

greatcall.com



# 5STAR Urgent Response™

## Starter Kit



GC5STARWG

# Setting up your Personal Profile

Before using your new 5Star Urgent Response service, we highly recommend taking a few minutes to set up your Personal Profile. This is a very important part of your 5Star service, and we encourage you to provide as much information as possible. Should you ever need to call 5Star for assistance, an Agent will have access to your Personal Profile, and can use critical details like your medical information and emergency contacts to provide faster and potentially life saving assistance. Rest assured, your personal information is safe and protected at all times, and only shared when dispatching emergency services on your behalf.

**When you're ready to get started, there are four convenient ways to complete your Personal Profile:**



## Online:

It takes just a minute to log in at [mygreatcall.com](https://mygreatcall.com). The enclosed User Guide walks you through this process step by step.



## Call 1-800-463-5412

Our 5Star Account Support team can assist you with your Personal Profile, 24 hours a day.

NOTE: Do not dial 5 and \* to set up your Personal Profile. Dialing 5 and \* should ONLY be used if you have a safety situation that requires immediate assistance.



## Mail:

Send us your completed worksheet by mail to:  
GreatCall Inc.  
Attn: 5Star Account Support  
P.O. Box 4428  
Carlsbad, CA 90218-9839



## Fax:

Fax your completed form to us at [1-760-438-9790](tel:1-760-438-9790).

**For your convenience, we've included a Personal Profile worksheet for you in the back pocket of this Starter Kit.**

# When and how to use 5Star Urgent Response

You can call 5Star anytime you are experiencing an unsafe or uncertain situation. 5Star Agents are professionally trained and certified to provide assistance in a variety of situations. Here are just a few examples of when you should call 5Star:

- Locked out of your home or car
- Feeling unsafe walking alone at night
- Flat tire / out of gas / car trouble
- Lost / disoriented / need directions
- Witnessing an accident or emergency
- Someone needs help in a foreign language
- Not sure if you should call 911



Never hesitate to call for assistance if you feel you need it. Rate plan minutes are not used when you call 5Star. When you call, please do not hang up until your issue is resolved. If you happen to hang up before reaching a clear resolution to your situation, your call will be handled as a possible emergency.

## **5Star is NOT a substitute for 911.**

In the event of a critical emergency, always dial 911 immediately. The 5Star Urgent Response center will be notified whenever you dial 911 directly, and a 5Star Agent will call to ask if you need any further assistance.



# How to call 5Star:

To call 5Star, simply press the number  and then the  button on your Jitterbug keypad or select “5Star” from the menu to quickly connect to a Certified 5Star Agent.

“A bee stung my grandson.”

“Our dog got out.”

“I smell a gas leak.”

“I think someone’s following me.”

“My husband mixed up his meds.”



# 5Star Certified Agents

5Star Agents are professionally certified by the National Academies of Emergency Dispatch and trained in CPR and other emergency protocols. Every time you call 5Star for assistance, you'll be immediately connected to a 5Star Agent who will have access to the critical information you provide in your Personal Profile. Along with this secure personal information, 5Star Agents can quickly confirm where you are using enhanced location tracking with GPS to assist you as efficiently as possible.

Be sure to keep the following information nearby for all of your 5Star needs:

1. For **urgent response** in any situation, call a 5Star Agent by dialing **5** and then **\*** on your Jitterbug keypad.
2. For general 5Star account questions or assistance with changes to your Personal Profile, call our **Account Support Team** at **1-800-463-5412**.



# Welcome to 5Star Urgent Response

Thank you for adding GreatCall's exclusive 5Star Urgent Response service to your Jitterbug phone. We've designed this starter kit as a convenient way for you to learn more about setting up your Personal Profile, how and when to use 5Star Urgent Response, and who to contact if you have questions about your 5Star account.

## Is your Jitterbug 5Star enabled?

Before you start using your new 5Star service, the first thing you need to do is make sure 5Star has been activated on your phone. Once you've turned your Jitterbug on, close the phone and take a look at the small outside display screen (**Figure 1**).

You should see the words "5Star Enabled" above the time and date on the outside display screen (**Figure 2**). This means 5Star is active and ready to use on your phone.

Figure 1



Figure 2



If "5Star Enabled" does not appear on the outside display screen, then please follow these simple steps to manually activate 5Star on your Jitterbug:

1. Make sure your Jitterbug is on.
2. Open your phone.
3. Dial **\*22890** on your keypad.
4. Press the "Yes" button.

Within a few minutes of completing this process, "5Star Enabled" should appear on the outside screen of your phone. If it doesn't, call our 5Star Account Support team at **1-800-463-5412** and they will be happy to assist you.