



FAQ's

- Button does not activate alarm
 - Make sure the Centurion Anywhere application is running
 - Make sure Bluetooth is turned on
 - Make sure the button status is 'Connected'
 - Make sure application is allowed to run in background
 - Make sure phone data is on and has cellular coverage
 - Make sure the battery is not dead by looking at battery level on mobile app
 - Make sure the button is fully functional by contacting your system administrator. Upon activation, a complete confirmation will include a notification on the app as well as ensuring notification has made it to the Elite.

- Phone displays disconnected status
 - Make sure Bluetooth is turned on and is in range of button
 - Make sure application is allowed to run in background
 - Make sure device is in the phone's Bluetooth paired list
 - Make sure the button is functional and the battery is not dead – see above to test

- Why do I have to enter my phone number for iPhone?
 - This is required for proper operation of the device and only used in an emergency event

- Where do I find the mobile app?
 - Link to video and download for iPhone and Android
 - Go to the appropriate app store for your device and search for Centurion Anywhere

- Why won't the CA mobile app install?
 - Go to the video link or download the instructions and follow the installation process
 - Allow/accept all the permissions on your cellphone as requested by the installation procedure