



## Customer Care Guide

The *SimplyHome* System

Full of features that help you live independently and stay connected, the *SimplyHome* System enables clients to meet their goals and addresses concerns about cooking safety, falls, medication compliance, sleep patterns, wandering and elopement, aging in place, and more.





# Customer Care Guide

## The *SimplyHome* System

The *SimplyHome* System is designed to support residential independence and provide individuals with peace of mind. It includes a base unit and wireless sensors (door/window contacts, pressure pads, motion sensors, and other sensors).

While this device is not intended to be preventative, it can provide you or other individuals with notifications about changes in routine, such as forgetting to turn off the stove. These alerts can then assist you in responding proactively to potential concerns. Depending on your service agreement, alerts may be emitted "locally" through the base unit (local announcements) or sent via text, email, or phone.

We've developed this Customer Care Guide to provide you with easy solutions to any questions or concerns you may have. Should you need additional support, please do not hesitate to contact Customer Service.



## Customer Service and Technical Support

Technical issues?

- Refer to the troubleshooting suggestions and frequently asked questions in this guide
- Call us toll-free at 877-684-3581
- Email our Customer Service team at [help@simply-home.com](mailto:help@simply-home.com)
- Visit our website ([www.simply-home.com](http://www.simply-home.com)), log into your customer profile then select "Contact Us"
- Access more troubleshooting resources online at [www.simply-home.com/troubleshooting/](http://www.simply-home.com/troubleshooting/)

Emergency and Non-emergency calls:

We provide customer service and technical support during our regular business hours, Monday-Friday from 8:30am-5:30pm ET. For non-emergencies after regular business hours, or on weekends and holidays, we will contact you the next working business day. For after-hours emergencies (disconnected system or active alarm), our answering service will contact the on-call technician, who will contact you.

Email our Customer Service team anytime at [help@simply-home.com](mailto:help@simply-home.com). You can also access additional troubleshooting resources and FAQ's at [www.simply-home.com/troubleshooting/](http://www.simply-home.com/troubleshooting/).

## Frequently Asked Questions

### How do I set up alerts?

We set up the rules for your system based on the outcomes you indicate during our assessment process. Each outcome is completely customized. Some examples: "If the back door is opened after 10 p.m., send an email to [Family Member A] and a text message to [Caregiver B]." You can also view a log of recent activities via our password-protected website.

### Who responds to the alerts?

Responders vary from customer to customer. Neighbors, family members, and caregivers can be the first point of contact. The notifications can go out as an email, text message, or phone call and may go to as many people as you would like to designate. Notifications can also take the form of local announcements in the residence.

### Can I make changes to the system after it's been installed?

Yes. Email [help@simply-home.com](mailto:help@simply-home.com) to make adjustments to rules, notifications, time-frames, or responders (those receiving the alerts). We also offer a complimentary reassessment process for when priorities or needs change more significantly. - please call or email us ([help@simply-home.com](mailto:help@simply-home.com)) to initiate that process.

### What happens if the power goes out?

All *SimplyHome* Systems contain a battery backup and have built-in memory. Should a system lose power, you will receive an alert and your system will still operate on the backup battery. If the internet connection is lost, your system will store events locally until the connection is re-established. However, if internet connectivity is disrupted due to a power failure, email and text alerts cannot be generated during that time.

### What happens if I decide I no longer need my *SimplyHome* System or if I want to upgrade to include different features?

If you no longer want the *SimplyHome* System, please contact customer service at [help@simply-home.com](mailto:help@simply-home.com) so we can deactivate the account. If you determine you would like additional products or services, a Customer Service Representative can update your assessment and provide suggestions for solutions.



Please visit:

[www.simply-home.com](http://www.simply-home.com)

for troubleshooting or  
more FAQ's.

# TROUBLESHOOTING

Alerts	Solutions
AC Power Failure	Make sure unit is plugged into a working power outlet. Check the circuit breaker to make sure it has not been tripped.
Low System Battery	Check that unit is powered on and plugged in to working power. If system is connected properly and has not recently lost power, contact <i>SimplyHome</i> to order a new battery.
Failed to Communicate	When receiving a phone notification, press # to confirm that you received it, then wait for the automated system to disconnect BEFORE hanging up.
System Disconnection	<p>Check power: Make sure system is plugged into a working power outlet. Make sure the internal switch (inside the white case) is flipped to the ON position. Check circuit breaker.</p> <p>To reboot an internet connection: To restart your modem and router, unplug the modem from the wall then unplug the router. Wait 30 seconds and then plug each device back in, the modem first, then the router.</p> <p>To reboot a cellular system: Unplug the power cord from the back of the cell modem (black CloudGate 3G or Netgear LTE modem) for 10 seconds. Wait 5-6 minutes and reconnect power. All status lights should be green.</p>
Expansion Module Trouble	If your system restarted in the last hour, no action is necessary. If it has not been restarted recently, please contact <i>SimplyHome</i> for support.
Low Sensor Battery	Contact <i>SimplyHome</i> to identify the sensor and order a replacement battery.
Sensor Supervision Loss	Please contact <i>SimplyHome</i> for assistance in identifying the sensor.
System Sensor Tamper	Check to make sure the sensors are positioned properly and still have their covers. Note: Changing a battery will cause a Tamper alert, as will an attempt to remove the sensor from the wall. Contact <i>SimplyHome</i> to identify the alerting sensor.
Telephone Line Trouble	Make sure the phone line is plugged into the wall and into the <i>SimplyHome</i> base unit. Check a landline phone to make sure you can dial out. If phone does not work, contact the phone service provider. If the phone does work and the system is plugged in correctly, please contact <i>SimplyHome</i> for support.

