

PHILIPS

Lifeline

Medical Alert
Service

Quick Setup Guide



**Start
here**

GoSafe 2 Mobile Medical Alert Service

Quick Setup Guide

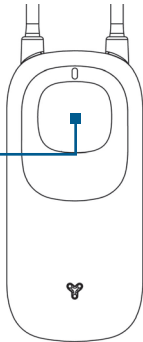
STEP 1 Unboxing

⚠ You **must** complete the initial setup of your GoSafe 2 system from within your primary place of residence (your home). This allows Lifeline to properly calibrate your home location.

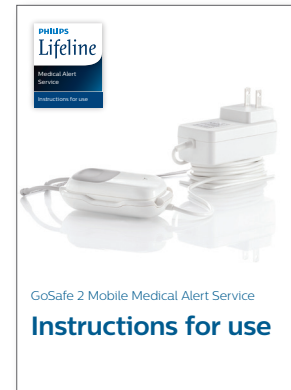
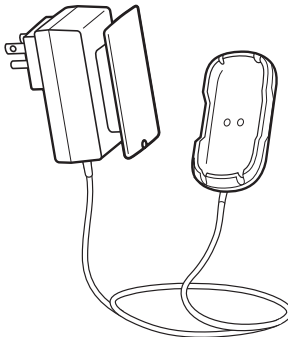
✓ Please unpack these items from the box.

GoSafe 2 Mobile
Pendant

Help
Button



Pendant Charger



✓ Press the Help Button on your GoSafe 2 Mobile Pendant once and follow the voice prompts when you are ready to move onto the next step.

Note: If your GoSafe 2 Mobile Pendant does not say “Welcome to Lifeline...” when you first press the help button, it may need to be charged prior to setup. Following the instructions on page 4, plug the charger into the wall and set the Pendant in the charger until the light on the Pendant turns solid **green**. At this point, you can continue with the setup process.

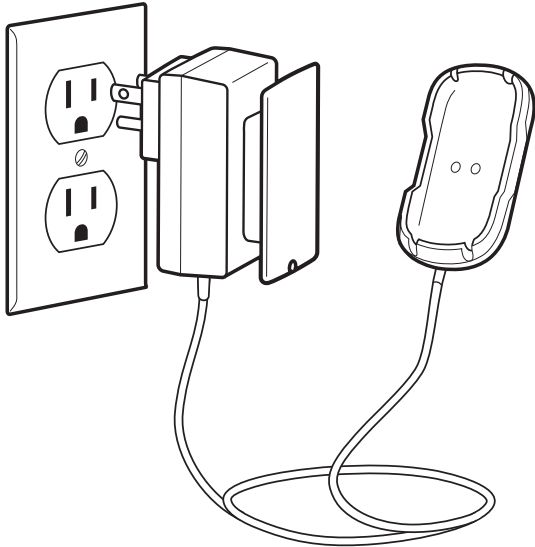
*The GoSafe 2 Mobile Pendant provides an extra layer of protection by placing a Help Call if a fall is detected and you can't push the Help Button. Not all falls can be detected. If you need help, always press the Help Button if you are able to do so.

Your GoSafe 2 Mobile Pendant...

- Is waterproof. It should be worn in the shower and bath.
- Can be used to call for help anytime, day or night.
- Works inside and outside of your home **wherever the AT&T Wireless network is available at the time of the alarm.**
- Includes Philips AutoAlert fall detection technology, which provides an added layer of protection by placing a Help Call if a fall is detected and you can't push the help button.*

STEP 2

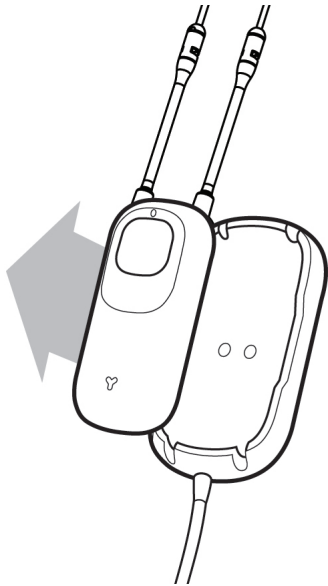
Learn about charging



✓ Plug the power cord of your Charger into a power outlet.

✓ Place your GoSafe 2 Mobile Pendant around your neck.

✓ Attach the Charger to your GoSafe 2 Mobile Pendant.

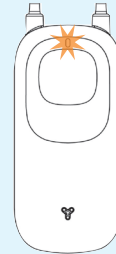


- ✓ Remove your GoSafe 2 Mobile Pendant from the Charger.

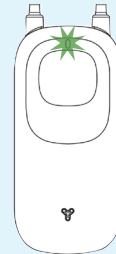
You will finish charging later.

Note: Your pendant may tell you that it needs to remain in the Charger for a short period during this step. Don't worry – it will tell you when it is time to remove from the Charger and proceed with the setup!

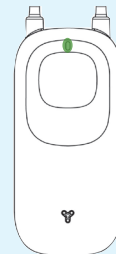
You need to charge your GoSafe 2 Mobile Pendant whenever the Indicator Light flashes orange.



Flashing orange = charging needed



Flashing green = charging in progress



Steady green = fully charged

STEP 3

Connect to Lifeline



- ✓ Press the Help Button on your GoSafe 2 Mobile Pendant.



- ✓ Wait while your first call to Lifeline is connected. It may take approximately one minute to connect your first call.



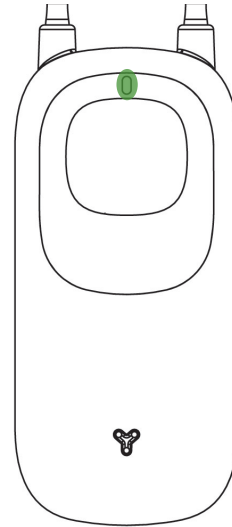


One
more
step
to go...

⚠️ Note: If your call does not connect to the Lifeline Response Center, or your Pendant tells you to move to another area due to low signal strength, call **1-866-246-7302** from your home phone for assistance with this specific issue. The GoSafe 2 Mobile Pendant **must have** sufficient cellular signal available to complete this call and to work reliably inside of your home. If you experience this situation, you may require a GoSafe system with a Home Communicator for reliable in-home operation.

STEP 4

Finish charging your GoSafe 2 Mobile Pendant



- ✓ Make sure the Charger is plugged into a power outlet.
- ✓ Attach your GoSafe 2 Mobile Pendant to the Charger.
(See Step 2 for further details)

Typically, it will take less than 45 minutes to charge your GoSafe 2 Mobile Pendant. It is fully charged when the Indicator Light turns to a steady green.

Wear your GoSafe 2 Mobile Pendant at all times



Sleep with your GoSafe 2 Mobile Pendant.




Bathe with your GoSafe 2 Mobile Pendant (shower or bath).





Travel with your GoSafe 2 Mobile Pendant (walking, driving, shopping).



Your GoSafe 2 Mobile Pendant will automatically call for help if it detects a fall during any of these activities.*

 **Your GoSafe 2 Mobile Pendant will not work if the AT&T wireless network is unavailable.**

 **Be sure to read the Instructions for Use provided with your system. It includes important information you need to know.**

 **For the best communication, hold your GoSafe 2 Mobile Pendant up in front of you when talking to the Lifeline Personal Response Associate.**

*Refer to the note on page 3 of this guide as well as the fall detection section of the Instructions for Use for more information.

Welcome to Philips Lifeline!

We would like to remind you that our Response Center is staffed 24-hours-a-day, 365 days a year by dedicated Lifeline Personal Response Associates whose sole responsibility is your wellbeing and safety. We are confident our services will provide you with peace of mind, security and increased independence.

As a Lifeline subscriber, you should have designated people who have agreed to be “Responders.” These are people whom Lifeline should call in an emergency, when appropriate. Examples include: neighbors,

friends, relatives, your current nursing aide, etc. It’s very important that you keep your Responders and their contact information up to date. Remember to contact Lifeline if one of your Responders is no longer able to assist you or if they get a new telephone number. See the Instructions for Use included with your system for more information.

Enclosed with your system, you will find a copy of Lifeline’s Terms and Conditions of Use. Please take the time to carefully review this document. Once complete, you should sign it and return it to Lifeline

at that address noted on the back of this guide. Be sure to keep a copy for yourself. Regardless of whether you sign and return the Terms and Conditions of Use or not, **the first signal we receive from your GoSafe 2 Mobile Pendant serves as your acknowledgement and acceptance of Lifeline's Terms and Conditions of Use. If you do not agree with the Terms and Conditions of Use, do not activate your system, and call Philips Lifeline.** A copy of your Pendant warranty has also been included with your system. Please refer to it for details about the warranty on your GoSafe 2 Mobile Pendant.

Thank you for choosing Philips Lifeline!

For further information, please refer to the Instructions for Use included with your system. If you have questions about your GoSafe 2 System or service, please contact Philips Lifeline or your representative at

1-800-635-6156

This Quick Start Guide is solely designed to assist during setup of your System. It does not contain all of the information you need to know about your GoSafe 2 Mobile Pendant and the Lifeline service. Be sure to read the Instructions for Use guide provided with your system. It contains key information you need to know about the care, keeping and function of your system and the Lifeline service, as well as important user cautions and warnings. If you did not receive an Instructions for Use guide with your System, call the customer service number on the bottom of the inside pages and request one be sent to you. It will be provided free of charge.



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Signal range may vary due to environmental factors. Not all falls can be detected. If you need help, always press the Help Button if you are able to do so. The GoSafe 2 Mobile Pendant will not work if the AT&T wireless network is unavailable.

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