Download the App

The app is available for free in the Apple App Store and on Google Play. Search 'Moxee' in your app store.

[Download on the App Store] [GET IT ON Google Play]

Tip: Make sure you are running the latest version of your operating system and that your phone meets the minimum technical requirements to run the app.

Launch the App & Sign Up

Easily create your profile by adding a photo, first and last name, email, mobile number, and a secure password.

Verify

After you create your profile and agree to the terms of service, you will be asked for a four-digit verification code that we will instantly send to your mobile phone.

Enter Your Address

Providing your address helps your contacts and the professional monitoring service to better assist you in the event of a Red Alert emergency.

Create an Alert PIN

This four-digit PIN can be used to close an alert sent from any device on your account. The professional monitoring service may also ask for this PIN when responding to a Red Alert.

Allow Permissions

You will be asked to allow the app access to three permissions: microphone, location, and contacts. The app needs all three permissions to function properly.

Pair Your Device

Turn on your mobile device's Bluetooth. Press and hold the power button on your Moxee Signal for 10 seconds, until the connection light stops blinking and turns solid green. Back in the app, choose the device you want to pair, and we'll finish up for you!

Tip: Feel that vibration? Your Moxee Signal will do that any time an alert is sent or viewed.

Choose a User

Select who will be using the Moxee Signal – you, or someone else. If the device is for someone else, just fill out their profile information, like you did for yourself in step two.

Add Contacts

Add your contacts' information by tapping the menu button in the top left corner of the app and tapping on Alert Contacts & Settings.

Contacts must accept invitation to be included in your peer network.

Know Your Alerts

One Press — Check In
(Press button once) Shares location with contacts.

Two Presses — Yellow Alert
(Press button twice) Sends an alert to contacts with location and audio.

Three Presses — Red Alert
(Press button three times) Sends an alert to contacts and professional monitoring service.

Understanding your Moxee Signal

1. Speaker
2. Alert Button
3. Alert LED
4. Connection Status
5. Location LED
6. Power LED
7. Power Button
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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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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Call us via TTY toll free at
1-877-296-1018

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

moxee signal

- **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

moxee signal

START GUIDE