

## **Welcome to Lively!**

Thank you for choosing the Lively® Mobile2. Your all-new mobile medical alert features Lively® Urgent Response. With Lively, you'll have immediate, dependable access to our caring team who is trained to provide help in uncertain or unsafe situations—24 hours a day, 7 days a week.

This helpful User Guide contains everything you need to know about your Lively Mobile2. And if you have any questions or need assistance, our 100% U.S.-based caring team is here to assist you.

# Table of Contents

|                                |          |
|--------------------------------|----------|
| <b>Table of Contents .....</b> | <b>2</b> |
|--------------------------------|----------|

|                                         |          |
|-----------------------------------------|----------|
| <b>Section 1: Getting Started .....</b> | <b>1</b> |
|-----------------------------------------|----------|

|                                            |   |
|--------------------------------------------|---|
| Key Items in Your Lively Mobile2 Box ..... | 2 |
|--------------------------------------------|---|

|                                                        |   |
|--------------------------------------------------------|---|
| Turning on Your Lively Mobile2 for the First Time..... | 4 |
|--------------------------------------------------------|---|

|                          |   |
|--------------------------|---|
| Your Lively Mobile2..... | 6 |
|--------------------------|---|

|                        |    |
|------------------------|----|
| The Charging Dock..... | 10 |
|------------------------|----|

|                                   |    |
|-----------------------------------|----|
| About the Battery Indicator ..... | 15 |
|-----------------------------------|----|

|                                                   |           |
|---------------------------------------------------|-----------|
| <b>Section 2: Using Your Lively Mobile2 .....</b> | <b>16</b> |
|---------------------------------------------------|-----------|

|                                             |    |
|---------------------------------------------|----|
| Turning on and off your Lively Mobile2..... | 17 |
|---------------------------------------------|----|

|                                                 |    |
|-------------------------------------------------|----|
| When and Where to Use Your Lively Mobile2 ..... | 19 |
|-------------------------------------------------|----|

|                                      |    |
|--------------------------------------|----|
| Calling Lively Urgent Response ..... | 21 |
|--------------------------------------|----|

|                                                                |    |
|----------------------------------------------------------------|----|
| If Your Call to Urgent Response Requires 9-1-1 Assistance..... | 22 |
|----------------------------------------------------------------|----|

|                               |    |
|-------------------------------|----|
| Answering Incoming Calls..... | 24 |
|-------------------------------|----|

|                                    |    |
|------------------------------------|----|
| Connecting with Nurse On-Call..... | 26 |
|------------------------------------|----|

|                                   |    |
|-----------------------------------|----|
| About the Service Indicator ..... | 28 |
|-----------------------------------|----|

|                                      |    |
|--------------------------------------|----|
| Using the Included Accessories ..... | 29 |
|--------------------------------------|----|

|                                                             |           |
|-------------------------------------------------------------|-----------|
| <b>Section 3: Lively® Fall Detection.....</b>               | <b>33</b> |
| Fall Detection .....                                        | 34        |
| What Happens When a Fall is Detected.....                   | 36        |
| Confirming Fall Detection is Enabled.....                   | 38        |
| <b>Section 4: Managing Your Account.....</b>                | <b>39</b> |
| Your Account.....                                           | 40        |
| Personal Emergency Profile.....                             | 41        |
| Sending a Test Call to Your Lively Mobile2.....             | 43        |
| Sending a Tone to Find a Misplaced Lively Mobile2.....      | 44        |
| Locating Your Lively Mobile2 Using the Lively Link App..... | 45        |
| Billing Information .....                                   | 46        |
| <b>Legal .....</b>                                          | <b>47</b> |
| Terms and Conditions.....                                   | 47        |



# Section 1: Getting Started

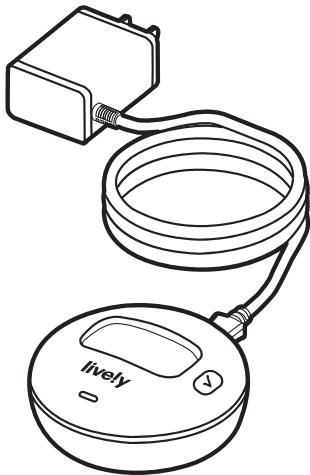
## Topics

- Key Items in Your Lively Mobile2 Box
- Powering on Your Lively Mobile2 for the First Time
- Your Lively Mobile2
- The Charging Dock
- About the Battery Indicator

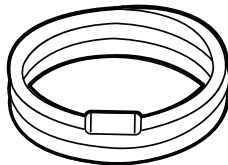
## Key Items in Your Lively Mobile2 Box



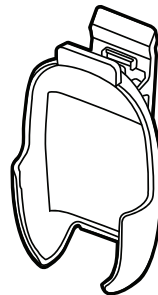
Lively Mobile2



Charging Dock



Fall Detection Lanyard



Clip Accessory

## Key Items in Your Lively Mobile2 Box (continued)

- **Lively Mobile2** – One-button Urgent Response device.
- **Charging Dock** – Easy, drop-in design means no fumbling with extra cords.
- **Fall Detection Lanyard** – Safely wear your Lively Mobile2 around your neck (required for fall detection).
- **Clip Accessory** – Attach to your pocket, belt, purse or where convenient.
- **User Guide** – Everything you need to know about your Lively Mobile2.

### INFORMATION

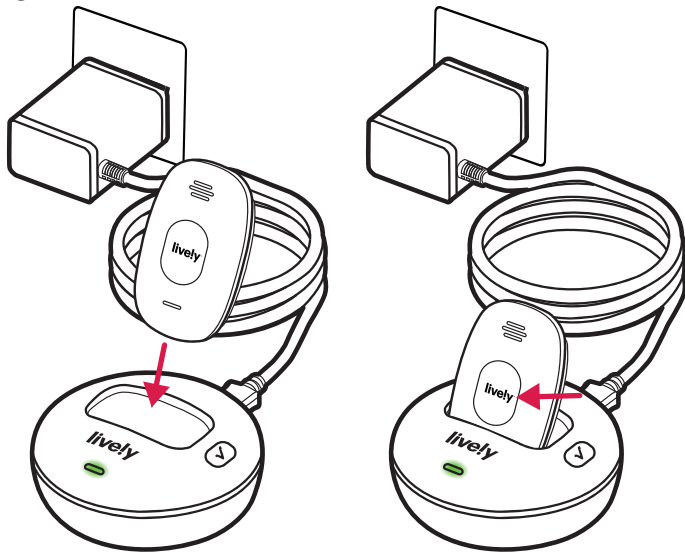
*Additional accessories are available for your Lively Mobile2. Please visit us online at [lively.com/accessories](https://lively.com/accessories) for more information.*

## Powering on Your Lively Mobile2 for the First Time

1. Make sure that your charging dock is plugged into a wall outlet.
2. Lower your Lively Mobile2 into the charging dock.

After a few moments, you will hear “We’re setting up your device, please wait. This process may take several minutes.” When complete you will hear “Welcome to Lively”.

3. You will receive an automated test call on your Lively Mobile2 to confirm functionality. When you hear the device ringing, push the call button to answer.



**IMPORTANT**

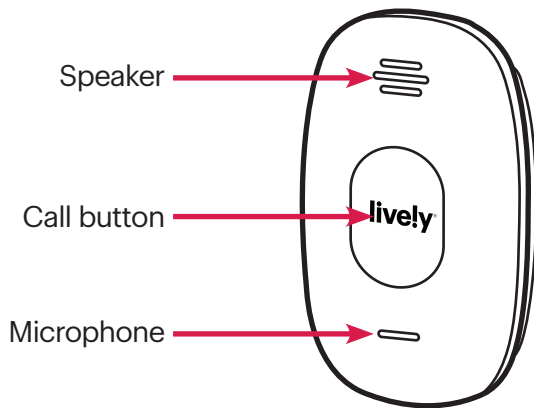
***Your device is not ready for use until you hear “Welcome to Lively” and the service indicator located on the back of the device is flashing green.***

*If you hear a voice prompt saying “Activation failed”. Please take note of what step number it failed and contact Customer Care at **1-800-463-5412**.*

**INFORMATION**

*Your Lively Mobile2 may not be fully charged after turning on for the first time. Be sure to place your Lively Mobile2 in the charging dock until the power indicator turns solid green.*

## Your Lively Mobile2 - Front



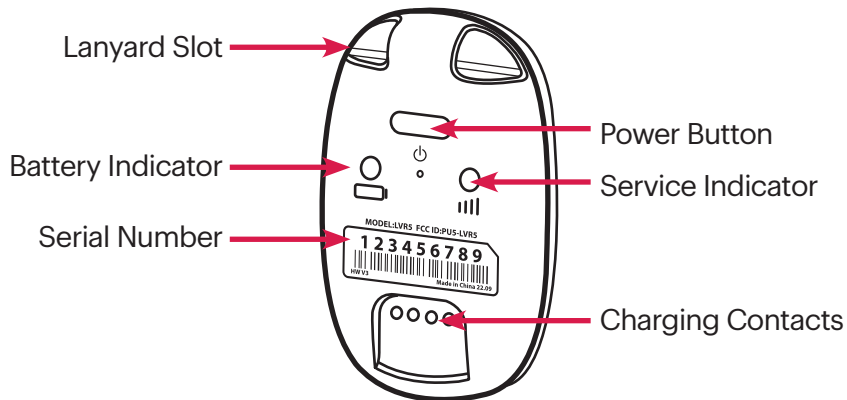
## The Front of Your Lively Mobile2

- **Speaker** – Integrated into the Lively Mobile2 so you can hear the Urgent Response agent directly through the device.
- **Call button** – Allows you to call Urgent Response Service.
- **Microphone** – Integrated into the Lively Mobile2, so you can speak to the Urgent Response agent directly through the device.

### INFORMATION

*By design, there is no volume control. If you are in a location where the device's sounds may be disruptive, you may want to turn off your device. Make sure to turn it back on afterward so that it is ready if you encounter an unsafe situation. If you are in a noisy area, you may need to move the device closer to your ear or to your mouth when connected with Urgent Response*

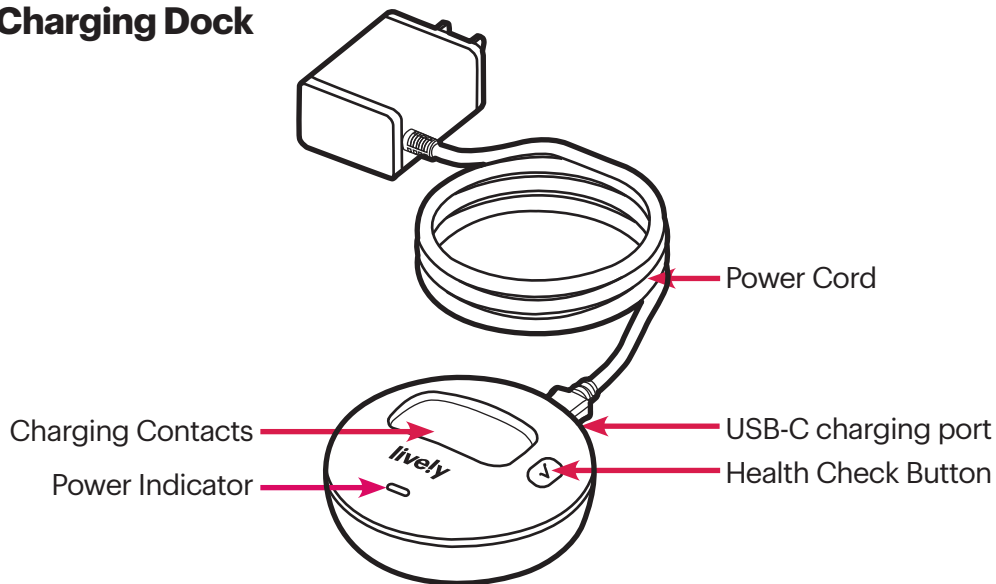
## Your Lively Mobile2 - Back



## The Back of Your Lively Mobile2

- **Lanyard Slot** – Attach the included fall detection lanyard for use around your neck.
- **Battery Indicator** – Flashes green with good battery and flashes red when the battery is low. (learn more in “About the Battery Indicator” on page 15).
- **Serial Number** – This number is used for activating your device.
- **Power Button** – Turns the Lively Mobile2 on and off.
- **Service Indicator** – Flashes green indicating that your device is ready to use (learn more in “About the Service Indicator” on page 28).
- **Charging Contacts** – Allows charging with the included charging dock.

## The Charging Dock



## The Charging Dock (continued)

- **Power Cord** – Provides power to the charging dock from a wall outlet.
- **Power Indicator** – Lights up green when plugged into a wall outlet and blinks green when charging the Lively Mobile2.
- **Charging Contacts** – Allows charging of your Lively Mobile2 when docked.
- **Health Check Button** – Check that your Lively Mobile2 is operating correctly.

### INFORMATION

*You can check the status of your Lively Mobile2 anytime by placing your device in the charging dock and pressing the Health Check Button. This will confirm your battery, network connection and Fall Detection (if applicable) are working properly and your device is ready to use.*

### IMPORTANT

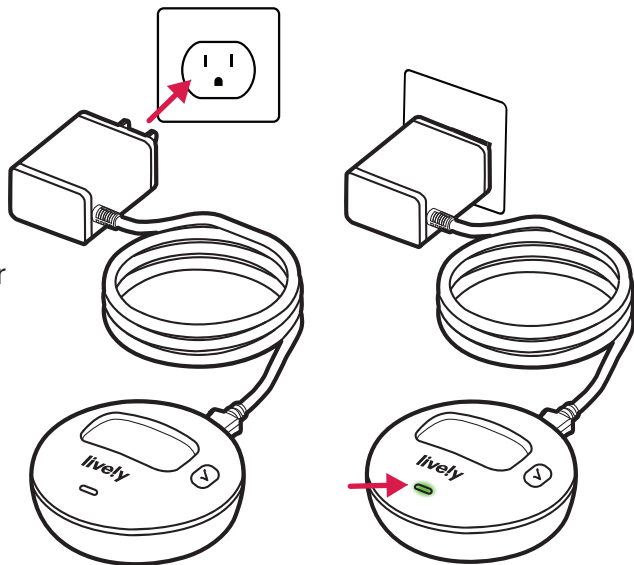
*The charging dock is not waterproof. Do not place the charging dock in areas where it can get wet. If your device happens to get wet, please be sure to dry it before placing it into the charging dock. Failure to do so may cause an electrical shock or fire hazard. The Lively Mobile2 is rated to be submerged in up to 3.3 feet of water for up to 30 minutes*

## The Charging Dock (continued)

### Setting Up the Charging Dock

The charging dock makes it easy for you to always have your Lively Mobile2 fully charged and ready to go.

1. Determine where you would like to place your charging dock. Do not place the charging dock in a location where it could get wet.
2. Plug the power cord's USB-C connector into the back of the charging dock.
3. Plug the power cord into a wall outlet. The power indicator on the charging dock illuminates green.

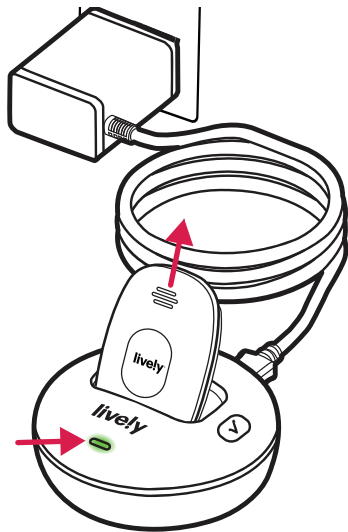
**NOTE**

*If the power indicator doesn't turn green, make sure the outlet you are using isn't controlled by a light switch.*

## The Charging Dock (continued)

### Using the Charging Dock

1. Lower your Lively Mobile2 in the charging dock until the charging contacts on both the device and the charging dock make contact. You will hear a tone from the speaker indicating that the device is placed properly and charging.
2. The power indicator on the charging dock flashes green while charging. When fully charged, the battery indicator will remain solid green. Charge fully before your first use of the Lively Mobile2.
3. To remove your Lively Mobile2 from the charging dock, grasp the device and lift it up and away from the charging dock. You will hear a tone from the speaker indicating that it is no longer charging. Unless additional charging is required, the battery indicator on the device turns off to save power.



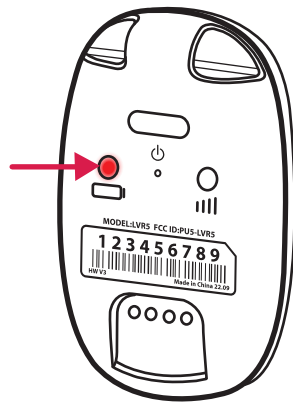
## The Charging Dock (continued)

### When to Charge Your Lively Mobile2

Always place your Lively Mobile2 in the charging dock when you're not using it so that it is ready when you need it. We recommend charging each night when you go to bed.

When the battery is low, the battery indicator will flash red and you will hear a tone reminding you to charge. The tone will repeat more frequently as the battery level decreases further.

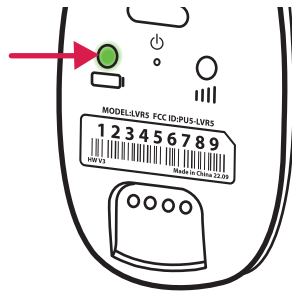
If the battery loses all of its charge, the device will turn off. The Lively Mobile2 will power back on shortly after being placed back into the charging dock.



## About the Battery Indicator

The battery indicator is located on the back of your Lively Mobile2 above the battery icon. The battery indicator lets you know the status of your device's battery level.

Refer to the table below for the common light patterns you will see from the battery indicator.



| Color | Pattern | Meaning                                                       |
|-------|---------|---------------------------------------------------------------|
| Green | Flash   | Battery is good and ready to use                              |
| Amber | Flash   | Battery is low                                                |
| Red   | Flash   | Battery is critical and needs to be charged                   |
| Off   | None    | Battery does not require charging or the device is turned off |

## Section 2: Using Your Lively Mobile2

### Topics

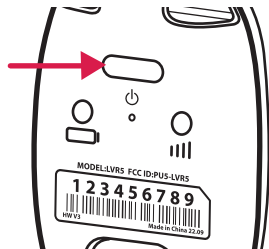
- Turning on and off your Lively Mobile2
- When and where to Use Your Lively Mobile2
- Calling Urgent Response
- Answering Incoming Calls
- Connecting with Nurse On-Call
- About the Service Indicator
- Using the Included Accessories

## Turning on and off your Lively Mobile2

### Turning on

Press and hold the power button for two seconds. The service indicator will turn green and the battery indicator will start flashing green.

Alternatively, placing your Lively Mobile2 into the charging dock will also turn on your device if it was previously turned off.



After a few moments, you will hear a tone and a voice prompt of “Welcome to Lively.” The service indicator on the back of the device will begin flashing green indicating that the device is turned on and ready to use.

The battery indicator will flash intermittently to save power if the device does not require charging. If the battery indicator is flashing amber or red, the battery level is low—place the device in the charging dock as soon as possible.

## Turning on and off your Lively Mobile2 (continued)

### Turning off

Press and hold the power button until you hear a tone and voice prompt of “Your device is powering off.” The service indicator and battery indicator will turn solid amber, then red for a few seconds indicating that the device is turning off.

Your Lively Mobile2 is completely off when both of these indicators turn off.

#### INFORMATION

*We recommend keeping your Lively Mobile2 turned on at all times, as well as charging it every night, so you can always have access to help in an uncertain or unsafe situation.*

## When and Where to Use Your Lively Mobile2

### **Potential emergency situations:**

- You're having trouble breathing.
- You have a weird tingling in your arm and you are not sure what to do.
- You slipped and fell in the shower.

### **General assistance or cautious situations:**

- You locked yourself out of your house without the keys.
- You are driving and are lost.
- You heard a strange noise on your roof.
- You think someone is in your house.

Though we have listed typical use scenarios, if you're ever in doubt call Urgent Response and our caring team will assist you.

## When and Where to Use Your Lively Mobile2 (continued)

Your device is completely mobile with fast and reliable nationwide coverage. You can use your Lively Mobile2 at home or on the go, wherever you have cellular service.

The Lively Mobile2 is also waterproof so you don't have to worry about using it in the shower, while washing the dishes, or during that unexpected rain.

### IMPORTANT

*Coverage and service are not available everywhere. You will not be able to make Urgent Response calls or 9-1-1 calls when cellular service is not available. The Lively Mobile2 is rated to be submerged in up to 3.3 feet of water for up to 30 minutes. In the event your device becomes wet, be sure to dry it as soon as possible, especially before placing into the charging dock*

## Calling Lively Urgent Response

Your Lively Mobile2 comes with 24/7 access to Lively Urgent Response agents. Trained in CPR and other emergency procedures, certified agents will confirm your location using patented GPS technology, evaluate your situation, and get you the help you need.

### To Call Urgent Response:

1. Press and release the call button briefly. You will hear a voice prompt of “Calling Urgent Response, press the button to cancel.” If you pressed the call button by mistake, you will have a short moment to press the call button again to cancel the call. Pressing the button multiple times may result in a call to Urgent Response being canceled.
2. While speaking with the agent, hold your Lively Mobile2 at a comfortable distance, at least one inch away from your mouth, and speak normally into the microphone.
3. To end the call, firmly press and release the call button. You will hear a tone and a voice prompt of “Call ended.”

## If Your Call to Urgent Response Requires 9-1-1 Assistance

If you call Urgent Response and the agent determines that you need emergency assistance, they will arrange the dispatch with emergency services.

Urgent Response agents may provide emergency services or 9-1-1 Operators with information from your Personal Emergency Profile, such as your medications, allergies, and personal contact numbers.

**IMPORTANT**

*Urgent Response agents will be able to track an approximate location when your device is turned on and connected to the network, but we cannot guarantee an exact location.*

## **INFORMATION**

To ensure our Urgent Response agents always have your latest information, please regularly check your Personal Emergency Profile available at **[lively.com](https://lively.com)**. See [lively.com](https://lively.com) "Your Account" on page 40 for more information on how to manage your Personal Emergency Profile.

## **IMPORTANT**

### **Test or Accidental Calls to Urgent Response**

*If you decide to test Urgent Response or accidentally place a call to Urgent Response, please wait on the line for an agent to answer and advise them that you do not need assistance.*

*If you hang up before speaking with an agent, Urgent Response may treat the call as a potential emergency.*

## Answering Incoming Calls

There are a few scenarios when you may receive an incoming call on your device:

- You call Urgent Response and hang up immediately.
- You call Urgent Response and somehow get disconnected.
- You perform a “Test Call” from your lively.com account page.
- After activating your service for the first time you will receive a Test Call to confirm functionality.
- An accidental call was placed to Urgent Response and the Urgent Response agent is calling to make sure that you are safe and secure.

When there is an incoming call, your Lively Mobile2 will ring with an audible tone.

### INFORMATION

*If Urgent Response is unable to reach you on your Lively Mobile2, an Agent might call your phone number on record and might show up as “Unknown Caller”.*

## To Answer an Incoming Call (continued)

1. Firmly press and release the call button and speak clearly into the microphone located at the bottom of the device.
2. To end the call, press and release the call button. You will hear a tone and a voice prompt of "Call ended."

If the person you were speaking with hangs up first, your Lively Mobile2 will automatically end the call without the need to press the call button.

### INFORMATION

*The Lively Mobile2 can only receive incoming calls from Urgent Response agents.*

## Connecting with Nurse On-Call

With certain plans, you have access to Nurse On-Call, which provides you with unlimited health advice from a registered nurse or board-certified doctor, 24-hours a day, 7-days a week.

### To Access a Live Nurse:

1. Press the call button briefly. You will hear a voice prompt of “Calling Urgent Response, press the button to cancel.” If you pressed the call button by mistake, you will have a short moment to press the call button again to cancel the call. Pressing the button multiple times may result in a call to Urgent Response being canceled.
2. When connected with an Urgent Response agent, ask to be connected to Nurse On-Call. The agent may ask you a few questions to make sure that you do not need emergency assistance before connecting you to a nurse.

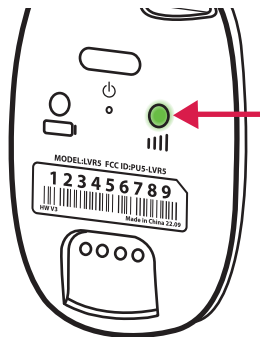
## IMPORTANT

*Nurse On-Call provides registered nurses who evaluate medical urgency, provide symptom management or health information, transfer to a physician if appropriate (physician transfer at discretion of the nurse), and schedule appointments. Emergencies will be transferred to a 911 call center, or members may be directed to call 911. In the event physician services are not available, the nurse may suggest you contact your primary care physician or visit your local Urgent Care. See terms for details.*

## About the Service Indicator

The service indicator is located on the back of your Lively Mobile2. The service indicator will flash to let you know whether or not you have cellular coverage and if the device is turned on and ready to use.

Refer to the table below for the common light patterns you will see from the service indicator.



| Color | Pattern  | Meaning                                    |
|-------|----------|--------------------------------------------|
| Green | Flashing | Good cellular coverage and ready to use    |
| Red   | Flashing | No cellular coverage, try another location |

## Using the Included Accessories

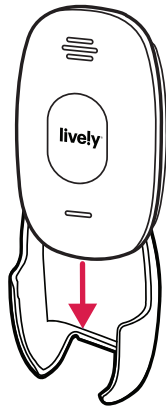
### Clip Accessory

The included clip accessory allows you to attach your Lively Mobile2 to things like your purse, belt, or pocket.

To attach the clip accessory, slide the Lively Mobile2 down into the accessory as shown in the illustration.

#### IMPORTANT

*If you are subscribed to Fall Detection, the Fall Detection feature will be disabled when your Lively Mobile2 is inserted into the clip accessory. Use the fall detection lanyard to re-enable the Fall Detection feature.*



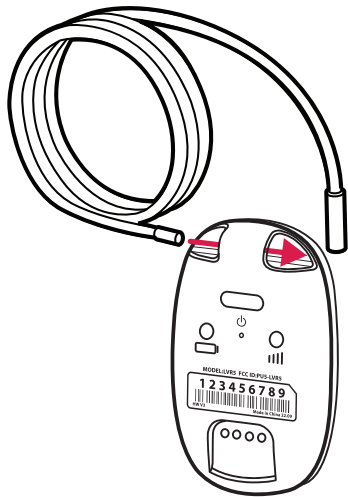
## Using the Included Accessories (continued)

### Fall Detection Lanyard

The included fall detection lanyard allows you to wear your Lively Mobile2 around your neck.

To attach the fall detection lanyard, thread the lanyard through the lanyard slot at the top of the device.

The fall detection lanyard features a magnetic clasp for easy fastening around your neck. To unfasten, simply hold the lanyard from each side of the magnetic clasp and pull apart. To fasten, align the magnetic clasp ends until they snap together.



## Using the Included Accessories (continued)

### Using Other Lanyard Accessories

If you subscribed to Fall Detection, the Lively Mobile2 must be used with the included fall detection lanyard. This lanyard was designed with a specific length to allow the Lively Mobile2 to accurately detect a fall.

If you are not subscribed to Fall Detection, other third-party lanyard accessories can be used if they provide you additional comfort.

#### **IMPORTANT**

*If you subscribed to Fall Detection, the Lively Mobile2 must be used with the included fall detection lanyard around your neck to accurately detect a fall.*



## Section 3: Lively® Fall Detection

### Topics

- Fall Detection
- What Happens When a Fall is Detected
- Confirming Fall Detection is Enabled

## Fall Detection

Using patented algorithms and the built-in accelerometer, your Lively Mobile2 can evaluate sudden changes in your body movement, in relation to your physical activity and posture, to identify falls.

The Fall Detection algorithm has been calibrated for use with the fall detection lanyard while worn around your neck. The accuracy of Fall Detection depends on the device's orientation on your body, the included fall detection lanyard is required to be used at all times. When possible, wear the Lively Mobile2 under your outer layer of clothing. Using a Fall Detection-enabled Lively Mobile2 without the fall detection lanyard is not recommended and will negatively impact the accuracy of Fall Detection.

Fall Detection does not detect 100% of falls. Users should always push their button when they need help, if possible. Button signal range may vary due to device sensitivity, battery strength, and other environmental factors.

For more information, see “Fall Detection Lanyard” on page 30.

**INFORMATION**

*Fall Detection is available at an additional cost on all plans. If you are interested in the additional protection of Fall Detection, please call us at **(800) 463-5412**.*

In order to reduce the occurrence of false alerts, place your Lively Mobile2 down gently when removing it from your neck or belt clip. When transporting in a suitcase, turn your Lively Mobile2 off until you are ready to use it again.

## What Happens When a Fall is Detected

When a fall is detected, your Lively Mobile2 says: “Fall detected. Calling Urgent Response. Press the button to cancel.” You will have a few seconds to cancel the call. Pressing the button multiple times may result in a call to Urgent Response being canceled.

- If you did not fall or do not need assistance, press the call button to cancel the call. You will hear an audio message, “Your call has been cancelled.”
- If you do not cancel the call within a few seconds, your Lively Mobile2 will automatically call Urgent Response. The Urgent Response agent will confirm you are safe and secure or get you the help that you need.

If you fall and DO NOT hear the fall detected message, press the call button to immediately connect to Urgent Response.

## IMPORTANT

*Lively Fall Detection is an optional enhancement service that works in conjunction with Urgent Response and your Lively Mobile2. Using patented and clinically validated algorithms, the service detects falls and alerts Urgent Response that you need help. We cannot guarantee that the service will always accurately determine a fall. Fall Detection only works accurately when your Lively Mobile2 is worn with the fall detection lanyard around your neck (preferably under an outer layer of clothing). Using your Lively Mobile2 without the fall detection lanyard is not recommended and will negatively impact the accuracy of Fall Detection. Fall Detection does not work when your Lively Mobile2 is turned off or while using the included clip accessory. See “Using the Included Accessories” on page 29 on how to attach the fall detection lanyard.*

## Confirming Fall Detection is Enabled

Fall Detection is ready to use if when turning on your Lively Mobile2 you hear “Welcome to Lively! Your device is ready to use and Fall Detection is enabled.”

If you hear “Welcome to Lively! Your device is ready to use.” when turning on your Lively Mobile2, you are not protected by Fall Detection.

### IMPORTANT

*Fall Detection is not enabled unless you hear “Welcome to Lively! Your device is ready to use and Fall Detection is enabled.” when you turn on your Lively Mobile2.*

*If you do not hear this and you believe it may be a mistake, please contact Customer Service at (800) 463-5412.*

# Section 4: Managing Your Account

## Topics

- Your Account
- Personal Emergency Profile
- Sending a Test Call to Your Lively Mobile2
- Sending a Tone to Find a Misplaced Lively Mobile2
- Locating Your Lively Mobile2 Using the Lively Link App
- Just In Case Notes
- Billing Information

## Your Account

Visit [lively.com/myaccount](https://lively.com/myaccount) to easily and securely manage your account and Personal Emergency Profile online. If you haven't set up a Lively account yet, you will need to register by navigating to [lively.com/myaccount](https://lively.com/myaccount) on your computer's web browser and following the easy instructions.

When registered, you can go to [lively.com/myaccount](https://lively.com/myaccount) any time to:

- Manage your Personal Emergency Profile
- Send a "Test Call" to your Lively Mobile2
- Send a tone to find your misplaced Lively Mobile2
- Locate your Lively Mobile2 on a map using Lively Link
- Manage "Just in Case" notes
- Manage your billing information

## Personal Emergency Profile

Your Personal Emergency Profile (PEP) provides our Urgent Response agents with important information that will be critical in assisting you in uncertain or unsafe situations. The more information you provide, the better we can assist you. You can start with basic information and return later to easily update or add more information. It is a good idea to periodically review your information to be certain it's still accurate.

Typical information you provide will include:

- Your name, phone numbers, gender, date of birth, and your primary language
- Locations you frequently visit
- Emergency contacts—people we can notify in case of an emergency
- Medical information such as medications, doctors, hospitals, medical, and physical conditions
- Vehicles that you drive, including make, model, color, and license plate number
- Location of your hidden house key or lock code

## Personal Emergency Profile (continued)

- “Just in Case Notes” can be used to share a notes for Urgent Response agents such as future events, names of people you’ll be with, gate codes, locations of a spare key, and hearing or speech conditions.

When logged into [lively.com/myaccount](https://lively.com/myaccount) you will be able to review your information, add more notes, and edit or delete existing notes. If you do not have access to lively.com, you will be able to provide us with your PEP details by mail. A PEP form will be included in your Lively Mobile2 Welcome Kit.

### INFORMATION

*The Urgent Response and Personal Emergency Profile are limited to one user per subscription and cannot be shared with another person. The profile information you provide is personal to you and could be critical in assisting you in an emergency.*

## Sending a Test Call to Your Lively Mobile2

You can confirm that your Lively Mobile2 is functioning properly by using the automated “Test Call” feature within [lively.com/myaccount](https://lively.com/myaccount). Make sure that you have your Lively Mobile2 in-hand before initiating a test call so that you can answer when it rings. Please be patient as the test call can take several minutes before your Lively Mobile2 will begin ringing.

When your Lively Mobile2 begins to ring, press and release the call button to answer. The call will automatically end after the test call message has completed.

### INFORMATION

*If you press the call button to make a test call, please wait on the line for an Urgent Response agent to answer and advise them that you are making a test call. If you hang up beforehand, they'll treat the call as a potential emergency.*

## **Sending a Tone to Find a Misplaced Lively Mobile2**

If you have lost or misplaced your Lively Mobile2, a special tone can be played to help you find it. Simply use the “Ping Lively” feature found on [lively.com/myaccount](https://lively.com/myaccount) to send a distinctive tone to your Lively Mobile2. The “Ping My Lively” tone will play for a limited time and then stop.

If you find your Lively Mobile2 while the special tone is playing, press and release the Call Button to stop the tone.

## Locating Your Lively Mobile2 Using the Lively Link App

You can view the last known location of your Lively Mobile2 on a map by using the Lively Link App. Not only will you be able to use an interactive map to locate your device, you can also allow family to connect with your device and view key information through their smartphone.

The Lively Link App allows your family to:

- Get notifications when you press the button to contact Urgent Response
- Get directions to the last known location of your Lively Mobile2
- Identify the battery level and whether your Lively Mobile2 is turned on or off
- View a summary of your daily activities based on the known locations set up in your Personal Emergency Profile

## Billing Information

To conveniently help you manage your billing information, you can access [lively.com/myaccount](https://lively.com/myaccount) to update your billing address and credit card information, as well as review your payment history. This is particularly useful if you know the credit card you have on file is about to expire and you want to avoid any disruptions to your service.

# Legal

## Terms and Conditions

BY USING THE LIVELY MOBILE2 AND LIVELY SERVICES, YOU ARE AGREEING TO BE BOUND BY THE URGENT RESPONSE TERMS AND CONDITIONS. TO REVIEW THE MOST CURRENT VERSION OF THE URGENT RESPONSE TERMS AND CONDITIONS, WHICH GOVERN YOUR USE OF THE LIVELY MOBILE2 AND LIVELY SERVICES, PLEASE VISIT [WWW.LIVELY.COM/LEGAL/URGENT-RESPONSE-TERMS-CONDITIONS](http://WWW.LIVELY.COM/LEGAL/URGENT-RESPONSE-TERMS-CONDITIONS).

Arbitration Agreement, Class Action Waiver, Jury Waiver, and Forum Selection Clause

BY USING THE LIVELY MOBILE2 AND LIVELY SERVICES, YOU ARE AGREEING TO BE BOUND BY OUR ARBITRATION AGREEMENT, CLASS ACTION WAIVER, AND FORUM SELECTION CLAUSE IN THE URGENT RESPONSE TERMS AND CONDITIONS. TO REVIEW THE MOST CURRENT VERSION OF THIS CLAUSE, PLEASE VISIT [WWW.LIVELY.COM/LEGAL/TERMS-OF-USE](http://WWW.LIVELY.COM/LEGAL/TERMS-OF-USE).

## Standard Limited Warranty

For Information regarding our Standard Limited Warranty Policy, please visit

[www.lively.com/legal/](http://www.lively.com/legal/)

To cancel your account and obtain a refund:

- 1) Call Lively Customer Service at 1-800-733-6632.
- 2) You will receive a return authorization number, address, and instructions for return.
- 3) All equipment must be in “like new” condition, as determined by Lively, in its original box with all components and materials to be eligible for a refund.

Shipping charges are not refundable. All returns are at the customer’s expense. We will not begin processing your refund until the device is received by Lively. It can take up to 15 business days to process a refund. Refunds, if applicable, will be processed back to the party that paid in the same manner that payment was received.

## Returning Devices Purchased Through a Retailer

If your device was purchased from a retail location, it must be returned to that location and is subject to that retailer's return policy.

You will also need to call Lively Customer Service at 1-800-733-6632 to cancel your account and monthly service charge.

## Lively Services and Plans Information

Lively recommends that you read all of the Health and Safety information concerning your Lively Mobile2. Visit [www.lively.com/legal/Urgent-Response-fcc-compliance](http://www.lively.com/legal/Urgent-Response-fcc-compliance) to view or print this information.

## FCC Part 15.19 Statement

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this Device may not cause harmful interference, and (2) this Device must accept any interference received, including interference that may cause undesired operation.

## IEEE 1725 statements for system safety

1. Do not disassemble or open crush, bend or deform, puncture or shred

2. Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
3. Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
4. Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace battery.
5. Do not replace an embedded battery pack. Improper replacement may present a risk of fire, explosion, leakage or other hazard. Contact the manufacturer for replacement instructions.
6. Promptly dispose of used batteries in accordance with local regulations
7. Avoid dropping the device. If the device is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
8. Improper battery use may result in a fire, explosion or other hazard.

9. The device shall only be connected to the adapter that sold together with the device.
10. In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
11. Seek medical advice immediately if a battery has been swallowed.
12. Communicate the appropriate steps to be taken if a hazard occurs.

### **FCC Part 15.105 Statement**

This equipment has been tested and found to comply with the limits for a Class B digital Device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **FCC Part 15.21 Statement**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### **Body-worn Operation**

Specific Absorption Rate (SAR) is a measure of the rate of RF (radio frequency) energy absorption by the body from the source being measured. This Device was tested for body-worn accessory SAR compliance using the minimum test separation distance of 0 mm, and the test results were within the safety guidelines set by the FCC.

### **Implantable Medical Devices**

A minimum separation of six (6) inches should be maintained between a handheld wireless mobile Device and an implantable medical Device, such as a pacemaker or implantable cardioverter defibrillator, to avoid potential interference with the Device.

## **Persons who have such devices:**

- Should ALWAYS keep the mobile Device more than six (6) inches from their implantable medical Device when the mobile Device is turned ON
- Should not carry the mobile Device in a breast pocket
- Should use the ear opposite the implantable medical Device to minimize the potential for interference
- Should turn the mobile Device OFF immediately if there is any reason to suspect that interference is taking place
- Should read and follow the directions from the manufacturer of your implantable medical Device. If you have any questions about using your wireless mobile Device with an implantable medical Device, consult your health care provider.

For more information see: **<https://www.fcc.gov/engineering-technology/electromagnetic-compatibility-division/radio-frequency-safety/faq/rf-safety>**.

Urgent Response is not a substitute for 9-1-1. In the event of a critical emergency, always contact 9-1-1 immediately.

By subscribing to the Service, you accept, without limitation or qualification, the “Terms and Conditions” on page 47.

**⚠ WARNING:** This product can expose you to chemicals including lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to **[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)**.