

PHILIPS

Lifeline

Medical Alert Service



GoSafe 2 Mobile Medical Alert Service
For Canada



Quick Setup Guide

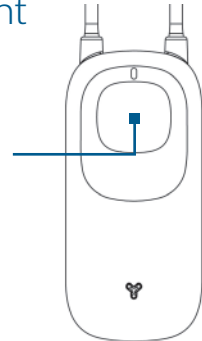
STEP 1 Unboxing

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

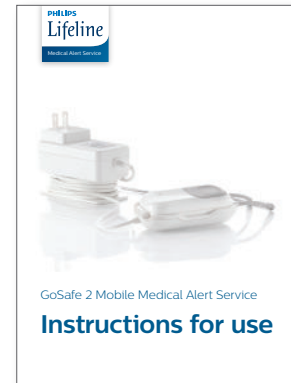
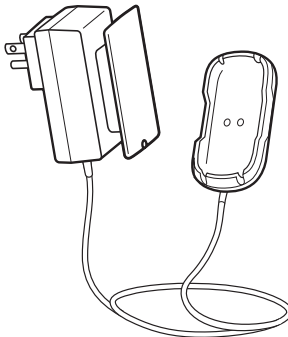
✓ Please unpack these items from the box.

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.**

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

2 Agents are available between 8:30AM and 6PM, ET.

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 indicator light on the Pendant turns solid **green**. At this point, you can continue with the setup process.

* IPX7 Waterproof (1 metre for up to 30 minutes). Refer to Instructions for Use.

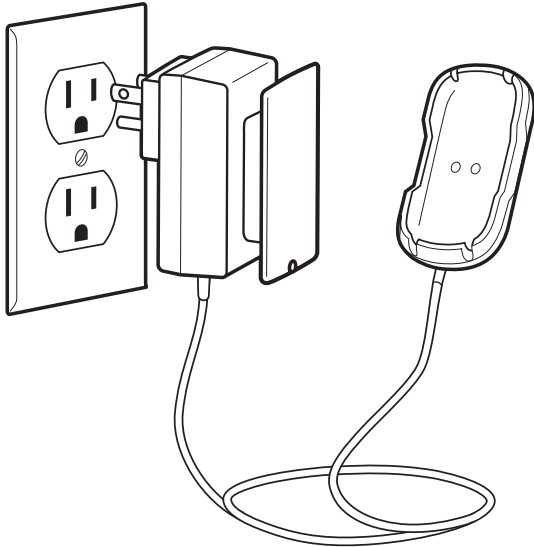
**Not all falls can be detected. If you need help, always press the Help Button if you are able to do so.

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 third party 4G LTE 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.**

STEP 2

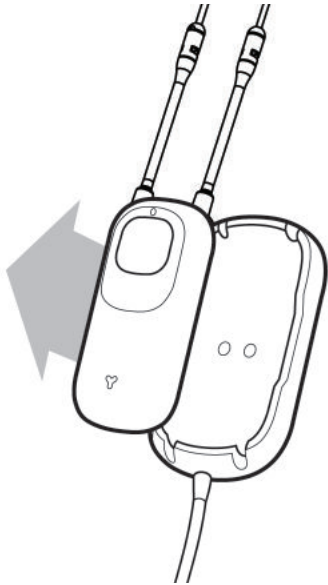
Learn about charging



- ✓ 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.

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



- ✓ 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.



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

6 Agents are available between 8:30AM and 6PM, ET.

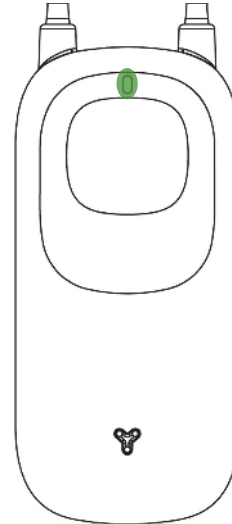


One
more
step
to go...

⚠️ Note: If your call does not connect to the Lifeline Response Centre, or your Pendant 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 Pendant **must have** sufficient wireless signal available to complete this call and to work reliably both inside and away from your home.

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)

It will take approximately 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 third party 4G LTE 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 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 Centre is staffed 24-hours-a-day, 365 days a year by dedicated Lifeline Personal Response Associates. We are confident our services will provide you with peace of mind, and support your wish for independence.

As a Lifeline subscriber, you should have designated people who have agreed to be “Responders.” These are the people whom Lifeline should call to help you 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.**

Be sure 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. Be sure to keep a copy for yourself.

If you have not done so already, please sign and return the Service Agreement as soon as possible.

For setup assistance at any time during this process call: 1-800-387-1215.
10 Agents are available between 8:30AM and 6PM, ET.

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 or your representative at

1-800-387-1215

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 accompanying 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.



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

Philips Lifeline Canada

774, boul. Décarie, bureau 100
Saint-Laurent, Québec Canada H4L 3L5
Tél. : 1 888 517-3387
www.lifeline.ca

© 2021. All rights reserved.

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 third party cellular network is unavailable.

P/N 300004852751 Rev. A