

Lively R5-RTL-BLK-8IN

Lively Mobile2 Medical Alert Device User Manual

Model: R5-RTL-BLK-8IN | Brand: Lively

INTRODUCTION

The Lively Mobile2 is a compact and waterproof medical alert device designed to provide immediate assistance in emergencies. It offers 24/7 access to certified agents, optional fall detection, and features like the Lively Link app for family notifications, ensuring greater independence and peace of mind for users.

SETUP GUIDE

Setting up your Lively Mobile2 device is a straightforward process. Follow these steps to get started:

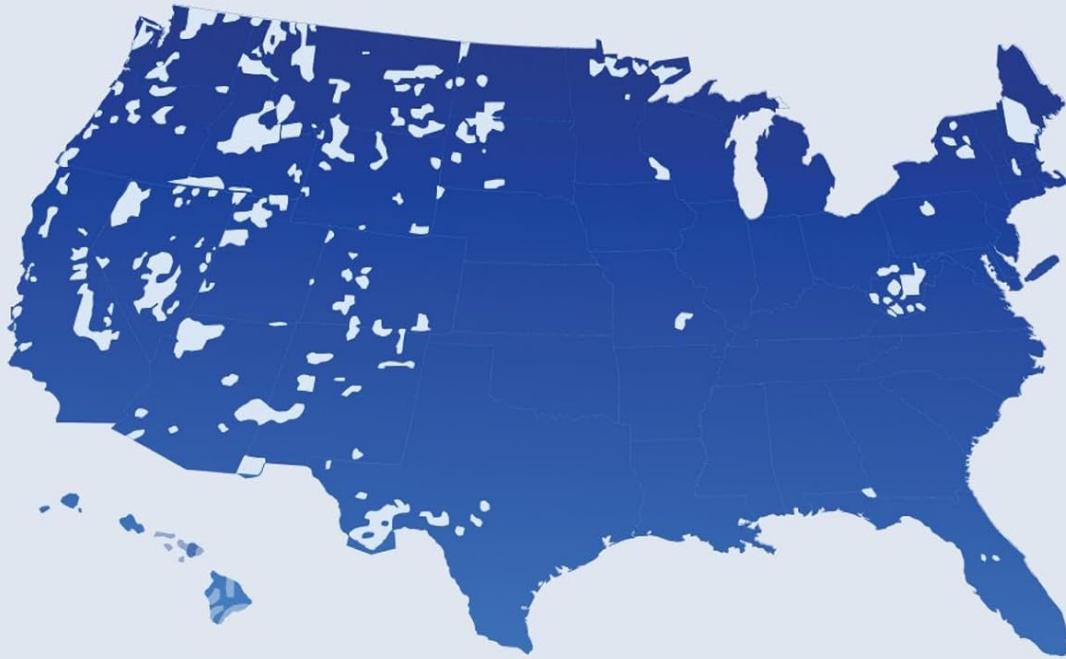
1. **Purchase Device:** Ensure you have your Lively Mobile2 device and all included accessories, such as the charging dock and lanyard.
2. **Activate with Lively:** Contact Lively customer service to activate your device and choose a service plan. Activation is required for the device to function.
3. **Choose Your Plan:** Select a Lively service plan that best fits your needs. Plans may include features like Urgent Response, Fall Detection, Lively Link, Nurse On-Call, and Care Advocate services.
4. **Charge Device:** Before first use, fully charge your Lively Mobile2 by placing it in the charging dock. The indicator light on the dock will confirm charging status.
5. **Wear Your Device:** The Lively Mobile2 can be worn around the neck using the included lanyard or clipped to clothing. Ensure it is worn in a way that allows easy access to the Urgent Response button.

Easy setup

1. Purchase device
2. Activate with Lively
3. Choose your plan
4. Call for help anytime



Image: Easy setup process for the Lively Mobile2.



Fast and reliable nationwide coverage.

No long-term contracts

No cancellation fees

100% U.S.-based customer service

Image: The Lively Mobile2 device securely placed in its charging dock.

OPERATING INSTRUCTIONS

The Lively Mobile2 is designed for simple operation, providing quick access to help when needed.

Urgent Response Button

To get help in any emergency, simply press the large, central button on your Lively Mobile2 device. This will connect you to a certified Urgent Response Agent 24/7. The agent will assess your situation, confirm your location, and dispatch appropriate help, whether it's emergency services or a family member.

Get help in emergencies big or small.

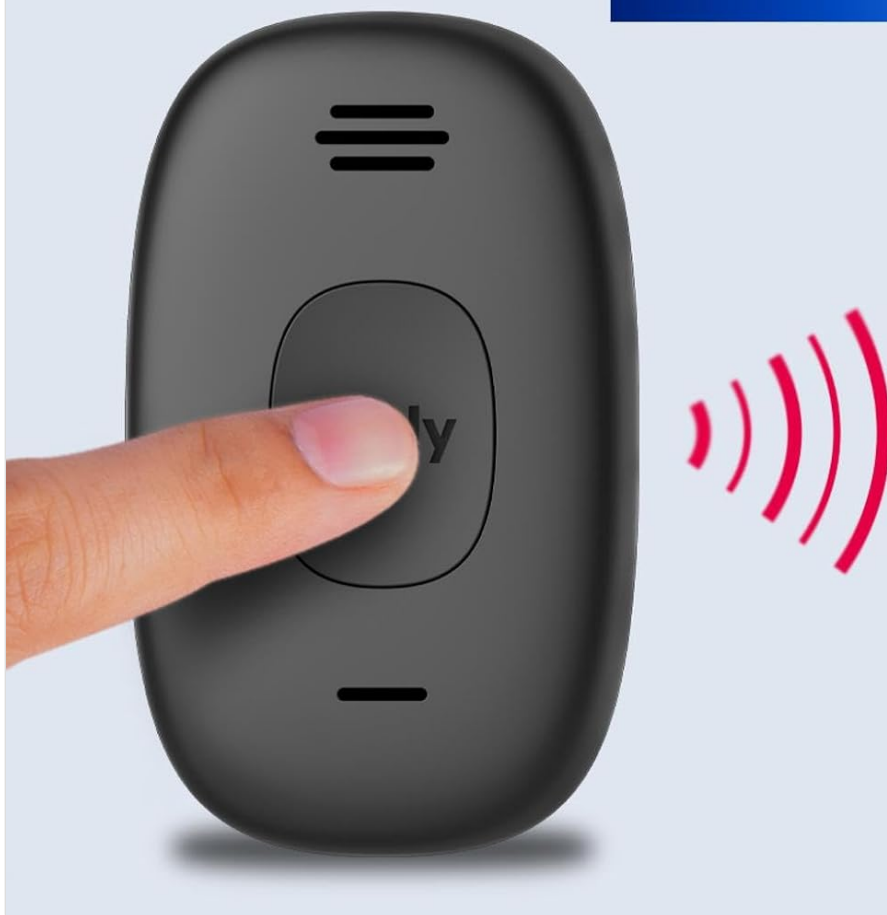


Image: Activating the Urgent Response feature by pressing the button.

Fall Detection (Optional Service)

If you have activated the optional Fall Detection service, your Lively Mobile2 can automatically detect a fall and connect you to an Urgent Response Agent. This feature provides an added layer of safety, especially if you are unable to press the button after a fall. Ensure the device is worn correctly with the included lanyard for optimal fall detection performance.

Simple, affordable plans.

Plans as low as

\$24⁹⁹/mo.*

- Fast, reliable nationwide coverage
- No long-term contracts
- 100% U.S.-based agents

*Plus taxes. \$24.99/mo. pricing requires paperless billing on new lines of service.



Image: Fall Detection service being monitored by a Lively agent.

Lively Link App

The Lively Link app allows authorized family members and caregivers to stay informed about your safety. When you use the Urgent Response button, the app can send automated notifications to your designated contacts, providing them with updates on your situation and location.

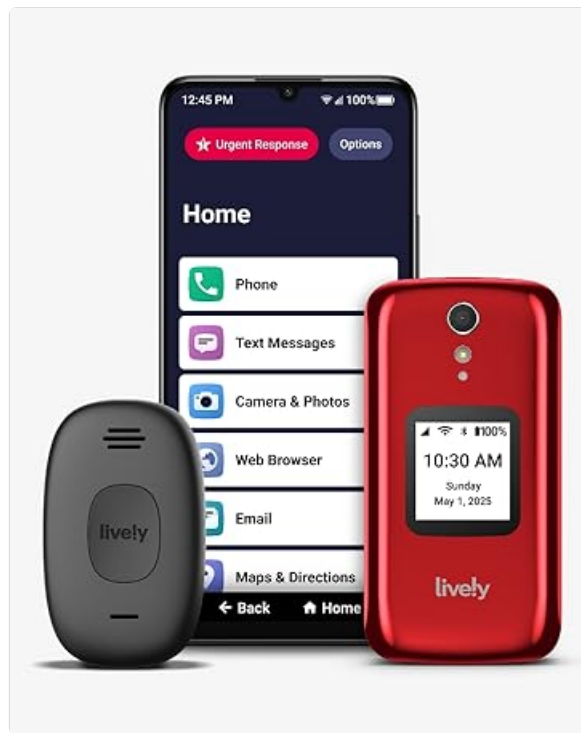
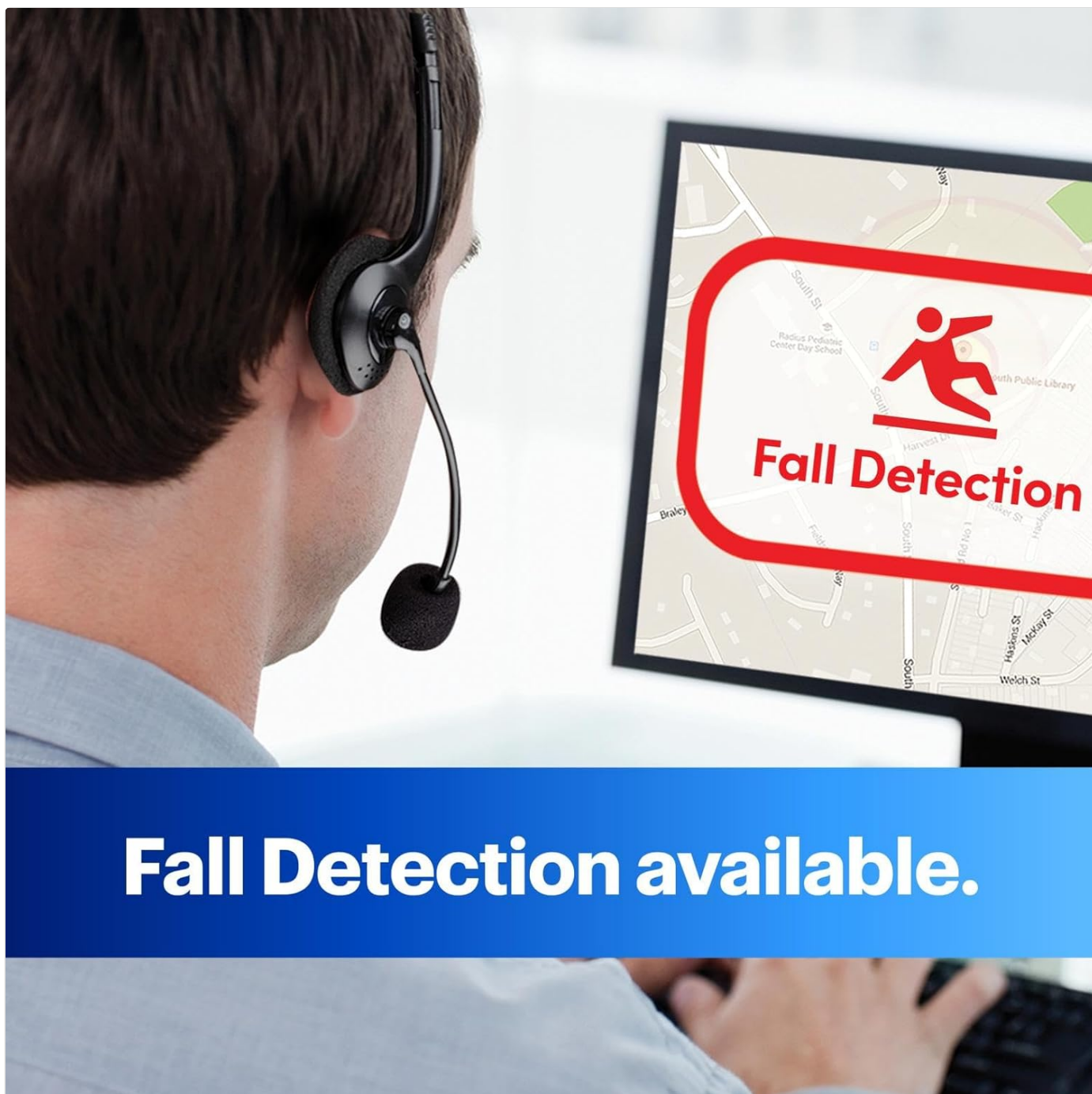


Image: Overview of Lively services, including the Lively Link app.

Wearing the Device

The Lively Mobile2 is designed to be discreet and easy to wear. You can use the included lanyard to wear it around your neck or clip it to your belt or clothing. Its lightweight design ensures comfort for all-day wear.



Fall Detection available.

Image: A user wearing the Lively Mobile2 device with the included lanyard.

FEATURES

The Lively Mobile2 offers a range of features to enhance your safety and connectivity:

- **24/7 Emergency Help:** One-touch access to certified Urgent Response Agents who can assess situations and dispatch help.
- **Fall Detection:** An optional service that automatically connects you to an agent if a fall is detected, even if you cannot press the button.
- **Automatic Family Notifications:** Through the exclusive Lively Link app, family members can receive notifications during emergencies.
- **Completely Mobile and Waterproof:** The device does not require a landline or base station and can be used anywhere, including in the shower, pool, or rain.
- **Discreet Design:** Small, lightweight, and easy to wear, making it unobtrusive for daily use.
- **Powerful Two-Way Speaker:** Enables clear communication with Urgent Response Agents.

- **Long-Lasting Battery:** Provides extended use between charges.
- **Enhanced GPS:** Helps agents accurately locate you during an emergency.
- **Nurse On-Call:** Speak to registered nurses and board-certified doctors from the comfort of your home for medical questions and prescription orders (service plan dependent).
- **Care Advocate:** Receive personalized health plans and support from a Care Advocate (service plan dependent).

Features



- Help 24/7
- Highly-trained certified agents
- Fast call response time
- Fall detection available

Image: Key features of the Lively Mobile2 device.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Lively Mobile2 device.

Charging

The Lively Mobile2 is powered by a Lithium Ion battery. For best performance, charge your device daily, preferably overnight. Place the device firmly in its charging dock until the indicator light confirms it is charging. A full charge ensures the device is ready for use throughout the day.

Cleaning

To clean your device, gently wipe it with a soft, damp cloth. Avoid using harsh chemicals, abrasive cleaners, or submerging the device in water beyond its waterproof rating, even though it is designed to be waterproof for normal use.

Waterproof Care

While the Lively Mobile2 is waterproof, it is important to ensure the charging ports are dry before placing it on the charging dock to prevent damage. Avoid exposing the device to extreme temperatures or prolonged submersion beyond typical shower or rain exposure.

TROUBLESHOOTING

If you encounter issues with your Lively Mobile2, try the following troubleshooting steps:

- **Device Not Responding:** Ensure the device is fully charged. If it's unresponsive, try placing it on the charger for a few minutes.
- **Not Charging:** Verify that the charging dock is properly connected to a power source and that the device is correctly seated in the dock. Check for any debris in the charging contacts.
- **Poor Call Quality/Low Volume:** Ensure the device's speaker and microphone are not obstructed. If volume is consistently low, contact Lively customer support as there is no user-adjustable volume control on the device itself.
- **Fall Detection Not Working:** Ensure the Fall Detection service is active on your plan. Verify the device is worn correctly with the lanyard as instructed. Note that no fall detection system is 100% accurate.
- **No Connection to Urgent Response:** Check if the device has a cellular signal. If you are in an area with poor coverage, the device may not be able to connect. Try moving to an area with better signal.

If these steps do not resolve the issue, please contact Lively Customer Support for further assistance.

SPECIFICATIONS

Feature	Detail
Model Number	R5-RTL-BLK-8IN
Dimensions	2.8 x 0.68 x 1.7 inches
Item Weight	1 pound
Color	Black
Battery Type	1 Lithium Ion battery (included)
Control Method	App, Touch
Manufacturer	Lively
UPC	850028621332
Water Resistance	Waterproof (suitable for shower, pool, rain)

WARRANTY AND SUPPORT

For information regarding the warranty of your Lively Mobile2 device, please refer to the documentation included with your purchase or visit the official Lively website. Warranty terms and conditions may vary.

Customer Support

Lively provides a dedicated customer support team to assist you with any questions or issues. Their caring and knowledgeable Care Advisors are available 24/7 to help with device activation, troubleshooting, service plan inquiries, and general assistance. You can typically find contact information for Lively Customer Support on their official website or in the packaging materials of your device.



Image: Lively's customer support team is available to help.

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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 Smart3 Activation Guide - Lively</p> <p>Comprehensive guide to activating your new Jitterbug Smart3 phone from Lively. Includes step-by-step instructions for online activation, phone call activation, and phone number transfer.</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>

Comprehensive user guide for the Lively Jitterbug Smart4 smartphone. Learn how to set up your device, make calls, send texts, use the camera, browse the internet, manage settings, and access support resources.

Documents - Lively – R5-RTL-BLK-8IN



[\[pdf\]](#) Guide

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