



Quick-Start Guide



Welcome to 5Star™ by GreatCall®

Your GreatCall Splash comes with 5Star, a personal urgent response service. With 5Star you'll have immediate, dependable access to our NAED Certified Response Agents who are trained to provide help in uncertain or unsafe situations – 24 hours a day, 7 days a week.

Please read this Quick-Start Guide carefully before you turn on or charge your Splash. Additional information can be found on the back of this Quick-Start Guide and within the User Guide.

The following steps will guide you through activating your Splash. If you purchased your Splash directly from GreatCall over the phone or online at www.greatcall.com you can skip to Step ③.

1 Gather the required information.



Home and billing address



Phone number



Email address



Credit or debit card information



Emergency contact details



The Splash Serial Number

*Remove the “DO NOT POWER ON BEFORE ACTIVATING” sticker from the back of the device to reveal the Serial Number. **DO NOT REMOVE THE SERIAL NUMBER STICKER.***

2 Go online or call to set up your account.



If you do not have a GreatCall account, follow the instructions online at www.greatcall.com/Activate.

- OR -



If this is a replacement, upgrade or add-on Splash device, call us at [1-800-675-0158](tel:1-800-675-0158).

3 Turn on the Splash to activate.



When instructed either online or on the phone, press the Power Button. You will hear **“Setting up device, please wait”** followed by **“Welcome to 5Star”** within a few minutes.



You will receive a phone call on your Splash confirming activation. Once you hear it ring, press and release the Call Button to answer the call.

Congratulations! Your Splash is now activated.

Using the Splash



Calling 5Star for help in any situation:

Press and release the Call Button. You will hear **“Calling 5Star.”**

Calling 9-1-1 in case of a critical emergency:

Press and hold the Call Button until you hear **“Calling 9-1-1 Now”**, then release.

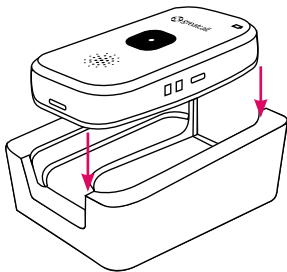
To end any active call:

Press and release the Call Button. You will hear **“Call Ended.”**

Flip this guide over for additional quick-tips.

Charging the Splash

1. Plug the small end of the Power Cord into the Charging Cradle.
2. Plug the other end of the Power Cord into a wall outlet.
3. Place the Splash into the Charging Cradle. You will hear a tone and the Battery Indicator will begin flashing green.
4. Your Splash is charged when the Battery Indicator remains solid green.



IMPORTANT!

The Charging Cradle is not water-resistant. If your Splash gets wet, please dry it before placing it into the Charging Cradle. Failure to do so may cause an electrical shock or fire hazard.

The Splash Status Indicators



Color	Meaning
Solid Green	Fully charged
Flashing Green	Charging
Flashing Red	Battery is low
Off	Does not require charging or device is off

Color	Meaning
Flashing Green	Good wireless coverage
Flashing Red	No wireless coverage

The Splash

Battery Indicator

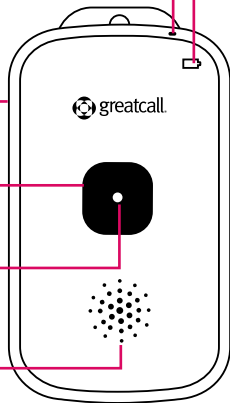
Microphone

Power
Button
(side)

Call
Button

Service
Indicator

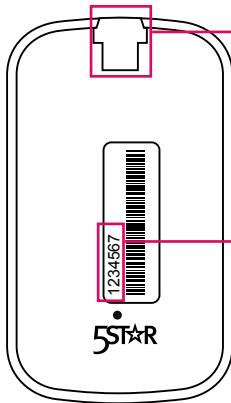
Speaker



FRONT

Accessory
Slot

Serial
Number



BACK

More Information and Getting Support

If you have any additional questions, please refer to the User Guide for more details. If you do not find your answer there:

 Call us at GreatCall Customer Service **1-800-463-5412**

 Email us at **customerservice@greatcall.com**

 Or write us at: GreatCall Customer Service
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