** E0055; **FL** EF0000950,-1123-0478,EG0000047; EF20000341,-2000413; EF2000413.; **IL** 127-000364; **MI** 360122182, 4182 Pier North Dr., Ste. D, Flint 48504, A-0639; **OK** 00067; **TN** ACC-216,-241,-255,-773,-173,-937,-294,-748,-511,-934; **TX** B00536, 140 Heimer Rd., #100, San Antonio, TX 78232.

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