Download The App

The GOSUNCN app is available for free in the Apple App Store and on Google Play.

Search 'GOSUNCN' in your app store, or go to: www.downloadtheapp.com

Tip: Make sure you are running the latest version of your operating system and that your phone meets the minimum technical requirements to run the app.

Launch the App & Sign Up

Easily create your profile by adding a photo, first and last name, email, mobile number, and a secure password.

Verify

After you create your profile and agree to the terms of service, you will be asked for a four-digit verification code that we will instantly send to your mobile phone.

Enter Your Address

Providing your address helps your contacts and the professional monitoring service to better assist you in the event of a Red Alert emergency.

Create an Alert PIN

This four-digit PIN can be used to close an alert sent from any device on your account. The professional monitoring service may also ask for this PIN when responding to a Red Alert.

Allow Permissions

You will be asked to allow the app access to three permissions: microphone, location, and contacts. The app needs all three permissions to function properly.

Pair Your Device

Turn on your mobile device's Bluetooth. Press and hold the button on your GOSUNCN device for 10 seconds, until the light stops blinking and turns solid green. Back in the app, choose the device you want to pair, and we'll finish up for you!

Note: Feel the vibration? Your GOSUNCN device will do that any time an alert is sent or viewed.

Choose a User

Select who will be using the GOSUNCN device - you, or someone else. If the device is for someone else, just fill out their profile information, like you did for yourself in step two.

Add Contacts

Add your contacts' information by tapping the menu button in the top left corner of the app and tapping on Alert Contacts & Settings.

Know Your Alerts

One Press
Check-In
Check In (Press Button Once): Shares location with contacts.

Two Presses
Yellow Alert
Yellow Alert (Press Button Twice): Sends an alert to contacts with location and audio.

Three Presses
Red Alert
Red Alert (Press Button Three Times): Sends an alert to contacts and professional monitoring service.

Understanding Your GOSUNCN Signal

1. Speaker
2. Alert Button
3. Alert LED
4. Connection Status LED
5. Location LED
6. Power LED
7. Power Button
8. Microphone

The Device Lights

POWER LED FLASHING RED
Battery power lower than 30%

POWER LED SOLID RED
Device is charging

POWER LED OFF
Device is fully charged

CONNECTION STATUS LED SOLID GREEN
LTE network mode, connected

CONNECTION STATUS LED FLASHING GREEN
Attempting to connect to LTE network

CONNECTION STATUS LED SOLID BLUE
Bluetooth mode

The Device Lights (Continued)

CONNECTION STATUS LED FLASHING BLUE
Bluetooth pairing

CONNECTION STATUS LED SOLID RED
Network disconnected

ALERT LED SOLID YELLOW
Yellow Alert

ALERT LED SOLID RED
Red Alert

LOCATION LED SOLID RED
The device is outside the 50 United States or Puerto Rico and EMS monitoring is not available.

The Menu

You can go to the app's menu at any time to see Alert Contacts & Settings, Alerts & Check Ins, Users & Devices, Account Info, and Support.

Additional Information

You can select which kinds of alerts you want each of your contacts to receive, and you can pre-load personalized messages to be sent in an email accompanying Yellow and Red Alerts.

Legal

Support

Need more help? Get in touch.
Customer Care representatives are available daily from 3:00am to 10:00pm PT.

Here's how to reach us:
From your T-Mobile phone: 611
Call: 1-877-453-1304

If you are calling about a technical issue with your T-Mobile service, please call from a different phone so that we can troubleshoot with you.

Call Us - TTY
TTY service is available for the hearing and speech impaired. Hours are 5:00am to 10:00pm PT, daily.

Call us via TTY toll free at 1-877-296-1018.

For access to our T-Mobile Support Community, visit
https://support.t-mobile.com.

signal

Phone Free
No phone needed

Location Aware
Continuously updated location information

Discreet
Send alerts with the simple press of a button

Speed
The fastest way to get the help you need

Focus
No need to divert your attention

4G 4G LTE
Celluar Service capable device

signal
Start Guide