

01/29/18 3:55 PM



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

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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.

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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

