



Enclosed is a prepaid USPS return label for your convenience. Promptly return your equipment, including any buttons, within 7-10 days to avoid an unreturned equipment fee.

Your old buttons will **NOT** work with your new equipment.

Please refer to the information below on how to return your device:

1. Indicate the reason for the return below and include this sheet with your return.
2. Refer to the reverse side of this sheet for instructions on how to power off your device.

**\*Note: This step is important to avoid any false alarms during transit\***

3. See return packaging instructions below.

	24-hour care / Assisted living		Exchanged for different product (Swap)
	Customer service issue		Price
	Competitor		Received replacement device
	Deceased		Receiving service through insurance, etc.
	Equipment issue		Refuse to use
Comments:			







**Device #/s:** \_\_\_\_\_  
(CSID/s)

Return Packaging Instructions:

1. Pack items in the original packaging, or in a sturdy box / envelope to keep them secure.
2. Cover or remove any old shipping labels, including the original shipping barcode.
3. Seal the box or envelope and affix your prepaid FedEx return label.
4. Record the return tracking number for reference.
5. Drop your package off at any FedEx drop off location.
  - To find the nearest location, go to FedEx.com or call 1-800-463-3339.

***Should you need assistance, call the number listed on  
your device to reach our Customer Care team***

## Power Off Instructions

<p><b><i>In-Home Cellular - Mytrex</i></b></p> <ol style="list-style-type: none"> <li>Slide the O/I switch located on the back of the device to the “O” position.</li> </ol>	
<p><b><i>In-Home Landline - Mytrex</i></b></p> <ol style="list-style-type: none"> <li>Unplug the device from power outlet.</li> <li>Press the T/L button on the back of the device (3) times. The device will announce “Hold HELP to turn off.” Press and hold the HELP button until the status lights turn off.</li> </ol>	
<p><b><i>In-Home Cellular - Assure</i></b></p> <ol style="list-style-type: none"> <li>Slide the ON/OFF switch located on the bottom of the device to the OFF position.</li> </ol>	
<p><b><i>In-Home Landline (6800AT/6900/6903)</i></b></p> <ol style="list-style-type: none"> <li>Turn off device by sliding on/off switch into the “off position.”</li> </ol>	
<p><b><i>Cellular (7200 C)</i></b></p> <ol style="list-style-type: none"> <li>Turn off device by sliding on/off switch into the “off position.”</li> </ol>	
<p><b><i>Mobile</i></b></p> <ol style="list-style-type: none"> <li>Press the HELP button (3) times. Your device will announce “Device is powering off. Confirm by pressing and holding the HELP button now.”</li> <li>Press and hold the HELP button. The device will announce “Powering off now, goodbye.”</li> </ol>	
<p><b><i>Smartwatch</i></b></p> <ol style="list-style-type: none"> <li>Swipe until you see the Power Off screen. Press “Power Off” on the touchscreen.</li> </ol>	