

LIVELY Lively Mobile Plus

Lively Mobile Plus Instruction Manual

Model: Lively Mobile Plus (ASIN: B084PZLWNZ)

Brand: LIVELY

INTRODUCTION

The Lively Mobile Plus is an all-in-one medical alert device designed to provide peace of mind and immediate assistance for seniors. This lightweight, wearable device operates on a reliable 4G LTE network, ensuring connectivity both at home and nationwide. It features an amplified two-way speaker for clear communication with Urgent Response Agents and offers optional Fall Detection. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Lively Mobile Plus device.





Image: Front view of the Lively Mobile Plus device, showcasing its compact design, silver finish, and the main Urgent Response button. A green indicator light is visible above the button, signifying power or readiness.

SETUP AND ACTIVATION

Before using your Lively Mobile Plus, it must be activated through Lively. Follow these steps:

1. **Unpack the Device:** Carefully remove the Lively Mobile Plus device and any included accessories, such as the Fall Detection Lanyard, from its packaging.
2. **Charge the Device:** Connect the device to its charging cable and power adapter. Ensure it is fully charged before activation. A full charge typically takes a few hours.
3. **Contact Lively for Activation:** Once your device has arrived and is charged, contact Lively customer service or visit their official website to select a Health & Safety Package. Activation is mandatory for the device to function.
4. **Select a Plan:** Lively offers various plans, starting as low as \$24.99/month. These plans do not require long-term contracts and have no cancellation fees.
5. **Confirm Services:** During activation, confirm the services included in your chosen plan, such as Urgent Response, Nurse On-Call, and the optional Fall Detection feature.



lively® mobile+

The all-in-one medical alert.

Image: The Lively Mobile Plus device displayed alongside its branding, emphasizing its role as an all-in-one medical alert solution.

OPERATING THE DEVICE

Urgent Response Button

The primary function of the Lively Mobile Plus is to provide immediate access to help. The large, central button on the device is the Urgent Response button.

- **Pressing the Button:** In an emergency or if you need assistance, press and hold the Urgent Response button.
- **Connecting to Agents:** This action connects you directly to IAED-certified Urgent Response Agents via the device's amplified two-way speaker.
- **Location Confirmation:** Agents will confirm your location using the device's enhanced GPS, assess the situation, and dispatch appropriate help, whether it's emergency services or a family member.

Get help in emergencies big or small.



Image: A finger pressing the main button on the Lively Mobile Plus, illustrating the activation of the urgent response system. Red waves symbolize the signal being sent.



Lively Link

**Keep loved ones updated on
your health and safety.**

The Lively Link app helps you stay independent and reassures friends and family by sending an alert to their smartphone if you call Urgent Response.



Image: A detailed view of the Lively Mobile Plus device, highlighting the Urgent Response button and explaining its function: connecting to trained agents with one touch.

Fall Detection (Optional)

If you have added Fall Detection to your Lively Plan, the device can automatically sense a fall when worn with the provided Fall Detection lanyard.

- **Automatic Alert:** Upon detecting a fall, the device will automatically call for help, connecting to Urgent Response Agents.
- **Wearing the Lanyard:** For accurate fall detection, it is crucial to wear the device with the Fall Detection lanyard as instructed.



Image: A call center agent monitoring a screen that shows a map with a "Fall Detection" alert, indicating how detected falls are managed by the response team.

Nurse On-Call (Service Dependent)

Depending on your Lively Plan, you may have access to the Nurse On-Call service.

- **Accessing Medical Advice:** This service allows you to speak with a registered nurse or board-certified doctor from the comfort of your home.
- **No Appointment Needed:** There is no appointment or co-pay necessary for this service.
- **Services Provided:** Nurses and doctors can answer medical questions and, in some cases, order prescriptions for common medications.

Get help anywhere, 24/7

- Fastest call response time
- Precise location tracker



Image: A healthcare professional, representing the Nurse On-Call service, available to provide medical advice and support.

Lively Link App (Service Dependent)

The Lively Link app is designed to keep loved ones informed about your health and safety.

- **Staying Independent:** The app helps users maintain independence while reassuring family and friends.
- **Alerts:** It sends alerts to designated smartphones if you call Urgent Response, providing updates on your status and location.

Urgent Response button

One touch of the button connects you to highly trained Agents for help anytime, day or night.



Image: An elderly woman and a man demonstrating the Lively Link app on a smartphone, illustrating how it connects users with their loved ones for safety updates.

MAINTENANCE AND CARE

- **Charging:** Regularly charge your Lively Mobile Plus device to ensure it is always ready for use. The device uses 1 unknown battery (included).
- **Cleaning:** Wipe the device with a soft, damp cloth. Avoid using harsh chemicals or abrasive cleaners.
- **Water Resistance:** The Lively Mobile Plus is water-resistant, meaning it can withstand splashes and brief exposure to water. However, it is not designed for submersion. Avoid prolonged exposure to water.
- **Storage:** Store the device in a cool, dry place when not in use.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Device not responding/powering on.	Low battery or device not activated.	Ensure the device is fully charged. Verify activation with Lively customer service.
Cannot connect to Urgent Response.	No cellular signal or service plan issues.	Move to an area with better cellular coverage. Contact Lively customer service to check your service plan status.
Fall Detection not working.	Feature not activated or device not worn correctly.	Ensure Fall Detection is added to your Lively Plan. Wear the device with the Fall Detection lanyard as instructed.
Poor audio quality during calls.	Weak signal or environmental noise.	Move to a quieter area or an area with stronger cellular signal.

If these solutions do not resolve the issue, please contact Lively customer support for further assistance.

SPECIFICATIONS

Product Dimensions: 2.63 x 1.67 x 0.65 inches

Item Weight: 1.15 pounds

Batteries: 1 Unknown battery (included)

Wireless Communication Technologies: Cellular

Connectivity Technologies: Cellular, GPS

Special Features: GPS, Time Display

Color: Silver

Material: Plastic

What's in the Box: Fall Detection Lanyard

Manufacturer: LIVELY

Date First Available: March 9, 2020

WARRANTY AND SUPPORT

For information regarding product warranty, service plans, and customer support, please refer to the documentation provided with your Lively Mobile Plus device or visit the official Lively website.





- **Lively Plans:** Service plans are required for the device to function, starting as low as \$24.99/month. These plans typically do not have long-term contracts or cancellation fees.
- **Customer Service:** For any questions or issues not covered in this manual, contact Lively customer service. Their

contact information can usually be found on their website or in your activation materials.

- **Protection Plans:** Additional protection plans may be available for purchase, such as 2-Year or 3-Year Protection Plans, or a Complete Protect plan. These are separate from the service plans.

Note: Proposition 65 Warning applies to this product.

Related Documents

	<p>Lively Mobile Plus Quick Start Guide</p> <p>A quick start guide for the Lively Mobile Plus device, covering setup, usage, charging, fall detection, the Lively Link app, and indicator lights.</p>
	<p>Jitterbug Flip2 User Guide - Lively</p> <p>A comprehensive user guide for the Jitterbug Flip2 phone by Lively, detailing setup, features, calls, texts, photos, helpful tools, settings, and support. Learn to use your Jitterbug Flip2 for everyday communication and emergencies.</p>
	<p>Lively Flip Activation Guide</p> <p>A guide to activating your new Lively Flip phone, including online and phone call activation options, and a worksheet for transferring your phone number.</p>
	<p>Jitterbug Quick Start Guide: Setup and Activation</p> <p>A quick start guide for setting up and activating your Jitterbug phone, including activation options, number transfer, online account creation, and referral program details.</p>

Documents - LIVELY – Lively Mobile Plus



[Lively Mobile Plus Quick Start Guide](#)

A quick start guide for the Lively Mobile Plus device, covering setup, usage, charging, fall detection, the Lively Link app, and indicator lights.

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Quick Start Guide Your **Lively Mobile Plus** Battery Indicator Call Button 1 Speaker Service Indicator Microphone Serial Number Power Button Lanyard Slot Charging Contacts 2 Set Up Your Charging Dock Plug in your charging dock. The power indicator will illuminate green. 3 Power On Your Live...

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To learn more, visit lively.com/Support 5STAR4-USERGUIDE-V4 GDT-2545 User Guide LIVELY is a ... hours a day, 7 days a week. This helpful User Guide contains everything you need to know about your **Lively Mobile Plus**. And if you have any questions or need assistance, our 100 U.S.-based Lively Res...

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Lively Mobile Plus User Guide GreatCall Key Items in Your Box One button Urgent Response device Charging Dock Easy drop design lively mobile plus user guide greatcall docs default source s The following will you through how to set up and use the with your 1 Determine where would like place 0b7d5062 2ff6 42e9 9601 eead3a3db162 files bbystatic 8VM8ULZHV9WTFsUB5b0kKg Getting Started 7 Back of Lanyard Slot Attach included Magnetic for around neck Serial Number This number is used activating Power Button Turns on off Contacts Allows charging i INFO By there no volume control 5 Front Speaker Integrated into so can hear 5Star Agent or 9 Operator directly
User Guide 1 Welcome to the GreatCall Family Thank you for choosing the **Lively Mobile Plus**. Your all-new mobile urgent response device features 5Star medical alert service. With 5Star, you ll have immediate, dependable access to our IAED-Certified Agents who are trained to provide help in uncerta...

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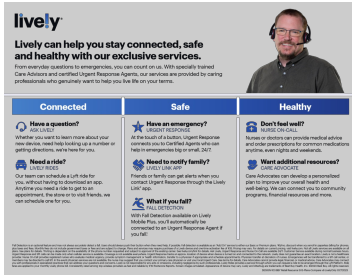


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Lively can help you stay connected, safe and healthy with our exclusive services.

From everyday ques ... onse through the Lively Link app. What if you fall FALL DETECTION With Fall Detection available on **Lively Mobile Plus**, you ll automatically be connected to an Urgent Response Agent if you fall.1 Don...

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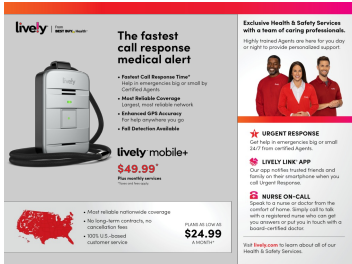
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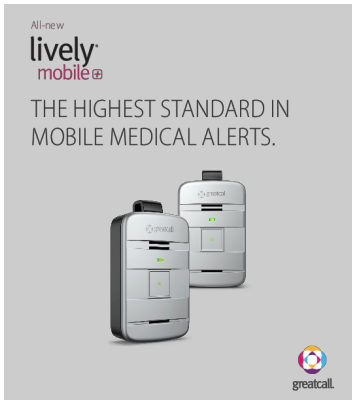
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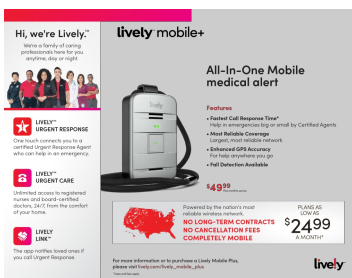
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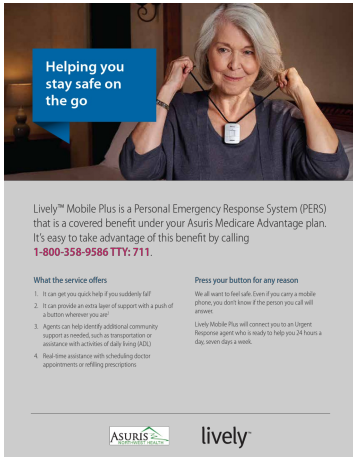
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GreatCall Introduces the Highest Standard in Medical Alerts with **Lively Mobile Plus**

Lively Mobile Plus keeps older adults safe and independent with a quick response time, enhanced GPS accuracy, LTE clarity, network reliability and exceptional Caring Center support San Diego, April 16, 2019 GreatCal...

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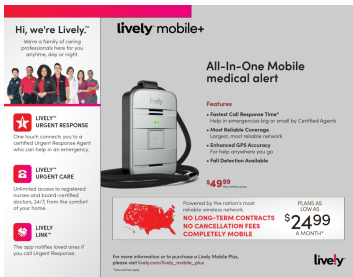


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Lively Mobile Plus can go anywhere. With its waterproof design, you can even use it
in the shower. J...

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Help at the touch
of a button.

Get exclusive Health & Safety
Services on our easy-to-use
phones and medical alert.

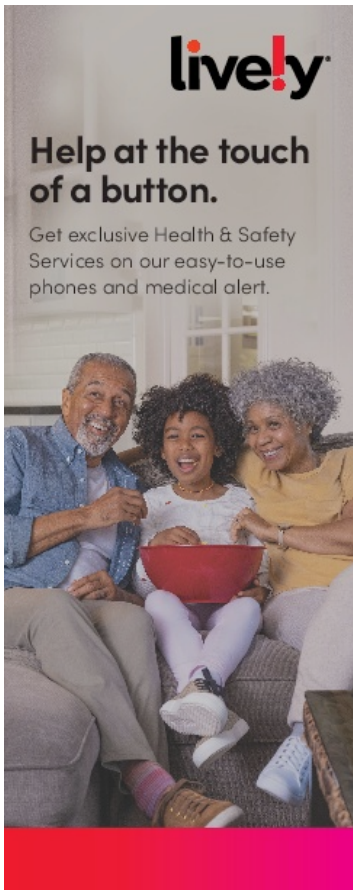


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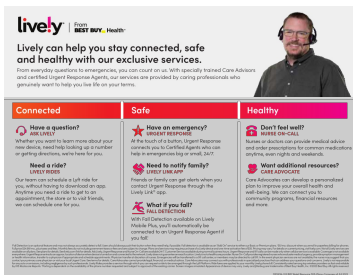


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Lively can help you stay connected, safe and healthy with our exclusive services.

From everyday ques ... connect you to community programs, financial resources and more. With Fall Detection available on **Lively Mobile Plus**, you ll automatically be connected to an Urgent Response Agent if you fall.1 1Fa...

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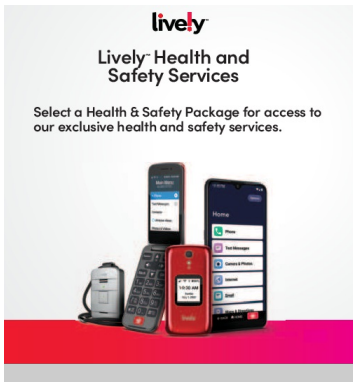
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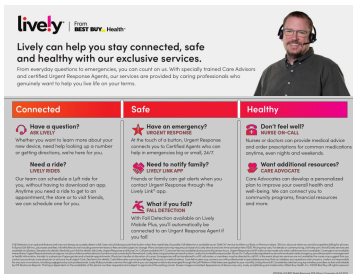


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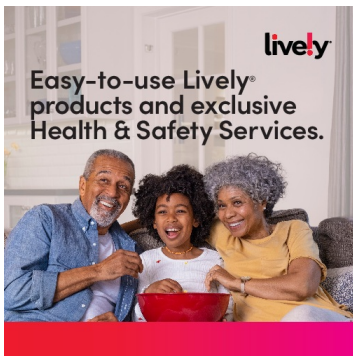


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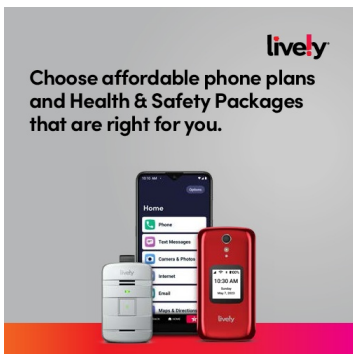


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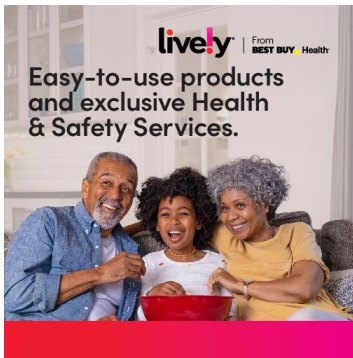


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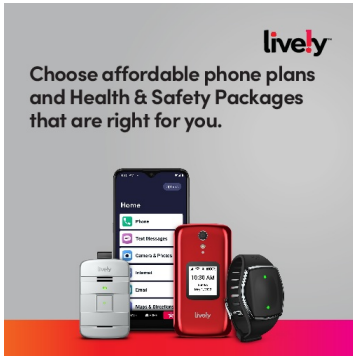
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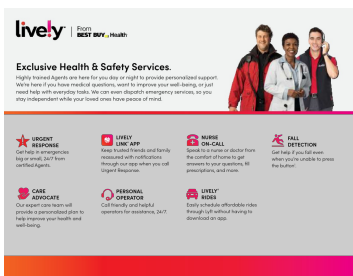
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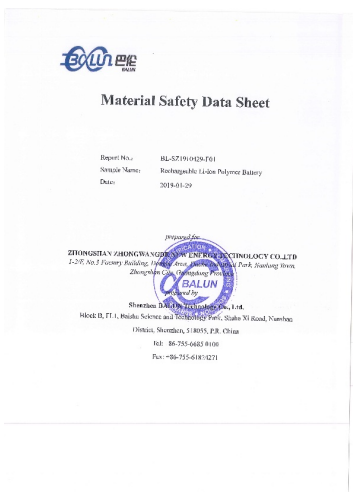
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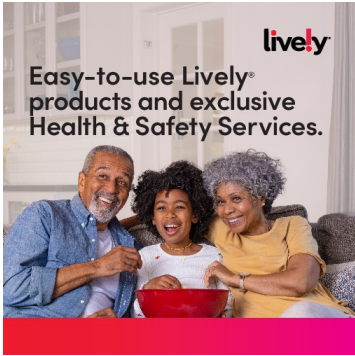
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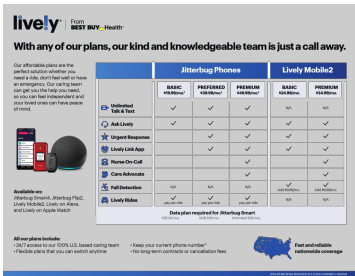
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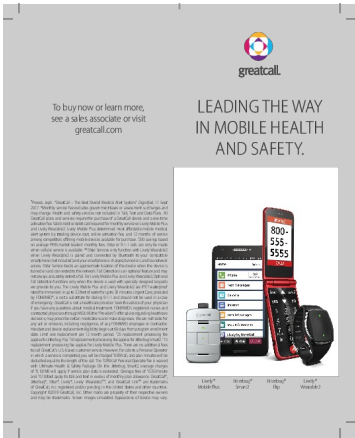
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