



Belle Troubleshooting Guide

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Customers Page Status Column Definitions

- Normal: Device is connected to the network
- Activating: Activation commands are being sent to the device
- Activation Failed: Carrier network or call center caused activation to fail; click Retry Activation to attempt activation again
- Retry Settings: Recent settings/commands sent to device have not yet been acknowledged by device
- SOS Alert: SOS in progress will be highlighted in red, indicating an SOS event is taking place

Last SOS Definition

SOS Alarms column: Displays the last successful SOS call to the monitoring center

Export Button on Customers Page

Click [Export](#) to download a spreadsheet of active and inactive devices in Orion.

All devices set as Test Devices will have “Yes” in the TestDevice column. [Learn more about how to set a device to “Test” to make it non-dispatchable at the monitoring center.](#)

You can also view any device warnings on that spreadsheet. If a warning pertains to the user’s address, click the user’s name on the Customers page, click [Edit](#) and [Click here to update Safespot](#). See page 6 for assistance with Safespot errors.

Important Note about Belle Devices

Belle is always powered off except when on the charging cradle and/or during an SOS call, after which it will remain on for 5 minutes. Belle devices are unable to receive over the air commands when powered off. Please ensure when troubleshooting that the device is on the charging cradle. Before setting up a new subscriber, always check the [AT&T 3G coverage map](#) to ensure coverage is available in the subscriber’s area.



Belle Common Troubleshooting Scenarios

1. Trouble activating Belle

A. [Log in to your account](#), click [Activate Device](#) in the header and follow the activation process. The device can take 30-60 seconds to activate and will activate in the background. The status will change to Activating and then to Normal when activation is complete. If the status changes to Activation Failed, wait 30 minutes and click [Retry Activation](#).

B. Upon receipt, your customer should place Belle on the charging cradle to ensure activation commands are received by the device. The blue call light will flash every 1 second when the device is not activated, and the blue call light will flash every 5 seconds when the device is fully activated and ready for use. If the blue call light does not begin to flash every 5 seconds after Belle has been on the charging cradle for 10 minutes, please click [Retry Settings](#) in the status column to resend activation commands.

2. The call button is pressed, and the device connects and then drops the call

A. Search for the IMEI on your Customers page and check the device status.

B. If the status is Normal, retry the call again.

C. If the status is Retry Settings, place the device on the charging cradle, then click [Retry Settings](#).

D. Wait 5 minutes, then refresh the screen and check the device status. If Normal, retry the call again.

E. If the call drops again, please contact support@freeus.com.

3. Device calls 911 when the call button is pressed

A. [Check AT&T 3G coverage](#).

B. Search for the device IMEI on your Customers page to check device status.

C. If the status is Normal, the device has received activation commands, but it is unable to connect to the monitoring center due to weak AT&T coverage. Try relocating the device to a known AT&T 3G coverage area and press the call button again.

D. If the status displays Retry Settings, relocate the device and place into the charging cradle near a window.

E. Click the [Retry Settings](#) link to resend activation commands.

F. Wait 5 minutes for the commands to reach the device.

G. Refresh your web browser page, then search for the IMEI on your Customers page again to check the device status.

H. If the device status is still Retry Settings, relocate the device to a different location.

I. Recheck [AT&T 3G coverage](#) to ensure the device has coverage in the area.

J. If the device displays Retry Settings after the second attempt, [replace the unit](#) and [send an RMA request](#) to support@freeus.com.

Note: 911 is the emergency backup feature that allows a customer to connect to help when the AT&T 3G or roaming partner network is not available. We strongly encourage dealers to advise clients to test their Belle devices monthly in a known AT&T 3G coverage area to ensure the call connects to the monitoring center. Explain to clients if they will be traveling to a different location than where they normally test to test prior to leaving to ensure the device is working properly. They can also test in the new location. Advise the customer to only test the device once if it dials 911 and tell 911 operators that they dialed 911 by mistake. Customers can always press the button in an emergency.

Belle Common Troubleshooting Scenarios

4. Help powering off Belle

If the device cannot disconnect a call, pressing the round button on the opposite side from the SIM card slot will power off the device.

When you press the call button, Belle will automatically power back on before placing the call.



5. Reseating a loose SIM (Note: You will need a miniature Phillips screwdriver)

A. Locate the SIM cartridge on the left side of device with the call button facing down.

B. Unscrew the screws on both sides.

C. Remove the flap and pull out the SIM card tray. Slide out the SIM card from the notched side.

D. To replace the SIM: With the call button facing down, slide the SIM back onto the tray with the notched corner lining up with the notched corner on the tray and the gold plate up.

E. Slide the SIM tray back into the device, oriented as shown.

F. Check device status. It should change from Retry Settings to Normal. Click Retry Settings if active.

G. Perform a test call.

H. If device does not connect, [replace the unit](#) and [send an RMA request](#) to support@freeus.com.



6. Lights do not turn on when the button is pressed

A. Ensure that the Belle device is charged. We recommend that Belle is charged nightly near the user.

B. Advise subscribers to check lights during monthly test. Lights should turn on when the button is pressed as Belle connects to the monitoring center.

C. If the lights do not turn on when the button is pressed, [replace the unit](#) and [send an RMA request](#) to support@freeus.com.



Help for Common Errors

Help for Common Activation Errors

- Ensure all required fields are filled with the correct details.
- Ensure the device IMEI number is entered correctly and it is the correct device you wish to activate.
- If the IMEI number cannot be found in your available inventory, please perform a search on the Customers page to ensure the device is not currently active. If the IMEI is not active, please contact support@freeus.com.
- If you see the status Activation Failed, please retry the activation in 30 minutes. Occasionally the carrier or call center causes activations to fail. If the problem continues after 30 minutes, please contact support@freeus.com.

Help for Bulk Device Action Errors

- Use the Bulk Device Action tool to easily activate, reassign or update multiple devices at once.
- Ensure you are using the [Freeus pre-formatted spreadsheet](#).
- If you saved the template previously and are using that file, [download the template again and re-enter your information](#).
- Include phone numbers without dashes.
- Confirm city, state and zip are all completed accurately.
- Take the opportunity to include emergency contacts when possible.
- Ensure all fields marked with an asterisk are filled prior to saving your file.
- When entering IMEI numbers that begin with a zero, enter an apostrophe immediately before the initial zero. For example: '01234567890.
- Ensure you are [browsing the correct file to upload](#).
- If you receive an error popup on screen after uploading your file, please scroll to the far right side of the error notice to see errors that need correction.
- Review email reports of which information was successfully updated.

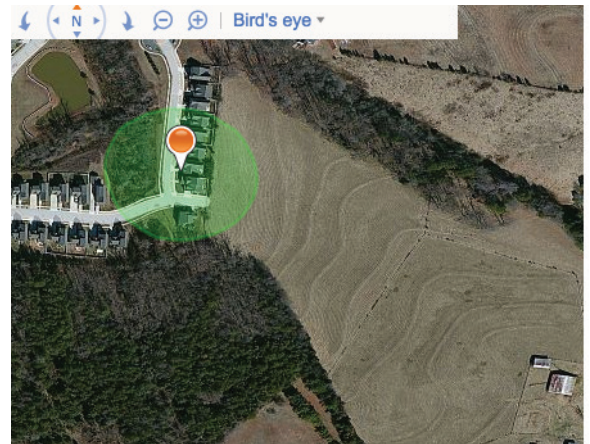
Help for Common Errors

Safespot Errors

Safespot updates are important for speedy dispatch from the monitoring center in an emergency, since this feature will automatically alert the operator if the end user is at home. It is important to periodically export your clients from the Customers page and sort your subscribers in the Warning column to see which devices have warning messages pertaining to the address. It is important to have subscribers contact you if their addresses change so their information is correct in an emergency.

Please see the steps below to update a subscriber's Safespot address

- Click the subscriber's name in the User column on the Customers page.
- The User Details page will open. Click [Edit](#).
- Review the Safespot status. If the status shows Needs Updating, click the link that says [Click here to update Safespot](#).
- You can then change the address text and drag the pin on the map to get an exact location. If the address text is changed, you can click [Locate](#) to automatically move the pin to that address on the map. You may need to drag the pin around a few times to get it to update closest to the user's address. (Note: Clicking [Locate](#) will remove any prior custom pin locations).
- Once the address text and pin are correct, click [Update](#). If you see a popup error about the address, you can choose to fix it or bypass the error. Fixing it is the best way to ensure your customer receives help quickly in an emergency.
- Click the user's name to ensure the Safespot status is now OK. If the status is not OK, repeat the above steps until the status reports OK.
- Note: If you have moved the pinpoint a number of times and the Safespot status remains Needs Updating because the user's address is in a large apartment complex or other area that is difficult to locate within, you can leave the pin as is. The monitoring center has the user's home address on file and will dispatch there if the user says they are at home in an emergency.



More Information

Monitoring Center Reports

- If you would like to receive daily activity reports, please email support@freeus.com.

Customer Emergency Contact Reports

- To receive reports of customers without [emergency contacts to receive low battery/power off alerts](#), please email support@freeus.com and specify if you would like to receive this report daily, weekly or monthly.

Help Page

- Please reference the [Help page](#) for helpful guides for activation, replacement, and reassignment, plus marketing materials. For questions about marketing materials or free customization, please email marketing@freeus.com.