PHILIPS
Lifeline

Medical Alert Service

Quick Setup Guide

Start here

GoSafe 2 Mobile Medical Alert Service
**For Canada**

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 Philips Lifeline to properly calibrate your home location.
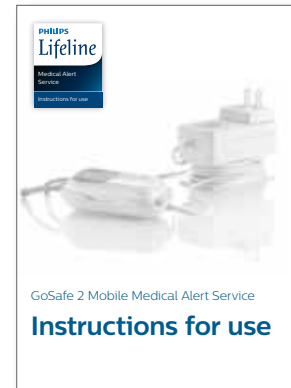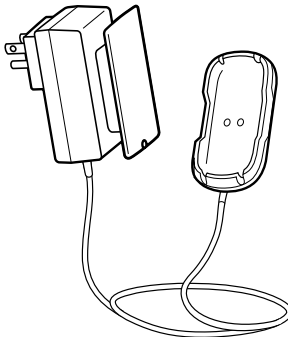
✓ Please unpack these items from the box.

GoSafe 2 Mobile Button

Help Button Press Area

Button Charger

GoSafe 2 Mobile Medical Alert Service
Instructions for use
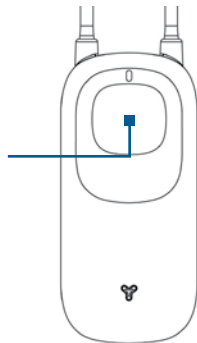
✓ **Press the Help Button Press Area on your GoSafe 2 Mobile Button once and follow the voice prompts when you are ready to move onto the next step.**

For setup assistance at any time during this process call: 1–800–387–1215

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

*The GoSafe 2 Mobile Button provides an extra layer of protection by placing a Help Call if a fall is detected and you can't push the Help Button. Does not detect 100% of falls. If you need help, always press the Help Button if you are able to do so.

** The Button has an IPX7 waterproof rating. This means that it can be submerged to a depth of 1 metre (40 inches) in water for up to 30 minutes

Your GoSafe 2 Mobile Button...

- 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 third party cellular 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.*

3

STEP 2   **Learn about charging**
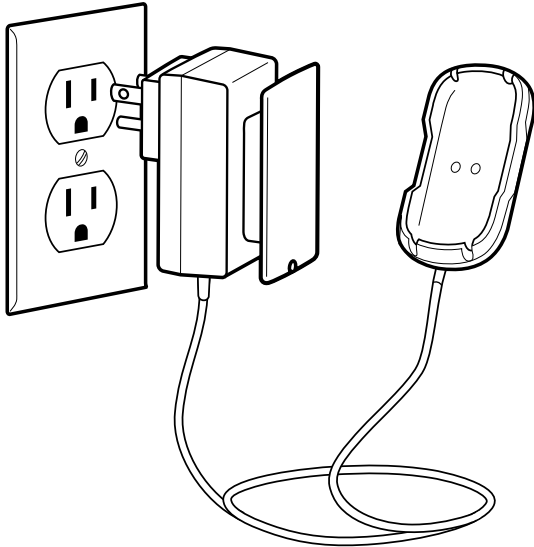
✓ Plug the power cord of your
  Charger into a power outlet.

✓ Place your GoSafe 2 Mobile
  Button around your neck.

✓ Attach the Charger to your
  GoSafe 2 Mobile Button.

For setup assistance at any time during this process call: 1–800–387–1215

Note: Your Button 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!

✓ Remove your GoSafe 2 Mobile Button from the Charger.

You will finish charging later.

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

Flashing orange = charging needed

Flashing green = charging in progress

Steady green = fully charged

STEP 3 **Connect to Philips Lifeline**

✓ Press the Help Button Press Area on your GoSafe 2 Mobile Button.

Your help call is in progress. Please wait.

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

⚠ **Note**: If your call does not connect to the Philips Lifeline Response Centre, or your Button tells you to move to another area due to low signal strength, call **1–800–387–1215** from your home phone for assistance with this specific issue. The GoSafe 2 Mobile Button **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 Button
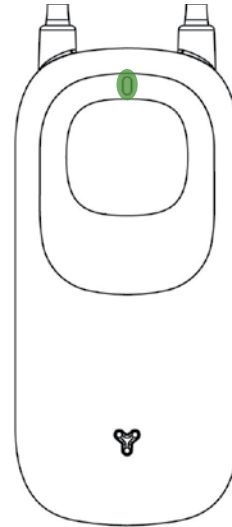
✓ Make sure the Charger is plugged into a power outlet.

✓ Attach your GoSafe 2 Mobile Button to the Charger.
(See Step 2 for further details)

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

For setup assistance at any time during this process call: 1–800–387–1215

Wear your GoSafe 2 Mobile Button at all times

Sleep with your GoSafe 2 Mobile Button.

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

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

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

⚠ **Your GoSafe 2 Mobile Button will not work if the third party cellular 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 Button up in front of you when talking to the Philips 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 Centre is staffed 24-hours-a-day, 365 days a year by dedicated Philips Lifeline Personal Response Associates. We are confident our services will help provide you with peace of mind, security and increased independence.

As a Philips Lifeline subscriber, you should have designated people who have agreed to be "Responders." These are people whom Philips Lifeline may call in an emergency, when appropriate. Examples include: neighbours, 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 Philips 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 Philips Lifeline's Terms and Conditions. Please take the time to carefully review this document. Once complete, you should sign it and return it to Philips Lifeline Canada at the address noted on the back of this guide.

Be sure to keep a copy for yourself. Please sign and return the Terms and Conditions as soon as possible. If you do not agree with the Terms and Conditions, do not activate your system, and call Philips Lifeline.

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 at

1–800–387–1215

This Quick Setup 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 Button and the Philips 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 Philips Lifeline service, as well as important user cautions and warnings. If you did not receive an Instructions for Use guide with your System, call Philips Lifeline number on the bottom of the inside pages and request one be sent to you. It will be provided free of charge.

Philips Lifeline
111 Lawrence Street
Framingham, MA 01702–8156
Tel: 1-800-451-0525
www.lifelinesystems.com

Philips Lifeline Canada
95 Barber Greene Road, Suite 105
Toronto, Ontario, Canada M3C 3E9
Tel: 1-800-387-8120
www.lifeline.ca