



Understanding your Moxee Signal

- | | |
|----------------------|-----------------|
| 1. Speaker | 5. Location LED |
| 2. Alert Button | 6. Power LED |
| 3. Alert LED | 7. Power Button |
| 4. Connection Status | 8. Microphone |

Device Lights

- **POWER LED FLASHING RED**
Battery power lower than 30%
- **POWER LED SOLID RED**
Device is charging
- **POWER LED OFF**
Device is fully charged
- **CONNECTION STATUS LED SOLID GREEN**
LTE network mode, connected
- **CONNECTION STATUS LED FLASHING GREEN**
Attempting to connect to LTE network
- **CONNECTION STATUS LED SOLID BLUE**
Bluetooth mode

Device Lights (Continued)

- **CONNECTION STATUS LED FLASHING BLUE**
Bluetooth pairing
- **CONNECTION STATUS LED SOLID RED**
Network disconnected
- **ALERT LED SOLID YELLOW**
Yellow Alert
- **ALERT LED SOLID RED**
Red Alert
- **LOCATION LED SOLID RED**
The device is outside the 50 United States or Puerto Rico and professional monitoring service is not available
- **LOCATION LED SOLID GREEN**
WiFi or GPS location source has been acquired

The Menu

You can go to the app's menu at any time to see Alert Contacts & Settings, Alerts & Check Ins, Users & Devices, Account Info, and Support.

Additional Information

You can select which kinds of alerts you want each of your contacts to receive, and you can pre-load personalized messages to be sent in an email accompanying Green and Yellow Alerts.

Legal

Copyright 2019 KonnectONE, LLC. All rights reserved.

No part of this publication may be excerpted, reproduced, translated, or utilized in any form or by any means, electronic or mechanical, including photocopying and permission of KonnectONE, LLC.

The manual is published by KonnectONE, LLC. We reserve the right to make modifications on print errors or update specifications without prior notice.

Moxee, Moxee Signal and the Moxee logo are trademarks of KonnectONE, LLC. 2019. All rights reserved.

Support

Need more help? Get in touch.
Customer Care representatives are available daily from 3:00 a.m. to 10:00 p.m. PT.

Here's how to reach us:
From your T-Mobile phone: 611
Call: 1-877-453-1304

If you are calling about a technical issue with your T-Mobile service, please call from a different phone so that we can troubleshoot with you.

Call Us - TTY
TTY service is available for the hearing and speech impaired. Hours are 5:00 a.m. to 10:00 p.m. PT, daily.

Call us via TTY toll free at 1-877-296-1018

For access to our T-Mobile Support Community, visit support.t-mobile.com

Phone Free
No phone needed

Location Aware
Continuously updated location information

Discreet
Send alerts with the simple press of a button

Speed
The fastest way to get the help you need

Focus
No need to divert your attention

4G LTE
Cellular Service capable device

START GUIDE

