SP

Technician Field Training & Knowledge Hub

Consolidated Field Guide

Clean reference edition • September 16, 2026

Purpose
A single technician-facing reference that consolidates the approved Service Point training website, installation checklist, support-contact reference, equipment and product guides, current paperwork guidance, VCAM materials, and documented unit-manual details. Use it with the exact work order and current forms.

Field rule
When the work order, equipment, activation, testing, paperwork, or source material does not match: PAUSE • DOCUMENT • ESCALATE. Do not improvise another model's procedure or substitute equipment without the required approval.

INTERNAL TECHNICIAN TRAINING / FIELD REFERENCE

How to use this guide

This edition reorganizes the existing training into a field-first format. Repeated facts have been consolidated into the unit guide where they belong, while the complete FAQ is retained later in the document.

Source authority and precedence	
Primary current source	Service Point Technician Training Website PDF — last reviewed September 8, 2026.
Installation reference	CA & LL Installation Checklist — approved for setup, testing, system-use guidance, documentation, and checklist completion.
Support reference	Approved support-contact image — use the exact line and hours shown; where the image is ambiguous, this guide preserves the ambiguity.
Equipment detail	Equipment & Installation Guide, CA/Lifeline product lists, exact manufacturer/unit guides, PMD/MedReady guides, and VCAM/BYOD materials.
Conflict rule	When sources conflict, follow the newest clearly dated source when it actually supersedes the older one. If dates are missing or the conflict remains, document it and verify with SP dispatch/management or the applicable technical authority.
Current forms rule	Use the current form supplied for the job. Do not use an older saved copy when a current form is available.

> **Privacy in this consolidated edition**
> A completed example checklist in the approved source set contains subscriber personal information. This guide intentionally does not reproduce that personal data; only the procedural fields and requirements are retained.

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CA Core activation note: The approved first-job review says the CA-CORE automated flow supports eligible new installations. Unsupported accounts, equipment mismatches, swaps, and replacements may require an agent.

- 4. Universal installation, testing, and subscriber education
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1. Quick field standard

What “job complete” means
The correct system is installed and tested, the subscriber knows how to use it, all required paperwork or proof is readable and submitted, and the appointment outcome has been reported. Service Point reviews the documentation before the work order is marked complete.

Always-ready appointment checklist

- Confirm the work order, program/brand, job type, service address, appointment, contact instructions, assigned equipment, and required paperwork.
- Pack assigned equipment, accessories, appropriate backup equipment, and current forms. Keep programs/equipment families separated.
- Know the correct activation, support, testing, and dispatch route before traveling.
- At the home, activate/attach the Unit ID or CSID through the correct route before completing installation.
- Use a working outlet not controlled by a light switch. Use a direct wall connection where required — never an extension cord or three-way adapter.
- Complete the required test successfully with a live agent unless the issue has been escalated. Use the wearable for the final live wearable test.
- Teach system use, monthly testing, charging, fall-detection limits, water-resistance guidance, and range-testing expectations.
- Finish signatures, dates, times, serials, notes, and uploads. Report the result and next action in the assigned dispatch channel.

Professional and safety standard

- Business-casual dress is required.
- Introduce yourself, explain the visit, protect the work area, keep cords and walking paths safe, and use subscriber information only for the assigned job and approved workflow.
- Install only approved equipment. Never substitute equipment or apply another model’s procedure without approval.
- Choose a safe installation location with reliable service. Do not place an in-home base beside a television, microwave, or other loud appliance that can interfere with two-way communication.
- Do not bypass a safety device, defeat an interlock, ignore required PPE, or continue when a documented safety concern exists.
- If the source does not support the next step, stop and escalate rather than inventing a procedure.

Timing and contact expectations

Required field timing	
First documented update	Within 48 hours of receiving every assigned order.
Installation target	Complete within 3–5 business days of receiving the order unless an approved, documented barrier prevents completion.
Contact attempts	Review the entire ticket. Call the primary number and all available alternate numbers. Make at least three attempts when needed and document each result. Use text messages as well as calls.
Scheduled > 1 week	Post the requested date and the subscriber’s explanation in dispatch so Service Point can update the agency.
Important updates	Must go through the designated dispatch process. A phone call or private message alone does not update the job record.

Every dispatch update needs three things

1. Subscriber: full first and last name.
2. What happened: identify the attempt number and every number/contact attempted; state the factual result.
3. What is next: next attempt, appointment, help needed, delay reason, inventory status, or expected follow-up.

Example: “John Smith: Left voicemail and sent text. Alternate contact 1 is out of service. Spoke with alternate contact 2, who will ask the subscriber to contact me. Next step: follow up tomorrow.”

2. Support and escalation contacts

Choose by confirmed brand and work order — not by equipment appearance
Connect America orders may appear as CA Core, RAPID, Core, AMAC, COPS, PRC, Home Buddy, BSAH, or CA West. Lifeline is separate. Confirm the work order before calling support or selecting equipment.

Category	Phone	Hours as listed	Notes
AMAC (Cops)	1-877-266-0733	Sun-Sat 8:00a-10:00p Eastern Standard Time	Approved contact image
RAPID (Core) Activation Line	1-800-220-9803	Hours not unambiguously paired in source image	Approved contact image
RAPID (Core) Bot Activation Line	(610) 486-5396	Hours not unambiguously paired in source image	Approved contact image
RAPID hours line shown in source	—	Mon-Fri 8:00a-5:00p Eastern Standard Time	Source does not clearly state whether this line applies to the agent line, bot line, or both
Tech Support Line	800-215-4206	No hours stated in source image	Approved contact image
Connect America Language Line	877-531-4060	No hours stated in source image	Interpreter support; not activation/technical support
Lifeline Activations Line	800-800-8410	No hours stated in source image	Approved contact image
PERS Support	Number not paired in source image	Mon-Sat 8:00a-7:00p Central Standard Time	Confirm current number in dispatch
PMD Support	Number not paired in source image	Mon-Fri 8:00a-6:00p CST	Confirm current number in dispatch
Lifeline Language Line	877-531-4060	No hours stated in source image	Interpreter support; not activation/technical support

Support-contact ambiguity
Do not attach unlisted hours to a number. The approved source does not clearly pair the RAPID Mon-Fri 8:00a-5:00p EST line with one specific RAPID route, and it lists PERS Support and PMD Support hours without a phone number. Confirm through the assigned dispatch channel when that detail matters.

When to use which route

Escalation routing	
Service Point dispatch	Work-order mismatch, unclear program, missing information, paperwork/status question, subscriber barrier, approval/safety concern, unresolved closeout, or an unsupported next step.
Activations	Attach Unit ID/CSID, confirm account eligibility, enable an approved feature, approve a device change/exchange, or complete the program's activation process.
Technical support	Activation is complete but documented setup, signal, pairing, or testing steps fail. Record exact model, indicators, and result first.
Language Line	Use when the technician and subscriber need interpreter support. It does not replace activation or technical support.
PMD/PERS support	Use the applicable approved route for documented PMD/PERS support; the approved contact sheet provides hours but does not pair phone numbers for these categories.

Stop and escalate when

- Model identity is unclear or conflicts with the work order.
- The guide does not support the next action.
- Information is missing or records conflict.
- An urgent job is at risk.
- Activation or testing cannot be completed.
- Documented troubleshooting does not correct the problem.
- A safety concern or required approval exists.
- Paperwork cannot be made complete/readable or does not match the ticket.

3. Dispatch, scheduling, and work-order workflow

Before accepting or traveling

- Read the entire work order. Confirm the program, job type, address, appointment details, contact instructions, assigned equipment, and required paperwork.
- Confirm you can open the assigned Slack channels and work-order link. On a phone, landscape view may make work-order tables easier to read.
- Verify the assigned equipment model, accessories, condition, serial numbers, and paperwork. Bring appropriate backup equipment, but do not substitute without approval.
- Report missing/conflicting information before the visit.

Slack and dispatch record

- Install Slack from the invitation sent after the background check, sign in using the email used during onboarding, and complete required authentication.
- Slack is used for work-order updates, scheduling results, job questions, activation/equipment problems, completed work, and missing information.
- Important updates must use the designated dispatch process. A phone call or private message alone is not the job record. After a dispatcher confirms the post and applies the update to the ticket, the post may be marked to show it was processed.
- Never place subscriber medical or other protected information in a public Slack message. Completed SIFs and subscriber-sensitive information belong only in the assigned private technician dispatch channel.
- Be factual, respectful, and clear. Do not promise compatibility, coverage, activation, or service results that have not been confirmed.

Appointment request standard

Be professional, identify the reason for the call or text, avoid unnecessary subscriber information, confirm the agreed date/time, and report the result in the assigned dispatch channel.

> **Equipment change approval**
> Any device change from the original order must be approved by Activations — not the Service Point dispatch team.

4. Universal installation, testing, and subscriber education

Universal installation sequence

4. Confirm the exact brand and model from the work order and serial/label — never by appearance alone.
5. At the home, call the correct activation route to attach the Unit ID/CSID and complete required account actions.
6. During activation, turn the unit volume up as needed and confirm the subscriber can clearly hear device announcements and the activation operator.
7. Use a safe location and working power source. Direct wall outlet where required; never an extension cord or three-way adapter.
8. Complete only the model-specific setup and pairing procedure documented for that unit.
9. Verify cellular/landline connection and signal using the model's supported indicators/readings.
10. Complete required base-console and wearable tests with the monitoring center/live agent.
11. Teach the subscriber how to start a help call, charge/wear equipment, test monthly, and understand fall-detection limits.
12. Complete current paperwork, signatures, dates/times, serials, notes, and uploads.
13. Post the visit result and unresolved items in dispatch.

> **Range-test instruction conflict in approved sources**
> The current SP training website says technicians should explain range testing to the subscriber and "technicians do not perform the range test." The approved CA & LL Installation Checklist and several unit guides also contain technician-performed range-test steps. Both are retained as approved reference content. Do not silently choose between them: follow the current work order/dispatch direction; when it is not clear, ask SP dispatch/management before performing or omitting the range test.

Standard testing reference

- Use a working outlet not controlled by a light switch and the required direct-wall connection.
- Verify the applicable landline/cellular connection and signal.
- Complete the required base-console and live wearable tests for the assigned program.
- Remain connected after an accidental alarm and tell the operator it is a test.
- Mobile RSSI 0 through -100 is documented as acceptable. At -101 through -125, recommend an in-home cellular or landline unit and obtain approval before any exchange.
- For a Lifeline 6900, the documented range-test reference includes important locations such as the bathroom; relocation may improve range. Never promise coverage that was not demonstrated.

Subscriber education before leaving

- How to start a help signal and how to speak with the monitoring center.
- Press Help once. Repeated presses may cancel a call on some devices/workflows.
- If the operator cannot hear the subscriber or receives no response, the monitoring center follows the account emergency protocol and sends emergency services to the subscriber's service address.
- Keep the wearable accessible and test the system monthly.
- Explain power, landline, and cellular-service dependence.
- Wearable help buttons are water-resistant and should be worn in the shower or tub. Do not promise prolonged submersion unless the exact approved model guide specifically supports it.
- Fall-detection equipment must be worn to perform its intended function; it does not guarantee every fall is detected. When able, manually press Help after a fall.
- Explain lanyard breakaway considerations and wrist options.
- Notify the provider of service-location, phone/contact, or device changes.
- Equipment ownership, call recording, Care Compass information when applicable, and applicable privacy/grievance/SIF/responder materials.

Responder expectations

A responder should have a current phone number, be willing and able to check on the subscriber, tell the monitoring center whether they can respond, provide an estimated arrival time, and follow program-specific responder instructions.

5. Equipment identification and button compatibility

Do not identify a program by appearance alone

Many CA and Lifeline units look similar. Confirm the work order, serial pattern/label, exact model, and program before activation, pairing, substitution, or support.

Unit	Serial / program clues	ID location	Wearable / compatibility
Assure	Lifeline: CAAS-*****. CA examples include RC01-/AHBY-/ACAW-/HB prefixes depending on program.	Base manufacturer label on back/underside; do not use pendant ID.	Halo906 regular; FS906 fall detection.
Mytrex Cellular	CA Core examples MY372711 / MY371786; CAW example M763-1804.	Base label back/underside.	Regular Mytrex buttons shared with Mytrex Landline; white teardrop/red-center FD shared between CA Mytrex Cell/Landline.
Mytrex Landline	CA Core examples AS776601 / AV257961; AMAC RLxx; CAW RL08-.	Base label back/underside.	Same regular/FD button family as CA Mytrex Cell; each zone holds four buttons.
Lifeline 6900	Examples 9014612137 / 9020143931.	Base label back/underside; do not use pendant number.	Regular 312; fall detection FS312.
OTG AT&T	CA Core commonly OTG...; Lifeline examples CO01-***** / numeric.	Device or assigned packaging label; not charger/cradle.	Integrated mobile unit; no separate wearable on standard OTG.
OTG Verizon	Often OTV... or Verizon identifier; Lifeline packaging may show A/V identifier.	Device/packaging label.	Use only when work order specifically calls for Verizon.
Anelto LTE / Mobile LTE	CA Core LTER****; other CA Ri... examples.	Mobile device label; do not use cradle/wearable ID.	Separate wearable; grey teardrop FD generally AFS...; compatible family must be verified.
OTG Micron	Lifeline MC05-*****; CA examples MDR**** / MDxx-.	Device/packaging label.	Grey mobile unit with belt clip; AT&T only.
OTG Mini Neck	CA Core PE01****; AMAC MPAM-; CAW MPCW-; HB MPHB-. Lifeline PE01-*****.	Device/packaging label.	Oyster-style or Tozo charging platform may be supplied.
OTG Mini Wrist	CA Core PE02****; AMAC MWAM-; CAW MWCA-; HB MWBH-. Lifeline WE01-*****.	Device/packaging label.	Bring same-brand Mini Neck backup when available; exchange requires approval.
Smartwatch	CA Core EVW...; AMAC SW01-; HB SW05-. Lifeline list example EV01-.	Device/packaging label.	Not offered on CA Member's Choice selections.
MyConnect	CAW product-list example MM04-0107.	Device label; black mobile unit.	Legacy/limited field reference; do not substitute without approval.
7200C legacy	Legacy Lifeline HomeSafe Wireless family.	Base label; do not use wearable number.	Current replacement buttons documented as 917 regular / FS917 fall detection.
PMD / MedReady	PMD serial as printed on unit label; PERS has separate CSID.	PMD: label inside/side door per manual; MedReady label as provided.	Medication-dispenser equipment; keep separate from PERS identifiers.

6. Unit guides

Each unit guide below consolidates scattered setup, indicator, testing, compatibility, subscriber-education, and FAQ information into one section. Where a model manual conflicts with the current SP website or generic reference table, the conflict is explicitly noted.

> **Universal paperwork rule**
> Paperwork is chosen by job type and program — not by equipment appearance. Standard installation/swap packets and service-call/removal rules are in Section 7.

6.1 Assure in-home cellular

Assure at a glance	
Programs / identity	Used by Lifeline and Connect America/AMAC; serials identify the brand/program. CA product material also contains CA West/Home Buddy examples.
CSID / Unit ID	Manufacturer label on the back or underside of the base. Do not use the pendant ID.
Wearables	Regular button: Halo906. Fall-detection pendant: FS906 family (grey teardrop). Lifeline and CA versions may have program-specific markings.
Pairing by brand	Lifeline Assure unit and pendant arrive separately and every pendant must be paired after activation. CA Assure ships with the included pendant in the box and it should already be paired; service/replacement orders may require pairing a new pendant.
Location / power	Set the communicator centrally. Use a working direct wall outlet not controlled by a light switch. Avoid loud appliances and RF/metal interference.
Activation	Attach the correct Unit ID/CSID through the program activation route before installation. Confirm audible announcements/operator audio.
Battery / use	The Assure user guide documents up to 30 hours of backup battery on a fully charged base. Wearables trigger the base; there is no speaker in the wearable.

Pair a pendant when required

14. Hold the Test and Message buttons together until the unit beeps.
15. While continuing to hold them, press and hold the pendant button.
16. Listen for the unit to announce “Paired.”
17. Complete the final live test using the pendant, not only the base Help control.

Indicators and supported checks

Indicator	Meaning / action
Help bar blinking	Alarm/call activity — wait for/complete the response-center interaction.
Power solid red	Operating on battery / no AC power — check the power source and make sure the outlet is not switch-controlled.
Cellular blinking green	Weak cellular signal — relocate until a supported ready condition returns.
Cellular solid green	Ready.

Fall detection and subscriber education

- The Assure guide says an optional fall-detection pendant may ship in sleep mode; it is activated close to the base by holding the button until its lights flash, then tested through the response center. Use this only when it matches the assigned device/workflow.
- Wear a fall-detection pendant high on the chest, button facing forward and outside clothing. It does not detect 100% of falls; manually press Help when able.

- Wearable buttons are water-resistant and should be worn in the shower. The Assure guide says not to wear them while swimming or in a chlorinated pool.
- Lanyards are designed to break away under certain conditions, but any neck cord can still pose an entanglement/strangulation risk.
- Test monthly; notify the provider of address, phone, or emergency-contact changes.
- Assure test/message controls: the exact Assure guide documents the TEST button for a test call; holding TEST for about three seconds cancels that test call. A flashing MESSAGE button indicates a stored message; after playback, the guide says it remains in memory for 30 minutes before deletion.
- Fall-detection pendant LED: off = standby, on = transmitting, fast blinking when pressed = button needs replacement.

Power / cleaning

The Assure guide uses the rear ON/OFF control for system power. Unplug the communicator before cleaning; do not use unapproved accessories.

Sources: Service Point Technician Training Website pp. 5, 23, 29; Equipment & Installation Guide p. 3; Lifeline Assure User Guide pp. 3–10; CA and Lifeline Product Lists.

6.2 Mytrex in-home cellular

Mytrex Cell at a glance	
Programs	CA Core is identified as the primary current provider; CA-AMAC has used this unit. Serial numbers identify the brand.
CSID / Unit ID	Manufacturer label on the back or underside of the base.
Buttons	Regular Mytrex neck/wrist buttons work with both Mytrex Cell and Mytrex Landline. The documented white teardrop pendant with a red center provides fall detection and also works with both CA Mytrex models.
Power / ready	Plug directly into a working outlet not controlled by a light switch. Move the rear O/I switch to I. The unit announces System Ready when ready.
Reset	Pressing Reset runs a self-diagnostic; a working unit returns to System Ready.
Power off	Move the rear O/I switch to O and wait for the status light to go out.

Pair a pendant

18. Press Reset once. Listen for “LTE signal strength, system ready.”
19. Press Mode twice.
20. Press Help twice.
21. Press the new transmitter. Listen for “Zone [number] device paired.”
22. Press Reset.

Remove all pendants

23. Press Mode three times.
24. When prompted, hold Help until the unit announces the wireless help button was deleted.

Indicators

Status	Meaning / action
Solid green	Ready.
Blinking green	AC power problem / running on battery — check working, non-switched outlet.
Solid red	Active alarm — wait for operator/complete alarm handling.
Blinking red	Weak cellular signal — relocate and use the documented Reset/ready check.

Range and fall-detection references

- The manufacturer guide documents Range Test Mode: Mode once, hold the wearable while moving through the home, listen for a steady tone, note dead zones, then Reset to return to System Ready. Because SP source materials conflict on whether technicians perform range tests, use this procedure only when the current work order/dispatch requires it.
- The manufacturer guide describes a fall-detection test by gently tossing the pendant forward onto a bare floor and listening for the alarm. Perform model tests only when the assigned approved process calls for them.
- When a Mytrex wearable is pressed, the manufacturer guide says a green wearable light indicates the button battery is OK; red may indicate a weak button battery.
- Fall-detection pendant: wear high on the chest and facing forward; do not wear while sleeping; do not wear while swimming/in a chlorinated pool; fall detection does not detect every fall.

Sources: Service Point Technician Training Website pp. 6–7, 23, 29; Equipment & Installation Guide p. 4; CA Mytrex Cell Unit Guide; CA Product List.

6.3 Lifeline 6900 in-home landline

6900 at a glance	
Program	Lifeline only in the approved training.
Buttons	Regular button marked 312; fall-detection pendant FS312. Do not mix with 7200C 917/FS917 buttons.
CSID / Unit ID	Manufacturer label on the back or underside of the base. Do not use the pendant number.
Placement	Area where subscriber spends time / centrally located in larger home, near a non-switched outlet and phone jack, on a hard/flat surface, away from loud appliances, refrigerator, and microwave.
Phone connections	Subscriber phone cord into console PHONE jack. Provided cord into console LINE jack and wall jack. Do not route the unit through an answering machine, splitter, telephone, or other conflicting device.
Communication	Wearable contains no speaker; two-way voice is through the communicator.

Connect and pair

25. Plug the subscriber's phone cord into the console PHONE jack.
26. Plug the provided cord into the console LINE jack and the wall phone jack.
27. While turning the unit on, hold the red Help button to bypass customer mode.
28. Hold Reset until the console beeps. Keep holding Reset and press the pendant.
29. Listen for the second beep confirming the pendant is paired.

Testing / range reference

- Complete the required live pendant test with the monitoring center.
- The 6900 setup guide documents a range test initiated with the blinking Reset Bar; the base should beep when a wearable press is received. Check the bathroom and other key areas. Relocation may improve coverage. Follow the global range-test conflict rule before performing/omitting this technician step.
- If an accidental alarm occurs, allow the call to complete and tell the specialist it was a test/accidental activation.

Safety and education

- Wearable buttons are water-resistant and should be worn in the bath/shower; the 6900 guide says not while swimming or in a chlorinated pool.
- RF interference and metal can reduce wearable signal. Keep cords out of trip paths.
- Unplug the communicator before cleaning. Use only intended accessories.
- Test monthly; notify Lifeline before changing telephone service and when address/phone/emergency contacts change.

Sources: Service Point Technician Training Website pp. 7, 17, 25, 29; Equipment & Installation Guide p. 5; Lifeline 6900 Unit Guide; Lifeline Product List.

6.4 Mytrex in-home landline

Mytrex Landline at a glance	
Programs	CA Core and CA-AMAC offer this unit; serials identify brand.

CSID / Unit ID	Manufacturer label on the back or underside of the base.
Buttons	Regular and white-teardrop/red-center fall-detection buttons are shared with CA Mytrex Cellular. Each zone holds four buttons.
Landline connection	Provided phone cord from the unit WALL jack to wall jack or supported modem port; subscriber phone into PHONE jack. Cordless-phone main base should be at least 12 inches from the alarm unit.
Power	Working direct wall outlet not controlled by a light switch. Unit powers on automatically when connected.
Power off	Disconnect power and phone line, press T/L three times, then hold Help until the unit shuts down. Reconnect the subscriber's phone as needed.

Clear and pair pendants

30. Press T/L once, then press Help five times.
31. On the sixth Help press, hold Help until the unit announces "Transmitters cleared."
32. Press Reset once, T/L once, and Help once.
33. Press each pendant once. The unit beeps loudly for each learned pendant.
34. Press Reset to finish.

Indicators

Status	Meaning / action
Solid green	Ready.
Blinking green	AC power problem / battery operation — check power.
Blinking orange	AC problem AND no operating phone line — check both power and line.
Solid red	Active alarm.
Blinking red	No operating phone line — verify wall jack/modem/unit connections.

Range / fall-detection reference

- Manufacturer range-test procedure uses T/L once, hold the wearable and move through the home while listening for a steady tone, then Reset. Apply the global range-test conflict rule.
- Fall detection does not detect every fall. Wear the pendant high on the chest, button forward. The unit guide says do not wear the FD pendant while sleeping or swimming/in a chlorinated pool.

Sources: Service Point Technician Training Website pp. 8–9, 15, 23, 25, 29; Equipment & Installation Guide p. 6; CA Mytrex Landline Unit Guide; CA Product List.

6.5 Standard On The Go (OTG) mobile — AT&T / Verizon

OTG at a glance	
Carrier selection	Install the AT&T OTG unless the work order specifically says Verizon.
Identification	CA AT&T units generally have an OTG serial prefix. Verizon units generally have an OTV prefix or Verizon identifier on packaging. Do not select carrier by appearance.
Fall detection	If the work order calls for FD/fall detection, ask Activations to enable the approved feature in the unit.
CSID / Unit ID	Device or assigned packaging label. Do not use a charger, cradle, or wearable ID.
Power / charging	Connect charger to a working, non-switched outlet. Place device in cradle; keep charging until ready/fully charged. Charge daily.

Signal	Mobile RSSI 0 through -100 is acceptable. At -101 through -125, recommend in-home cellular/landline and obtain approval before exchange.
Subscriber use	Press/hold Help until the device beeps to start a call. During the cancellation prompt, holding Help for the documented interval can cancel; if the call proceeds, speak with the response center.

Power and indicator reference

- Power off: press/release Help three times, then hold Help when prompted; device announces powering off.
- Power on: hold Help about one second.
- Standard OTG guide: solid red = charging; blinking red = critically low battery; solid green = ready/fully charged; blinking green = searching for cellular service. If searching continues, move to a location with better coverage.

Mobile-use education

- Device requires adequate battery and cellular signal to place an emergency call.
- Water-resistant and may be worn in the shower; do not submerge.
- Charge daily and test monthly. Turn the device off for air travel.
- GPS location is documented as approximately within 30 feet or less in good conditions, but obstructions, metal, structures, weather, and other factors can reduce accuracy.
- Cellular coverage/service availability can disrupt communication; do not promise coverage.
- Standard OTG guide notes internal magnets and advises people with pacemaker concerns to consult their clinician. SP equipment training also allows offering an original OTG pouch when a waistband holder is preferred or needed because of pacemaker/magnet concerns.

Sources: Service Point Technician Training Website pp. 9–10, 15–16, 23, 25, 29; Equipment & Installation Guide p. 8; CA/Lifeline OTG guides; CA/Lifeline Product Lists.

6.6 Anelto LTE / Mobile LTE with separate wearable

Anelto LTE at a glance	
How to identify	Very similar to OTG, but Anelto LTE includes a separate wearable/transmitter button; standard OTG does not.
Programs / serials	CA product list includes LTER**** and Ri... program-specific examples.
Wearables	Separate regular wearable(s) plus optional fall-detection pendant. The training identifies the Anelto FD pendant as the same FD used with the AMAC Assure family.
CSID / Unit ID	Use the mobile-device/assigned packaging label — not charger, cradle, or wearable ID.
Communication	Wearable triggers the Mobile LTE device. There is no speaker in the wearable; the mobile device must be nearby for two-way communication.
Cradle	Cradles normally arrive pre-paired. Pair only when specifically needed.
Unused CA wearable	An unused CA wearable from an installation may be retained for a later button-replacement order. Keep it identified and separated as CA inventory.

Pair wearable / fall-detection pendant

35. Press the Anelto LTE unit button five times.
36. Press the help pendant or fall-detection pendant button.
37. Listen for the pairing-complete announcement.

Pair charging cradle only when needed

38. Place the Anelto LTE in the cradle.
39. Press the handheld device's Help button four times and listen for "Pairing."
40. Unplug and reconnect the power cord.
41. Listen for "Pairing complete."

Mobile setup and education

- Use the standard mobile charging/setup sequence in a working, non-switched outlet and complete live testing before leaving.
- Standard Mobile LTE guide uses red/green charge/service indicators similar to OTG: solid red charging, blinking red low battery, solid green ready, blinking green searching for cellular.
- Charge daily, test monthly, wear water-resistant equipment as directed, and do not submerge.
- If fall detection is active, wear the mobile device or FD pendant high on the chest, facing forward/outside clothing; fall detection does not detect every fall.

Sources: Service Point Technician Training Website pp. 9–10, 23–24, 29; Equipment & Installation Guide p. 13; CA Mobile LTE guide; CA Product List.

6.7 OTG Micron

Micron at a glance	
Identity	Grey mobile OTG-style unit with its own belt clip; AT&T only.
Setup	Use the regular OTG setup/testing process unless the exact Micron guide states otherwise.
CSID / Unit ID	Device/packaging label; Lifeline example MC05-*****, CA product examples include MDR**** / MDxx-.
Substitution	Current SP training says do not substitute a regular OTG for a Micron unless the work order or an approved support contact specifically authorizes it.
Battery test	Micron has a Battery Test button that announces Battery Low or Battery Okay.
Power off	Press Help three consecutive times and follow the device prompts.

Micron-specific status light chart

Status light	Micron manual meaning
Solid red	Fully charged.
Flashing red	Charging.
Solid blue	Placing a call.
Flashing blue	Normal operation.
No light	Needs charging or has been powered off.
Alternating red / blue	Low battery; place in charging cradle.

Model-specific indicator conflict
The generic SP indicator table groups Micron with other mobile units and describes green ready/searching indicators. The exact Micron manual instead uses red/blue states. For a Micron, use the exact Micron guide and document/escalate any mismatch.

Fall detection / education

- If enabled, fall detection may miss gradual slides, slow lowering to the ground, or falls from less than 20 inches.
- The Micron guide also lists conditions that may reduce fall-detection performance: altitude above 6,600 feet, subscriber height below 4 ft 6 in, or weight below 88 lb. Manual Help-button calling remains available.
- Exact Micron guide calls the device waterproof but says it should not be submerged for extended periods. Current SP teaching standard is water-resistant unless the exact guide supports otherwise; never promise prolonged submersion.
- Charge daily, test monthly, and wear around the neck at chest level when fall detection is enabled.

Sources: Service Point Technician Training Website pp. 10, 29; Equipment & Installation Guide p. 9; Lifeline OTG Micron Unit Guide Rev. C; CA/Lifeline Product Lists.

6.8 OTG Mini Neck

Mini Neck at a glance	
Setup	Same core setup as regular OTG; the unit is smaller.

Chargers	May be supplied with an oyster-style station or flat Tozo charging disc.
Oyster charger education	Tell the subscriber not to leave the unit charging for an extended period.
CSID / Unit ID	Device/assigned packaging label; not charger/cradle.
Power off / on	Same mobile sequence: Help three times then hold when prompted to power off; hold Help about one second or use the charger to power on.
Indicators	Mini guide uses separate red power and green signal lights: red charging/low battery; green ready/searching.

Use and safety notes

- Complete the standard mobile live test, charging education, and monthly-test education.
- If the signal light continues blinking/searching, move to a better cellular location.
- Fall detection, if enabled, has the same general limitation: it does not detect 100% of falls; wear the device high on the chest and press Help manually when able.
- Source variants contain both “waterproof” and “water-resistant” wording. For technician education, follow the current SP standard: water-resistant; shower/tub use as supported; no prolonged submersion unless exact model guidance explicitly permits it.
- GPS/cellular accuracy and service can be affected by obstructions and network availability. Turn off for air travel.

Sources: Service Point Technician Training Website pp. 11–12, 25, 29; Equipment & Installation Guide p. 10; CA/Lifeline OTG Mini Neck guides; Product Lists.

6.9 OTG Mini Wrist

Mini Wrist at a glance	
Setup	Same mobile-unit setup family. Charge in the supplied cradle/disc from a working non-switched outlet.
Backup planning	When available, bring a same-brand Mini Neck backup. Arthritis or wrist size can make the wrist unit unsuitable.
Exchange	Contact Activations for approval before exchanging a Mini Wrist for a Mini Neck.
CSID / Unit ID	Device/assigned packaging label; not charger/cradle.
Indicators	Red power light: charging/low battery. Green signal light: cellular ready/searching.
Power	Power off: Help three times then hold when prompted. Power on: hold Help about one second or place on charging cradle.

Model-specific notes

- Exact Mini Wrist guide says the device is waterproof and may be worn in the bath/shower but should not be submerged for extended periods. Current SP universal wording is water-resistant unless the exact guide says otherwise; this model guide is one such explicit source, but prolonged submersion is still not supported.
- Fall-detection limitations in the guide include gradual slides, slow lowering, falls under 20 inches, altitude above 6,600 feet, height under 4 ft 6 in, and weight under 88 lb. Help-button calling remains available.
- Charge daily, test monthly, turn off on aircraft, and explain cellular/GPS limitations.

Sources: Service Point Technician Training Website pp. 11–12, 25, 29; Equipment & Installation Guide p. 11; CA/Lifeline OTG Mini Wrist guides; Product Lists.

6.10 Smartwatch

Smartwatch at a glance	
Eligibility	CA Smartwatch is not offered on Member’s Choice work orders where the subscriber chooses between an in-home and mobile unit. Follow the work-order selection.

Setup	Use the standard mobile-unit setup; connect the USB charging base to a power outlet not controlled by a switch. Charge daily or when battery is low.
Features	Time, steps, heart rate, touchscreen functions, cellular/GPS/Wi-Fi-supported emergency use.
Volume	Defaults to 80%. Ask Activations to adjust it in the Anelto portal if needed. Do not raise above 96 because the training warns of static beyond that setting.
Power on	Press and hold the Help button until the watch powers on.
Power off	Swipe to the Power Off screen and press Power Off on the touchscreen.
CSID / Unit ID	Device/assigned packaging label.
Fall detection	Smartwatch can automatically detect a fall; it repeats the fall announcement three times and allows cancellation before calling the response center.

Alarm / fall operation

- Approved guide documents holding Help for approximately three seconds to activate an alarm. The device vibrates/displays status and repeats the call announcement.
- During the three announcement cycles, the wearer can cancel by pressing Help or tapping X on the touchscreen. If not canceled, the response center is called.
- Fall detection may be triggered by some daily activities, and it may miss some falls. Manually press Help when able.

Specifications from exact guide

Item	Documented value
Dimensions	46.9 mm × 41.7 mm × 15.4 mm (1.84 × 1.64 × 0.60 in)
Weight	38 g / 1.34 oz
Battery	Rechargeable 3.8 V, 600 mAh; not removable
Charging	5 V DC, 1.0 A
Water rating	IPX7 in exact guide

GPS / care notes

- Guide states location may be within about 30 feet or less in good conditions, but obstructions, metal, structures, weather, and other factors can degrade GPS.
- Cellular service availability can disrupt communications; do not promise coverage.
- Do not disassemble. Avoid dropping/rough handling; use a dry cloth. Turn off on an aircraft and follow restrictions.

Sources: Service Point Technician Training Website pp. 12–13, 15, 24–25; CA Smartwatch Unit Guide Rev. A; CA/Lifeline Product Lists.

6.11 MyConnect mobile (legacy / limited field reference)

MyConnect at a glance	
Identity	Black mobile emergency-response unit. CA product list shows a CA West example MM04-0107 and notes it is often replaced in warehouse supply by Micron or regular OTG.
Included items	myConnect mPERS device, lanyard, charging cradle.
Parts	Speaker, Help button, status light, microphone, charging contacts, Battery Test button.

Charging / setup	Plug the charging cradle into a non-switched outlet and avoid trip hazards. Place the unit in the cradle so charging contacts connect; the guide says it announces “Charging.” Perform a test call by pressing/holding Help until the calling announcement, then speak with the monitoring center.
Modes	Advanced mode: documented 4–6 days battery life, outbound call within about 6 seconds, and fall detection can be enabled. Basic mode: 45+ days battery life, fall detection disabled, outbound call approximately 30 seconds after Help is pressed.
Water / fall detection	Guide calls the device water-resistant and says not to submerge. Fall detection is optional and does not detect 100% of falls.
Substitution	Although older product material says MyConnect may be substituted due to stock, current SP training requires approval before device substitution.

Status light chart

Status	Meaning
Solid red	Fully charged.
Flashing red	Charging.
Solid blue	Placing a call.
Flashing blue	Normal operation in Advanced mode.
No light	Normal operation in Basic mode OR battery depleted and needing charge.

Battery check

42. Place the device in the charging cradle until it announces charging.
43. Remove the device from the cradle.
44. Within 15 seconds, press the Battery Test button.
45. Listen for “Battery Low” or “Battery Okay.”

Sources: CA MyConnect Quick Start Guide (scanned source visually reviewed); CA Product List; current SP substitution/approval rule from Service Point Technician Training Website.

6.12 Lifeline 7200C / HomeSafe Wireless — legacy

Legacy status
The 7200C is an older Lifeline unit no longer available to order in the current training. Assure is the approved replacement family. Replacement 7200C buttons may still be ordered.

7200C at a glance	
Current replacement buttons	917 regular / FS917 fall detection. They are not interchangeable with 6900/Assure button families.
Substitution	If the work order, unit, or button does not match, confirm manufacturer/model and obtain approval before substituting.
Communicator indicators	Steady green = ON; flashing green = running on backup battery after AC loss. Help button flashes red while call connects and is steady red when connected.
Signal	Legacy guide says place the communicator where two or more signal bars are available when possible; signal strength varies.
Placement	Indoor living area, non-switched outlet, do not block speaker/microphone/buttons, avoid water, metal cabinet/refrigerator clutter, and cord hazards.
Wearables	Legacy HomeSafe Personal Help Button / AutoAlert families; exact compatibility must match 7200C.

Replacement Help Button reference

- Legacy manual's AutoLearn flow: hold the Message button; while holding it, press each Help Button until the long beep/auto-learn announcement; all buttons in the home must be reprogrammed when replacing one. Then complete the documented signal-range procedure.
- Because current SP training says technicians do not perform range tests while legacy manuals do, apply the global range-test conflict rule.

Legacy fall-detection / water notes

- 7200C manual describes compatible Help Buttons as waterproof (IPX7) and wearable in shower/bath; current SP teaching standard should still be used unless exact-model guidance is required.
- AutoAlert can miss gradual slides, slow lowering, falls under 20 inches, and can be affected by altitude >6,600 ft, height <4 ft 6 in, or weight <88 lb. Manual Help calling remains available.
- AutoAlert fall sensors may be disabled when approximately seven days of battery life remain, while manual Help calling continues.

Sources: Service Point Technician Training Website pp. 13, 25; Lifeline 7200C Setup Guide and 7200C Instructions for Use; Lifeline Product List.

6.13 Philips Medication Dispenser (PMD)

Current workflow controls

The PMD manual contains older support/submission language. The September 8, 2026 SP training explicitly says: do not fax PMD forms; use the current approved PMD workflow and assigned dispatch process.

PMD at a glance	
Purpose / capacity	Medication dispenser can deliver up to six doses/messages per day. The manual describes up to a 40-day supply depending on doses per day.
Serial	Printed on a label on the side/inside the dispenser door; the manual also says it can be viewed through Help > S/N. Record PMD serial exactly.
Power	Indoor use, hard/flat surface, non-switched outlet. Backup battery is documented up to 18 hours.
Phone / monitoring	Can operate without landline, but monitoring service and outbound caregiver alerts are disabled without the phone connection. Phone-service compatibility varies.
One subscriber per unit	Manual says two people in the same home should not share one dispenser because of medication-error risk.
Medication safety	Do not load lifesaving medication that must be immediately accessible. Accuracy in loading is critical. Keep door closed/locked and key secure.
Current install paperwork	Submit current PMD paperwork before the appointment whenever possible. If not submitted in advance, call in the serial during the appointment. Do not fax. Follow work-order/current form requirements for signatures, caregiver copy, Terms & Conditions, privacy, checklist, and state documents.

Operational reference

- Status can report missed dose(s), medication remaining, and battery status.
- If "System OK" is blinking, a dose was missed. Remove the missed dose, use Status for details, and use Run to resume as directed.
- If displayed time is blinking, set the time using the documented PMD procedure.
- If "Support Center does not answer" appears, check uninterrupted dial tone, telephone-cord connection, phones off hook, and mailbox/voicemail status when applicable.
- "Machine Error / Service" uses the red-light blink pattern: 3 or 4 blinks/minute may indicate cup/lid jam; 1 blink/minute depleted battery; 2 or 5 blinks/minute modem/telephone problem. Follow the exact manual and escalate if unresolved.
- Medication cups are loaded in scheduled order according to the exact loading procedure. The manual supports up to six doses/reminder messages per day and up to a 40-day supply depending on the number of daily doses.

- The manual describes “Almost Empty” alerts beginning when about three days of medication remain; the first designated caregiver receives that alert at 8 p.m.
- The manual says missed-dose reminders repeat about once a minute for 45 minutes or until acknowledged; after 90 minutes with no response, the dispenser can contact a caregiver when that feature is configured.

Caregiver alert behavior from PMD manual

- Optional caregiver alerts may be sent for missed doses, empty dispenser, AC-power change, jam, and check-in problems when configured.
- The manual describes a daily check-in typically around 1 a.m. and notes voicemail/interrupted dial tone, a phone off-hook, phone-line failure, or a powered-off dispenser can prevent check-in.
- The dispenser can be configured with up to four caregivers in the manual workflow.
- If monitoring is not connected to a phone line, automatic check-in/caregiver alert functions are not available.

Reset caution

> **Do not reset casually**
> The PMD manual says a reset can clear certain errors, but after a reset the medication/message schedule must be reprogrammed and medication cups removed/reloaded. Use the exact PMD procedure and support direction; do not reset merely as a generic troubleshooting step.

PMD service-call paperwork

A PMD Service Request Form exists in the approved file set, but the current SP training states Connect America and Lifeline service calls require the SIF only and separately identifies PMD service-call exceptions as an item requiring current management direction. Do not add the PMD service form as a required service-call document unless a newer approved source/work order explicitly supersedes the SIF-only rule.

Sources: Service Point Technician Training Website pp. 13–14, 18, 20, 22, 29; Philips Medication Dispenser User Manual; current PMD forms in 2026 paperwork folder.

6.14 MedReady medication dispenser

MedReady at a glance	
Controls	Time Set, Hour, Minute, AM/PM, four Alarm/Dispense buttons, white T-Bar, tray, lock/key, pill door.
Time setup	Hold Time Set while adjusting Hour/Minute and AM/PM. PM is indicated by the documented red light.
Alarm setup	Hold alarm 1–4 while setting hour/minute/AM-PM. The corresponding indicator light must be on for an alarm/dispense time to operate.
Tray loading	Use an empty starter cup; load the first upcoming dose in the cup to the right, then continue counterclockwise without skipping spaces. Do not manually rotate the tray while it is seated in the unit.
Tray placement	Place the empty starter cup under the white T-Bar and align it with the black mark; T-Bar up; lid/door closed. The tray rotates clockwise while dispensing.
Connection model	MedReady Connect should remain within the documented range of the linked medical alarm; exact guide says within 100 ft.

Supported troubleshooting

Symptom	Documented check / action
Clock display says OFF	Away Mode may have been activated by holding Hour too long. Hold Hour for about 4 seconds to return the clock to normal.
Alarm will not shut off after medication is taken	T-Bar may have been down / pill door up when lid installed. Remove lid, return T-Bar up/locked, replace lid with pill door closed.
Does not beep or rotate	Verify the desired alarm indicator is actually enabled.
Alarm rings but tray does not rotate	Use Alarm Test. If it rings but does not rotate/make expected mechanical sound, check battery connection. If still unresolved, the guide says motor/gear may be damaged and unit needs replacement.

Symptom	Documented check / action
Wrong medication is coming out	Verify tray rotates with Alarm Test. If it does, check that tray was loaded counterclockwise starting to the right of the empty starter cup at the 6:00 position.
MedReady Connect not reaching call center after missed dose	Confirm it is a Connect version, correct time/alarm times, and within documented distance of linked medical alarm; escalate if unresolved.

Sources: Service Point Technician Training Website pp. 13–14; CA MedReady User Guide.

6.15 Lifeline VCAM / BYOD — Massachusetts

Eligibility / scope
VCAM/BYOD in the approved materials applies to eligible Massachusetts Lifeline subscribers referred through participating Massachusetts ASAPs. A BYOD-only order does not receive a separate VCAM device.

VCAM/BYOD at a glance	
What it is	CareCompass + VCAM BYOD extends existing Lifeline PERS service beyond emergency response, providing access to a nurse for health concerns through the Lifeline help-button workflow with optional video on the subscriber's own smartphone/tablet.
Basic call flow	Subscriber presses Lifeline Help → care specialist screens first → emergencies follow normal protocol → for non-emergency health concerns, nurse option may be offered → nurse assesses and recommends an appropriate next step.
Do not promise	Pressing Help does not automatically connect directly to a nurse. Do not guarantee the service will prevent an ER visit. Video is optional.
Video requirements	Video-capable smartphone/tablet, SMS/text capability, and Wi-Fi or cellular data. No app download is required. Weak/lost video does not end the PERS audio connection.
Technician role	Confirm Lifeline order and eligibility, verify the subscriber's mobile number, review the service and video/SMS process, leave required education, complete the current VCAM Installation Checklist, record IMEI/testing/education/signatures/visit times as required, and complete the test video call for a new VCAM installation.
Personal-device troubleshooting	Technicians are not expected to troubleshoot the subscriber's personal phone/tablet.
Nurse access	Approved training lists nurse access as 24/7.

New BYOD visit checklist

- Confirm the work order is Lifeline / LL. Some handouts may reference BSAH; follow the Lifeline work order.
- Explain that the Lifeline help button remains the starting point and may provide nurse access for health concerns.
- Verify the mobile phone number used for VCAM video links; internal FAQ says it should be verified in the approved contact record/Salesforce contact list as the phone type used for VCAM.
- Explain video is optional, link arrives by text, the subscriber uses their own smartphone/tablet, and no app is required.
- Leave required educational materials.
- Use the current VCAM-specific checklist rather than substituting a standard checklist when the order requires VCAM paperwork.
- Document completion and close the work order through the normal approved process.

Sources: Service Point Technician Training Website pp. 17, 25; Lifeline BYOD VCAM Technician User Guide; CareCompass + VCAM BYOD FAQs; Lifeline Nurse Access FAQs; August 2026 VCAM handouts.

6.16 Pouches and lockboxes

- Offer an original OTG pouch when a waistband holder is preferred or needed because of a pacemaker, magnet, or similar concern.
- Offer a complimentary lockbox to every subscriber.
- Record lockbox location and PIN/combination on the paperwork. If the subscriber will not share it during installation, instruct them to contact Lifeline or Connect America so it can be added for emergency personnel.

- If the lockbox does not fit on the door, documented alternatives include a sturdy railing, available gas-meter line, or hose bib where it cannot be easily removed.
- Pouch/lock stock may be interchangeable between companies per the equipment guide; keep serial-controlled PERS equipment separated by program.

Sources: Service Point Technician Training Website p. 14; Equipment & Installation Guide p. 14.

7. Paperwork and forms by job type

Service-call rule
For both Lifeline and Connect America, service calls require the SIF only. Do not add installation-packet paperwork to a service call unless a newer approved source or the specific work order explicitly supersedes this rule.

Job type	Required current paperwork / proof
Standard installation	Installation Checklist + HIPAA/Privacy + SIF. Add Grievance Policy only for Michigan and Ohio. Complete required signatures, date, time in/out.
Swap	Same documents as a standard installation. Record replacement equipment and returned-unit information accurately.
Service call	SIF only. Update every applicable section based on the visit.
Removal	SIF only. Complete returned-unit/equipment information plus applicable acknowledgments/signatures.
Door knock	No paperwork. Take a proof photo, upload it in dispatch, and post the visit result with subscriber full name. Perform only when work order/dispatch directs it.
VCAM new installation	Current VCAM Installation Checklist plus any work-order-required Lifeline paperwork; verify mobile number, IMEI, testing, education, signatures, and visit times as applicable.
PMD installation	Follow current PMD installation packet/work order. Submit before appointment when possible; if not, call in serial during appointment. Do not fax.
PMD service call	Current SP rule remains SIF only unless a newer approved source/work order explicitly states an exception.

Standard installation / swap packet

- Installation Checklist — complete every applicable installation, testing, education, and closeout item, including required technician/subscriber signatures.
- HIPAA/Privacy Policy — explain and obtain required signature.
- Grievance Policy — required only for Michigan and Ohio in the standard CA/LL installation guidance.
- Subscriber Information Form (SIF) — complete current account, responder, instruction, equipment-return, acknowledgment, and signature sections as applicable.
- At closeout, give the subscriber the applicable literature kit (HIPAA/Privacy Policy, applicable Michigan/Ohio Grievance Policy, and SIF materials) and submit clear forms through the approved dispatch process.

SIF completion reference

- Program/company identification — check correct option.
- Subscriber full name and subscriber number from the ticket.
- Language when applicable.
- Date of birth — current training says use it when teaching monthly testing.
- Confirmed address and primary phone; document corrections.
- Directions when mapping tools provide incorrect directions.
- At least one confirmed responder; three are preferred. When fewer than three personal responders exist, follow the form's instructions for emergency services in preferred dispatch order. Do not invent responders.
- Diagnoses/allergies when applicable — protect this sensitive health information.
- Special instructions, hidden-key location, and lockbox combination.
- Retrieved Unit CSID for every unit removed onsite.
- Required subscriber/authorized-representative and technician signatures, date, and time fields.

Retrieve only Lifeline or Connect America equipment unless the work order specifically directs retrieval of another company's device.

PMD installation paperwork

- Before installation, enter the PMD unit serial number on the Subscriber Activation Form.
- Submit PMD paperwork before the appointment whenever possible. If not submitted in advance, call in the PMD serial during the appointment.
- Do not fax. Use the current approved PMD workflow and work-order instructions.
- During/after installation, update the activation form as required; complete applicable signatures; complete the Terms & Conditions, HIPAA Privacy Notice, and PMD Installation Checklist referenced by the current PMD process; leave the required caregiver copy; submit through the approved dispatch process.

- Bring the responder letter for the subscriber's state when the current PMD/work-order packet requires it. Source text says Ohio and Michigan use different state-specific versions; shared QR Code Document may apply; Grievance Policy and two Notice of Privacy Practices copies are also described in the PMD-adjacent guidance.

> **State-document scope note**
> The source places some Michigan/Ohio responder-letter, QR-code, grievance, and two-copy privacy instructions adjacent to PMD material. Do not automatically apply those PMD-adjacent items to every CA/LL visit. For a standard installation, the current explicit rule is Installation Checklist + HIPAA/Privacy + SIF, with Grievance Policy added for Michigan/Ohio. Follow the current work order/current form packet for any additional state-specific items.

Illinois forms available in source set

The 2026 paperwork folder contains Illinois forms "IL-402-1168 CCP EHRS Participant Acknowledgment" and "IL-402-1266 EHRS First Contact Info Sheet." The current SP training PDF does not fully define when each Illinois form is required. Do not make them universal requirements; verify the work order/dispatch/current form packet.

Before submitting any paperwork

- Confirm subscriber, CRM/work-order number, brand, and job type match the ticket.
- Complete every applicable field. Do not guess or leave unexplained blanks.
- Confirm equipment names and serial numbers match what was installed, returned, or serviced.
- Confirm required subscriber/authorized-representative and technician signatures.
- Confirm required dates and times.
- Every page must be clear, readable, upright, and complete.
- Confirm required state/product documents are included.
- Submit in the assigned technician dispatch channel immediately after the appointment and provide factual visit notes.

Current forms named in the training site

- VCAM Installation Checklist 2026
- CA & LL Installation Checklist
- CA & LL SIF 2026
- CA & LL HIPAA/Privacy Form
- Ohio Grievance Policy
- Michigan Grievance Policy
- Ohio Lifeline Responder Instructions
- PMD Installation Packet
- PMD Service Request Form

Always download/use the current form revision for the job. Do not rely on older copies saved on a phone.

8. Inventory, shipping, privacy, and closeout

Controlled inventory

- Confirm received brand, equipment type, quantity, serial numbers, and accessories.
- Report missing, damaged, or incorrect equipment promptly.
- A duplicate inventory record means the same physical unit or serial appears more than once unexpectedly. Multiple units of the same model are not automatically duplicates.
- Verify shipping address when requesting equipment.
- Record all installed, removed, returned, or transferred equipment and serials.
- Keep programs/equipment families separated.
- Do not substitute, reuse returned equipment, or dispose of equipment without authorization.
- Retain tracking and report delivery problems. Training says tracking should be provided the same day a shipment is processed and in-transit shipments are reviewed daily.

> **Inventory gaps still requiring management confirmation**
> Minimum stock quantities, return labels, RMA steps, and returned-equipment disposition are not fully defined in the approved training source.

Closeout

- Confirm the correct system is installed and required live testing is complete, or the unresolved issue has been escalated.
- Confirm subscriber education is complete.
- Clean the work area and account for unused equipment.
- Upload clear paperwork/proof in the correct dispatch channel.
- Post factual notes, appointment outcome, and unresolved issues.
- Do not mark the job complete while required work or documentation remains outstanding.

9. First-job and training readiness

Before accepting the first assignment

- Complete all required training sections.
- Identify the program and exact equipment model.
- Schedule and report subscriber contact correctly.
- Know the standard installation and testing sequence.
- Use model-specific instructions.
- Match paperwork to job type.
- Explain system use, monthly testing, and fall-detection limits.
- Record equipment and serial numbers.
- Know activation/support contacts.
- Know when to stop and escalate.
- Protect subscriber information and use approved communication channels.

Training platform notes retained from the original

- Use the same name/email each time so required training progress can resume across devices.
- Required training is completed in order; after required items are complete, the final 14-question knowledge check becomes available.
- The original training site supports search across equipment, paperwork, forms, field references, FAQs, checklists, job types, and support information.
- Feedback on unclear, missing, difficult, or especially helpful content is used to improve training.

10. Complete technician FAQ

This section preserves the technician FAQ from the Service Point Technician Training Website (last reviewed September 8, 2026). Unit-specific answers are also incorporated into the corresponding unit guide so technicians do not have to search in two places during a visit.

What paperwork is required for a standard installation?

For Connect America and Lifeline, complete the Installation Checklist, HIPAA/Privacy form, and SIF. Add the Grievance Policy only for Michigan and Ohio. Complete required signatures, date, time in, and time out. Give the subscriber the applicable literature and upload the completed paperwork through the approved dispatch process.

Does a swap use the same paperwork as an installation?

Yes. A swap requires the same documents as a standard installation. Record the replacement equipment and returned-unit information accurately.

What paperwork is required for a service call or removal?

Service calls and removals require the SIF only. For a removal, complete the returned-unit and equipment information on the SIF.

What is a door knock, and when should I complete one?

A door knock is an in-person attempt to contact a subscriber at the service address after phone and text attempts have not reached them. Document the required contact attempts first. Do not decide on your own to perform a door knock; complete one only when the work order or Service Point dispatch directs you to do so.

What do I submit for a door knock?

Take a photo proving you were at the location and upload it in your dispatch channel. Post the result with the subscriber's full first and last name. Door knocks do not require paperwork.

Which form should I use if an old copy is saved on my phone?

Use the current form provided for the job or download the current copy from Forms & Downloads. Do not use an older version when a current form is available.

Where can I download the required paperwork and forms?

Open Forms & Downloads to select the current paperwork for the job. Confirm the brand, job type, and state requirements before downloading a form, and do not use an older copy saved on your phone when a current version is available.

What must be completed on the SIF?

Complete and verify every applicable section: program/company, subscriber name and number, language, date of birth, confirmed address and primary phone, directions when needed, responders, diagnoses/allergies when applicable, special instructions, lockbox or hidden-key information, retrieved Unit CSID, subscriber signature, and date. Do not guess.

How many responders are required on the SIF?

The SIF provides three responder sections. When fewer than three personal responders are available, follow the form's instructions for listing emergency services in the preferred dispatch order. Do not invent responders.

Where do I document a lockbox?

Document the lockbox location and combination in the applicable special-instructions area. If the subscriber will not provide it during the visit, tell them to contact Lifeline or Connect America so it can be added for emergency personnel.

What is different about a PMD installation?

Submit PMD paperwork before the appointment whenever possible. If it was not submitted in advance, call in the serial number during the appointment. Verify every field for accuracy before submission. Do not fax PMD forms. Follow the approved PMD workflow and work-order instructions for forms, signatures, the caregiver copy, and submission through the assigned dispatch process. PMD setup and paperwork certifications can be reviewed from the Connect America certification dashboard linked in the Forms section.

Are wearable help buttons waterproof?

All wearable help buttons are water-resistant and should be worn in the shower or tub because many falls happen while bathing. Teach this at every installation. Do not describe a button as waterproof or safe for prolonged submersion unless the approved exact-model guide specifically says so.

What additional paperwork is required in Michigan and Ohio?

The training FAQ says to bring the correct state-specific responder letter, the shared QR Code Document, the Grievance Policy, and two copies of the Notice of Privacy Practices; the subscriber signs/dates one privacy copy for return and keeps the second privacy copy and Grievance Policy. Note that this state-document wording appears adjacent to PMD material in the source; use the current work order/form packet to determine scope. The explicit standard-installation rule adds the Grievance Policy for Michigan/Ohio.

What if paperwork is missing, unreadable, or does not match the ticket?

Correct it before submitting. Confirm the subscriber, CRM/work-order number, brand, job type, equipment, serial numbers, signatures, dates, and required pages all match.

What should I do if the unit or instructions do not match the work order?

Do not improvise or use another model's procedure. Document the exact mismatch and contact your Service Point dispatch channel before continuing.

Can I leave before the system is tested?

Do not leave until the required test is successfully completed with a live agent or the issue has been escalated. Confirm the device has good signal. The FAQ says to explain range testing to the subscriber and that technicians do not perform the range test; see the documented range-test source conflict in Section 4.

Are Assure pendants already paired?

It depends on the brand. Lifeline Assure units and pendants arrive separately, and every pendant must be paired after the unit is activated. Connect America Assure units ship with the pendant in the box, and that included pendant should already be paired. A service order may require pairing a replacement or additional pendant. Always perform the final test using the pendant, not the base unit's Help button.

How do I know whether to install AT&T or Verizon OTG?

Install the AT&T OTG unless the work order specifically says Verizon. CA AT&T units generally use an OTG serial prefix. Verizon units generally use OTV or have a Verizon identifier on the packaging. If fall detection is required, ask Activations to enable it in the unit.

Which buttons work with CA Mytrex units?

Regular Mytrex buttons work with both Mytrex Cell and Mytrex Landline. The documented white teardrop pendant with a red center provides fall detection and is also compatible with both CA Mytrex models. Do not assign it to an unverified zone; follow the approved pairing procedure and the unit announcement.

How do I pair an Anelto LTE wearable or charging cradle?

To pair a wearable help button or fall-detection pendant, press the Anelto LTE unit button five times, press the wearable button, and listen for pairing confirmation. To pair the charging cradle, place the unit in the cradle, press the handheld Help button four times, then unplug and reconnect the power cord. Cradles normally arrive pre-paired, so pair one only when specifically needed.

Is the CA Smartwatch available on Member’s Choice orders?

No. The CA Smartwatch is not offered on Member’s Choice work orders where the subscriber chooses between an in-home and a mobile unit. Follow the selections shown on the work order.

May I keep an unused CA Anelto wearable button?

Yes. An unused CA wearable button left from an installation may be retained for a later button-replacement work order. Keep it identified and separated as CA inventory.

What should I do after completing the visit?

Confirm paperwork is complete and readable, upload the required documents or proof photo in the correct dispatch channel, post factual visit notes and the outcome, and report any unresolved equipment or account issue.

What must I report when a job is delayed?

Report your latest contact attempt, the appointment date if scheduled, why the job is not complete, whether you need help or escalation, and your next planned action. Every order needs a first update within 48 hours of receiving the order. The installation is required within three to five business days, and at least three attempts must be documented in dispatch.

When will I get paid for completed work?

Technicians are paid on Fridays for work from the prior week. The source example states that work from August 30 through September 5 would be paid on Friday, September 11.

What if the subscriber schedules more than one week out?

Post the requested appointment date and the subscriber’s explanation in your dispatch channel. Service Point must report the reason to the agency because installations are time sensitive.

Can I send an update by private message or phone only?

No. Important job information must be reported through the designated dispatch process. A phone call or private message alone does not update the job record.

What does a blinking light mean?

It depends on the exact model and color. Confirm the model before acting. Examples: blinking green can mean an AC power problem on a Mytrex base, weak cellular signal on Assure, or a mobile device searching for service. For Micron, the exact unit guide uses red/blue indicators and should be followed instead of the generic mobile table.

What should I teach the subscriber about the help button?

Show how to start a help signal and tell them to press Help once because repeated presses may cancel the call. Explain that if the operator cannot hear them or receives no response, the monitoring center follows the emergency protocol and sends emergency services to the subscriber's service address. Also explain monthly testing, keeping the wearable accessible, and the system's dependence on power and phone/cellular service.

What must I explain about fall detection?

The fall-detection pendant must be worn, does not guarantee every fall will be detected, and is different from a standard help button. When able, the subscriber should manually press Help after a fall.

Are 6900, Assure, and 7200C buttons interchangeable?

Do not assume they are. The current Lifeline 6900 regular button is marked 312 and its fall-detection pendant is FS312. The documented 7200C replacements are 917 regular and FS917 fall detection. Confirm the exact model and obtain approval before using any replacement or substitution.

How do I power off mobile and Mytrex units?

Standard OTG, Mini Neck, and Mini Wrist units use three Help-button presses, then hold Help when prompted. Power off the Smartwatch through its touchscreen Power Off screen. For Mytrex Cell, move the rear O/I switch to O. For Mytrex Landline, disconnect power and the phone line, press T/L three times, then hold Help until the unit shuts down.

What should I do when equipment arrives?

Confirm the brand, type, quantity, serial numbers, and accessories. Report missing, damaged, or incorrect equipment promptly. A duplicate means the same physical unit or serial number appears more than once unexpectedly in the inventory record; several units of the same model are not automatically duplicates. Keep program equipment separated and never reuse, substitute, return, or dispose of equipment without approved direction.

What is Lifeline VCAM/BYOD?

For eligible Massachusetts Lifeline subscribers, VCAM can extend existing PERS service through a compatible phone or tablet. A BYOD-only order does not receive a separate VCAM device. For a new VCAM installation, complete the current VCAM Installation Checklist, verify the mobile number, document the IMEI, complete the required test video call, and obtain required signatures. Explain the SMS-link process and do not promise that Help connects directly to a nurse.

What is the Language Line, and when should I use it?

The CA/Lifeline Language Line is telephone interpreter support for appointments where the technician and subscriber need help communicating in another language. Call 1-877-531-4060 when language assistance is needed and follow the provided prompts or support instructions. The Language Line supports communication with the subscriber; it does not replace the correct activation or technical-support line.

Where are the activation and support numbers?

Use the Support and Escalation Contacts section of this guide. It includes AMAC/COPS, RAPID/Core, the RAPID bot, Technical Support, Lifeline Activations, Language Line, and the support-hours references. Always select the route by confirmed brand and work order — not equipment appearance.

When must I stop and escalate?

Stop when the model is unclear or conflicts with the work order, the guide does not support the next step, information is missing or records conflict, an urgent job is at risk, activation or testing fails, documented troubleshooting does not work, a safety concern exists, or approval is required.

Sources: Service Point Technician Training Website, Technician FAQ, pp. 21–25.

11. VCAM/BYOD FAQ and nurse-access FAQ

The following questions consolidate the Massachusetts CareCompass + VCAM BYOD internal Customer Service/Technical Support FAQ and the Lifeline nurse-access subscriber FAQ. These are program-specific; do not generalize them to non-VCAM orders.

11.1 Internal CareCompass + VCAM BYOD FAQ

What is CareCompass + VCAM BYOD?
It extends a subscriber's existing PERS service beyond emergency response by providing access to a nurse for health concerns through the same help-button workflow, with an option to connect by video on a personal smartphone or tablet.

Who is eligible?
Individuals referred by Massachusetts ASAPs that are contracted to participate in the VCAM program.

Is this only for emergencies?
No. Subscribers should be encouraged to use the help button early when a health concern arises, not only after it becomes an emergency.

What is the basic call flow?
1) Subscriber presses Help. 2) A care specialist performs an initial screen. 3) Emergency situations follow the emergency protocol. 4) For other health concerns, the care specialist can offer the option to speak with a nurse. 5) The nurse assesses the concern and recommends an appropriate next step.

Does pressing the button automatically connect the subscriber to a nurse?
No. A care specialist answers first and evaluates the situation. The subscriber may then be offered the option to speak with a nurse.

Does the care specialist stay on the line during the entire nurse call?
Yes. The care specialist remains on the line until the nurse determines the clinical recommendation. If the nurse recommends EMS, the care specialist initiates the dispatch and documents the nurse's clinical recommendation.

What can the nurse recommend?
Depending on the assessment, recommendations may include contacting a primary care provider, visiting urgent care, scheduling a telehealth appointment, caregiver assistance, coaching, or other appropriate support. The workflow also includes follow-up to help close the loop.

What licenses and credentials do the nurses providing this service have?
They are licensed healthcare professionals. The internal FAQ says most are Registered Nurses (RNs), with some Licensed Practical Nurses (LPNs).

Are interpreter services available when a subscriber speaks with a nurse?
Yes. When interpreter assistance is needed, the care specialist can connect an interpreter before conferencing in the nurse; the interpreter remains to assist during triage.

What examples can we give subscribers for when to use the service?
Examples include nausea/upset stomach, weakness/shakiness/unusual fatigue, shortness of breath, medication concerns, fever/vomiting, non-chest pain/pressure/discomfort, dizziness, a fall, loneliness/anxiety, or another change that feels unusual or concerning.

What is the simplest message to give a subscriber?
"You don't have to wait for an emergency. If something doesn't feel right, press your help button."

Should we tell subscribers they need to know what is wrong before calling?
No. They do not need to diagnose the problem themselves.

Is video required?
No. Video is optional. The nurse may offer it during the call, and the subscriber must agree before a video link is sent.

Can a subscriber decline the video option?
Yes. They may decline video and continue speaking through the speaker on the PERS device.

What does the subscriber need for video?
A video-capable smartphone or tablet and the ability to receive/open an SMS/text message with the video link; Wi-Fi or cellular data is needed for the video connection.

Is an app required to connect by video?
No. No app needs to be downloaded.

Is the video connection secure and private?
The VCAM internal FAQ says yes.

Is Wi-Fi or cellular data required for video, and what if the connection is weak?
Yes, a data connection is required for video. If video is weak or cannot be established, the nurse can continue triage by audio over the PERS device.

Do we need to specify supported phone/tablet models, or will all devices work?
The FAQ does not require a specific model. It says any video-capable smartphone or tablet that can receive SMS text messages can be used.

How will the nurse know where to send the video link?
The subscriber's mobile phone number is available in the approved system record for the nurse to use.

What happens if the subscriber does not receive the video link?
The subscriber should tell the nurse. The nurse can resend the link or determine whether there is an issue on their side. Tech Support/Customer Service are not expected to troubleshoot device-specific problems on the subscriber's personal device.

Can a video link be sent to multiple recipients, such as a caregiver or family member?
Yes. The internal FAQ says the video link can be sent to multiple recipients and functions independently of the PERS device.

Is there someone who can walk a subscriber through a video call for the first time?
Yes. For new referrals with PERS + VCAM BYOD, the installer can walk the subscriber through a video demo with a nurse as part of the standard installation. For an existing subscriber adding VCAM BYOD, the case manager can request an installer when additional support is needed.

Will the designated primary contact be notified if the subscriber speaks with a nurse?
Yes, as long as that contact is listed as "Notify."

Once the subscriber transitions to video, does the PERS connection end?
No. The subscriber remains connected through the PERS device while using video.

If the video connection is lost, does the subscriber need to press Help again?
No. The PERS connection remains active.

What terminology should customer-facing teams use?
Use "nurse," "care specialist," "Lifeline help button"/"help button" as appropriate to the Lifeline order, and "subscriber" or "consumer."

Can we say the nurse will prevent an ER visit?
No. Approved wording is that early clinical guidance may help determine the appropriate level of care and may help avoid unnecessary emergency-department visits. Do not guarantee an outcome.

Will there be an installation for this service?
For new referrals that include a Lifeline PERS device, the installer introduces the service, reviews how it works, completes a test call, and leaves education. Existing subscribers adding the service to an existing PERS account do not require an installation and receive educational materials by mail, although the case manager may request an installer when additional support is needed.

What is required during the standard installation callback process for a new BYOD referral?
Verify the subscriber's mobile phone number so the correct number is available for the service. The internal FAQ says the number can be verified in the Salesforce contact list/ACM and should be identified as the Phone Type used for VCAM.

Who should be contacted if a VCAM issue needs escalation?
The VCAM internal FAQ says to contact the direct supervisor. Within SP field operations, also use the assigned Service Point dispatch channel for the documented job record and routing.

What internal resources are available to Customer Service and Technical Support teams?
The internal FAQ references educational materials such as the FAQ/solution sheet and a dedicated BYOD course in ADP that can be retaken for reinforcement.

Sources: BSAH/VCAM CareCompass + VCAM BYOD FAQs V2 (August 14, 2026) and related VCAM technician materials.

11.2 Lifeline 24/7 nurse-access subscriber FAQ

When should I press my Lifeline help button?
Press it whenever you have a health concern or notice a change that feels unusual or concerning. You do not have to wait for an emergency.

What kinds of concerns can I get help with?

Examples include nausea/upset stomach, weakness/shakiness, unusual tiredness, shortness of breath, medication concerns, fever/vomiting, pain/discomfort, dizziness/feeling faint, loneliness/isolation, or simply not being sure what to do.

What happens after I press my help button?

A Lifeline care specialist speaks with the subscriber first and evaluates the situation. If it is not an emergency, the care specialist may offer the option to speak with a nurse through the PERS device.

Will I always speak with a nurse?

No. The care specialist evaluates the situation first. Emergencies follow emergency-response procedures; other health concerns may be offered the nurse option.

What can the nurse do for me?

The nurse can ask questions, assess symptoms, provide guidance, and help determine an appropriate next step such as a primary-care call, urgent care, telehealth, caregiver assistance, coaching, or other support.

Is the nurse available at night or on weekends?

Yes. The approved nurse-access FAQ states 24 hours a day, 7 days a week.

Can I use the service even if I am not sure what is wrong?

Yes. The subscriber does not need to know the diagnosis before pressing Help.

What if I fall but think I am okay?

The subscriber FAQ advises pressing Help; some injuries may not be obvious immediately, and the care specialist can help determine what support may be needed.

Can I use my help button if I am feeling lonely or anxious?

Yes. The subscriber FAQ says to press Help when worried or needing support; the nurse can assess and help identify appropriate support.

Can I speak with the nurse by video?

Yes. The nurse may offer optional video using a smartphone or tablet.

How does the video connection work?

A video link can be sent by text to a video-capable smartphone/tablet. The subscriber needs to be able to receive and open the text message.

Do I need to download an app to use video?

No.

What if I don’t want to use video?

Video is optional; the subscriber can continue speaking through the Lifeline PERS device.

What happens if I lose the video connection?

The subscriber remains connected through the Lifeline PERS device and does not need to press Help again.

Sources: Lifeline Nurse Access FAQs Final, August 2026.

12. PMD manual FAQ

These questions come from the Philips Medication Dispenser manual. Where the older manual directs the reader to its Support Center, this consolidated guide does not re-label a legacy number as current SP PMD Support. Use the approved SP PMD support route/hours and dispatch to confirm the current number.

Will the Philips Medication Dispenser work during a power outage?

Yes. The manual documents a rechargeable battery providing up to 18 hours of backup power. It says that if power has been out for about 10 hours during an extended emergency, support should be contacted. If the home phone system itself does not operate during the outage, automatic PMD monitoring is disabled.

Will the dispenser work if the patient doesn't have a landline phone?

Yes, the dispenser can operate without a telephone-line connection, but the manual says this disables monitoring service and outbound caregiver-alert calls.

Can two people in the same home use the dispenser?

No. The manual says each person should have a separate dispenser to reduce medication-error risk.

What if medications change?

Use the medication-change procedure in the PMD manual/current approved workflow. If the change cannot be completed confidently under the documented procedure, use PMD Support/dispatch.

Where do I find the serial number of the dispenser?

The serial number is printed on a label on the side of the dispenser inside the door. The manual also says Help > S/N can display it.

Can the Support Center turn on the dispenser?

No. The manual says the dispenser can only be turned on using the rear power switch.

Can the Support Center unlock and open the door of the dispenser?

No. The supplied physical key is required.

What if I accidentally select Continue when I meant to quit loading medication?

Press Run. The manual says this exits the loading process and resumes normal operation.

What if I can't fit all the pills I need into the medication cup?

The manual directs the caregiver to support for assistance rather than overfilling/improvising.

Will the dispenser tie up the telephone line?

The manual says it uses the line for a few minutes during the nightly check-in and when attempting caregiver alerts.

What time each day does the dispenser call in?

The manual says the check-in is typically around 1 a.m.

Is there a charge for calls made by the dispenser?

The manual says the daily check-in uses a toll-free number; standard rates can apply to calls the dispenser makes to caregivers.

How do I enable caregiver alerts?

The manual supports optional caregiver alerts and describes providing names/phone numbers for up to four caregivers through support.

I have an 800-number block on my phone. Will the dispenser be able to perform its daily check-in?

The manual says no; the block must be disabled or the PMD check-in number must be allowed.

If I have voicemail service, will the dispenser be able to perform its daily check-in?

The manual says voice messages should be cleared so an interrupted dial tone does not block the check-in.

Can the time and volume be changed?

Yes. The manual says connected units use support for time/volume changes; units without a phone line can use the documented local settings procedure.

What happens to the time during Daylight Saving Time?

For a connected unit, the manual says support automatically adjusts time. For a unit without a phone line, use the documented manual time-setting procedure.

Sources: Philips Medication Dispenser User Manual, FAQ pages and troubleshooting/reference sections.

13. Reference tables, source conflicts, and known gaps

13.1 Unit CSID / ID and indicator quick reference

Unit	CSID / ID location	Indicator reference
Assure	Base manufacturer label, back/underside. Do not use pendant ID.	Help bar blink = call/alarm; power solid red = battery/no AC; cellular blink green = weak signal; cellular solid green = ready.
Mytrex cellular	Base label, back/underside.	Solid green ready; blink green AC/battery; solid red active alarm; blink red weak cellular signal.
Mytrex landline	Base label, back/underside.	Solid green ready; blink green AC issue; blink orange AC + no phone line; solid red active alarm; blink red no operating phone line.
6900 / 7200C	Base label, back/underside. Do not use pendant number.	Use exact model guide. 7200C legacy: steady green ON, flashing green battery; Help red during/after call connection.
Standard OTG / Minis / Anelto	Device or assigned packaging label; not charger/cradle/wearable.	Typical red charging/low; green ready/searching. Use exact model guide if different.
Micron	Device/packaging label.	Use exact Micron red/blue chart — it conflicts with the generic mobile indicator table.
Smartwatch	Device/packaging label.	Use touchscreen/battery/network display and exact watch guide.
PMD / MedReady	Record medication-dispenser serial exactly as shown. PERS unit has separate CSID.	Use PMD/MedReady-specific indicators and troubleshooting.

13.2 Power-off quick reference

Unit	Power-off method
Standard OTG / Mini Neck / Mini Wrist	Press/release Help three times, then hold Help when prompted.
Micron	Press Help three consecutive times and follow voice prompts.
Smartwatch	Use touchscreen Power Off screen.
Mytrex Cell	Move rear O/I switch to O.
Mytrex Landline	Disconnect power and phone line; T/L three times; hold Help until unit shuts down.
Assure	Use rear ON/OFF control in the exact Assure guide.
7200C legacy	Use rear power switch per exact legacy guide; do not leave off during active service.

13.3 Documented source conflicts / how this guide handles them

Topic	Conflict	Field handling
Range testing	Current SP FAQ says technicians do not perform the range test; current installation checklist and several unit guides include technician-performed range-test steps.	Retain both as approved references. Follow current work order/dispatch direction; verify when not clear.
Micron indicators	Generic mobile indicator table describes red/green states; exact Micron manual uses red/blue states.	Use exact Micron guide for Micron and document/escalate a mismatch.
Micron substitution	Older product/equipment material says a regular OTG may substitute for Micron; current SP training says do not substitute without explicit approval.	Follow the newer current SP rule: obtain approval before substitution.
7200C replacement substitution	Older Lifeline product list says an Assure may be used when a 7200C button is unavailable; current SP training says confirm exact model and obtain approval before substituting.	Follow the current SP rule: approval required.
PMD form submission	Older PMD materials reference support/fax workflows; current SP training says do not fax PMD forms and use current approved dispatch workflow.	Follow the newer Sep 8, 2026 SP training.

Topic	Conflict	Field handling
Waterproof vs water-resistant	Some exact model guides call Mini Wrist, Micron, 7200C wearables, or Smartwatch waterproof/IPX7; current SP training says teach water-resistant unless the exact guide specifically says otherwise.	Use current SP standard for general education; preserve exact-model exception when needed; never promise prolonged submersion unless explicitly supported.
Michigan/Ohio additional documents	FAQ lists responder letter/QR/privacy copies while standard-installation rule explicitly requires only Checklist + Privacy + SIF plus Grievance for MI/OH; state-document wording appears next to PMD content.	Use the current work order/current form packet for additional state documents; do not universalize PMD-adjacent instructions.

13.4 Known gaps that still require SP/management confirmation

- Exact assignment of the Mon-Fri 8:00a-5:00p EST RAPID hours line to the agent line, bot line, or both.
- Current phone number paired specifically with PERS Support hours (Mon-Sat 8:00a-7:00p Central Standard Time).
- Current phone number paired specifically with PMD Support hours (Mon-Fri 8:00a-6:00p CST).
- Minimum stock quantities.
- Return labels, RMA steps, and returned-equipment disposition.
- State-specific paperwork beyond what is explicitly defined by the current standard packet/work order; Illinois forms exist but trigger rules are not fully defined in the main training.
- Individual pay, mileage, zone, territory, and after-hours coverage beyond the FAQ's general weekly Friday pay statement.
- Any service-call paperwork exception that would supersede the current SIF-only rule, including any PMD-specific exception.

14. Source index

This consolidated guide is grounded in the approved SP materials available in the training knowledge base. “Old” or legacy paperwork is retained only as historical/source context and is not treated as the current form when a newer form is available.

Source	Date / status	Used for
Service Point Technician Training Website.pdf	Last reviewed Sep 8, 2026	Primary current field-training reference; 29 pages.
CA & LL Installation Checklist	2026 / approved reference	Installation setup, testing, subscriber education, documentation, signatures, RSSI/checklist requirements.
Approved support-contact image	Current approved contact reference	AMAC/COPS, RAPID/Core, bot, Tech Support, Language Line, Lifeline Activations, PERS/PMD support hours.
Equipment & Installation Guide	No clear date stated	Internal field installation, pairing, pouch/lockbox and equipment guidance.
Product Lists for CA Units	No clear date stated	Program/serial examples, button compatibility, product notes.
Product Lists for LL Units	No clear date stated	Lifeline serial examples, 6900/7200C button families, product notes.
Assure user guide	Exact unit guide	Assure setup/use/LED/fall detection/battery/safety.
CA Mytrex Cell Unit Guide	Exact unit guide	Mytrex cellular setup, range, indicator, fall detection.
CA Mytrex Landline Unit Guide	Exact unit guide	Mytrex landline wiring, range, indicators, fall detection, power-off.
6900 Unit Guide	Exact unit guide	Lifeline 6900 placement, wiring, range, call handling, safety.
CA / Lifeline OTG guides	Exact unit guides	Standard mobile setup, charging, call/cancel, GPS/cellular, water, power.
CA Mobile LTE Set Up Guide	Exact unit guide	Anelto/Mobile LTE separate wearables and mobile operation.
OTG Micron Unit Guide Rev. C	Exact unit guide	Micron setup, red/blue status chart, battery test, FD limitations.
CA / Lifeline Mini Neck guides	Exact unit guides	Mini Neck setup, charging, indicators, FD/mobile guidance.
CA / Lifeline Mini Wrist guides	Exact unit guides	Mini Wrist setup, indicators, fall limits, water guidance.
CA Smartwatch Unit Guide Rev. A	Exact unit guide	Charging, power, alarms, fall detection, specifications.
CA MyConnect Quick Start Guide	Scanned exact unit guide	MyConnect parts, modes, setup, battery/status, fall detection.
Lifeline 7200C Setup Guide / Instructions for Use	Legacy exact guides	Legacy communicator, signal, button replacement/AutoLearn, safety and FD behavior.
Philips Medication Dispenser User Manual	Exact PMD guide	PMD operation, loading, caregiver alerts, settings, installation, troubleshooting, FAQ.
CA MedReady User Guide	Exact unit guide	MedReady setup, tray loading, alarm setup, troubleshooting.
Lifeline BYOD VCAM Technician User Guide	Aug 2026 program guide	Massachusetts VCAM/BYOD technician workflow.
CareCompass + VCAM BYOD FAQs V2	Aug 14, 2026	Internal Customer Service/Technical Support FAQ.
Lifeline Nurse Access FAQs	Aug 2026	Subscriber-facing 24/7 nurse-access FAQ.
2026 CA/LL current paperwork folder	2026	SIF, privacy/HIPAA, grievance policies, responder instructions, Illinois forms, PMD forms.
Old Lifeline / old paperwork folders	Historical / legacy	Not current authority when a current version exists.

Final field rule

Pause. Document. Escalate.

Do not improvise account, activation, equipment, safety, testing, or paperwork procedures. Record the exact issue and contact the assigned Service Point dispatch channel, Activations, or the applicable support route. If the approved knowledge base does not support the next step, stop there.