

SkyAngel911FD Troubleshooting Guide

Unit Not Charging: (It did at one time but not any longer)

Step 1: Power unit off – confirm unit lights are off

- To power off press side button and SOS button simultaneously for 5 seconds

Step 2: Check the 4 contacts on back of unit - confirm all 4 are clean and shiny

- To clean use rubbing alcohol and Q-tip or gently file contacts with an emery board

Step 3: Confirm that the docking station is free of debris and contacts are clean and the USB cord is inserted into the back of the docking station and USB cord is plugged into the charging block and charging block is plugged into the power outlet

Step 4: Put unit in charger to power back on (unit may take up to 5 minutes to power back on). Confirm that unit lights are back on

Step 5: Confirm red light on the docking station is on

Step 6: If the actions above, do not work unplug the USB cord from the back of the charging station and plug directly into the side of unit. See Below



Step 7: Confirm blue light on side of unit is on

- If yes, let unit charge 6-8 hours

Step 8: If these actions do not work, try different USB cord or charging box to confirm if it is a working USB cord.

Unit will not power on: (it has never charged)

Step 1: Press side button and SOS button simultaneously for 5 seconds

Step 2: Place unit in charger – Confirm unit lights are on (unit may take up to 5 minutes to power on)

- This may take several tries to accomplish (repeat steps above until unit lights come on)

Step 3: Confirm red light on the docking station is on

Step 4: Once unit powers on, charge the unit for a full 8 hours before use

If these actions do not work refer to steps in the **Unit Not Charging** section above

Unit will not call 911:

Step 1: Test the unit in the location where it will be used

Step 2: Press side button and SOS button simultaneously for 5 seconds

Step 3: Place unit in charger – Confirm unit lights are on

Step 4: Wait approximately 2 minutes for unit to reboot

Step 5: Press and hold SOS button for 3 seconds

- Listen for beep and feel vibration
- Confirm the green light is flashing more rapidly
- This could take up to 2 minutes to connect and make call

Step 6: If the unit does not call out in the home, take outside to make call (this verifies if it is a signal issue)

Step 7: Press and hold SOS button for 3 seconds

- Listen for beep and feel vibration
- Confirm the green light is flashing more rapidly
- This could take up to 2 minutes to connect and make call

IMPORTANT: Try calling out more than once in each location

If unit does not call outside take unit to a different area of town (this verifies if it is a signal issue in a specific area)

Unit will not keep a charge:

Step 1: Place unit in charger – Confirm unit lights are on

- Confirm the blue light on unit is solid while in charger as well as red light on docking station

Step 2: If the actions above, do not work unplug the USB cord from the back of the charging station and plug directly into the side of unit. See below



- Confirm solid blue light on unit while charging

If these actions do not work refer to steps in the **Unit Not Charging** section above

Step 3: If unit lights come on leave unit charging overnight

Step 4: Test unit by pressing side buttons and verify the unit lights are on

Step 5: Remove unit from charger and wait 24 hours.

Step 6: After 24 hours test unit by pressing side button and verifying the unit lights are still on

Step 7: If unit lights are not on after waiting 24 hours contact ATS

- A full charge should last 2-4 days

Fall Detection Not Working:

Step 1: Confirm unit is powered on

Step 2: Drop unit from at least 2 feet

Step 3: Listen for unit to beep (unit should beep for approx. 10 seconds)

Step 4: Confirm green light is now flashing rapidly

Step 5: Call should be connected within 2 minutes

911 Location Is Not Accurate:

Please note, the fact is that 911 does not automatically respond to a call from a cellular device and dispatch assistance to a location based on GPS location when no one speaks.

For example: If you call 911 from your cell phone and hang up, they will not send someone to you even if they have your exact GPS location. Please call your local 911 to review their procedure for a non-subscriber cellular phone call. 911 would be overloaded if they automatically sent police, ambulance and fire every time someone accidentally called 911 and hung up or did not speak, so they as a practice will not send help unless a human speaks to them and tells them the location.

*Regarding 911 location accuracy. **If you call 911 from this device and ask them to ‘re-transmit’ each time 911 re-transmits they will get a closer and closer location to you.** They should do that automatically if you call and do not speak. Since you spoke with them, they are expecting you to ‘tell’ them your location. Keep in mind they will not automatically send help if you cannot speak to them. You will need to tell 911 your exact location in case of an emergency.