



To learn more, visit [lively.com/Support](https://lively.com/Support)

# User Guide

**lively™ mobile+**



LIVELY is a trademark of Best Buy and its affiliated companies. ©2020 Best Buy. All rights reserved. Screen images simulated. Appearance of device may vary. Other marks are property of their respective owners and may be trademarks.

## Welcome to Lively!

Thank you for choosing the Lively™ Mobile Plus. Your all-new mobile medical alert features Lively™ Urgent Response. With Lively, you'll have immediate, dependable access to our Lively™ Urgent Response Agents who are 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 Mobile Plus. And if you have any questions or need assistance, our 100% U.S.-based Lively Response Team is here to assist you.

Best Regards,

Your friends at Lively



# Table of Contents

<b>Section 1: Getting Started</b> .....	<b>1</b>
Key Items in Your Lively Mobile Plus Box .....	2
Your Lively Mobile Plus .....	4
The Charging Dock .....	8
Setting Up the Charging Dock.....	10
Powering On Your Lively Mobile Plus for the First Time.....	12
Using the Charging Dock.....	15
When to Charge Your Lively Mobile Plus.....	18
About the Battery Indicator.....	20
<b>Section 2: Using Your Lively Mobile Plus</b> .....	<b>21</b>
Turning on Your Lively Mobile Plus .....	22
Turning off Your Lively Mobile Plus .....	23
When to Use Your Lively Mobile Plus.....	24
Where to Use Your Lively Mobile Plus .....	25

Calling Urgent Response.....	26
Calling 9-1-1 in an Emergency.....	29
Answering Incoming Calls .....	30
Connecting with Urgent Care .....	32
About the Service Indicator.....	33
Using the Included Accessories .....	34
<b>Section 3: Lively Fall Detection.....</b>	<b>39</b>
Fall Detection.....	40
How Fall Detection Works .....	42
Confirming Fall Detection is Enabled.....	43
Wearing Your Lively Mobile Plus with Fall Detection .....	44
What Happens in the Event of a Fall .....	46
<b>Section 4: Managing Your Account .....</b>	<b>49</b>
Lively.com .....	50



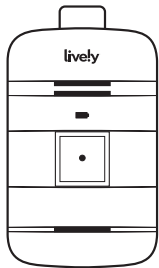
Personal Emergency Profile .....	51
Sending a Test Call to Your Lively Mobile Plus .....	53
Sending a Tone to Find a Misplaced Lively Mobile Plus .....	54
Locating Your Lively Mobile Plus Using Lively Link.....	55
Just in Case Notes .....	56
Billing Information .....	57
<b>Legal.....</b>	<b>59</b>
Terms and Conditions.....	59
Arbitration Agreement, Class Action Waiver, Jury Waiver, and Forum Selection Clause .....	60
30-Day Return Policy.....	61
Health and Safety Information.....	63

# Section 1: Getting Started

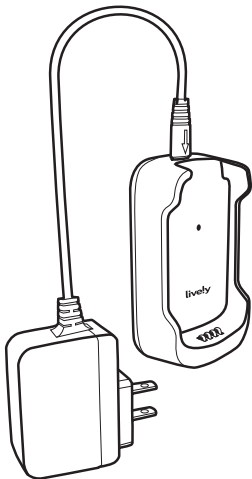
## Topics

- Key Items in Your Lively Mobile Plus Box
- Your Lively Mobile Plus
- The Charging Dock
- Setting Up the Charging Dock
- Powering on Your Lively Mobile Plus for the First Time
- Using the Charging Dock
- When to Charge Your Lively Mobile Plus
- About the Battery Indicator

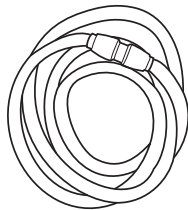
## Key Items in Your Lively Mobile Plus Box



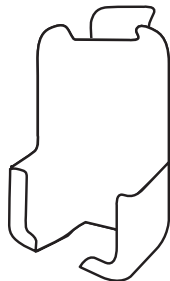
Lively Mobile Plus



Charging Dock



Fall Detection Lanyard



Clip Accessory

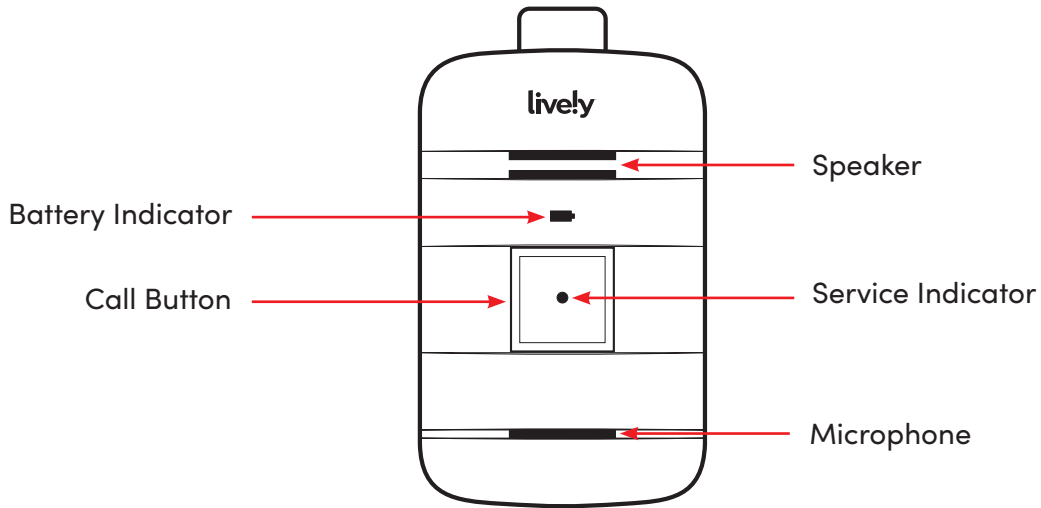
## Key Items in Your Lively Mobile Plus Box

- **Lively Mobile Plus** – One-button Urgent Response device.
- **Charging Dock** – Easy, drop-in design means no fumbling with extra cords.
- **Fall Detection Lanyard** – Safely wear your Lively Mobile Plus 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 Mobile Plus.

### INFO

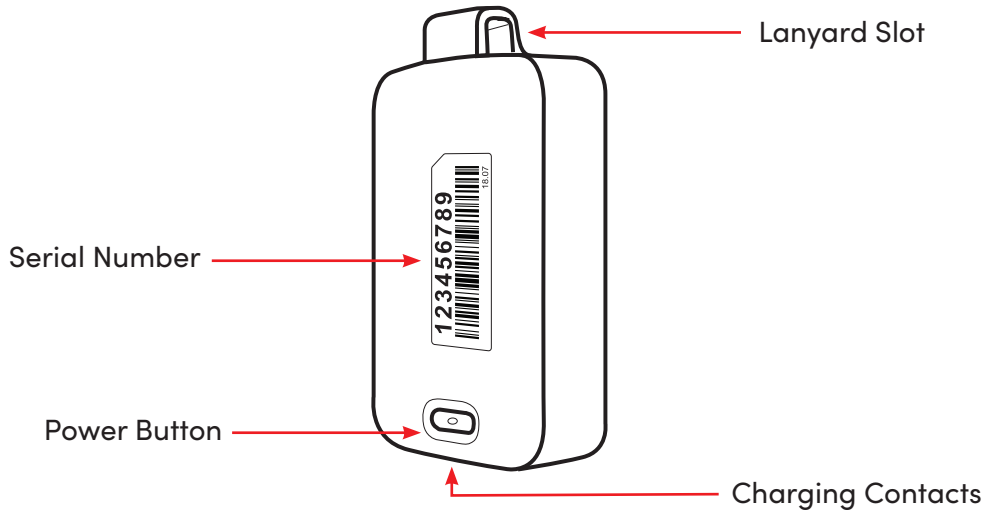
Additional accessories are available for your Lively Mobile Plus. Please visit us online at [Lively.com/Accessories](https://www.lively.com/Accessories) for more information.

## Your Lively Mobile Plus



## The Front of Your Lively Mobile Plus

- **Speaker** – Integrated into the Lively Mobile Plus so you can hear the Urgent Response Agent or 9-1-1 Operator directly through the device.
- **Battery Indicator** – Flashes red when the battery is low and flashes green when charging (learn more in “About the Battery Indicator” on page 33).
- **Call Button** – Allows you to call Urgent Response Service or 9-1-1.
- **Service Indicator** – Flashes green indicating that your device is ready to use (learn more in “About the Service Indicator” on page 34).
- **Microphone** – Integrated into the Lively Mobile Plus, so you can speak directly to the Urgent Response Agent or 9-1-1 Operator directly through the device.



## The Back of Your Lively Mobile Plus

**Lanyard Slot** – Attach the included Fall Detection Lanyard for use around your neck.

**Serial Number** – This number is used for activating your device.

**Power Button** – Turns the Lively Mobile Plus on and off.

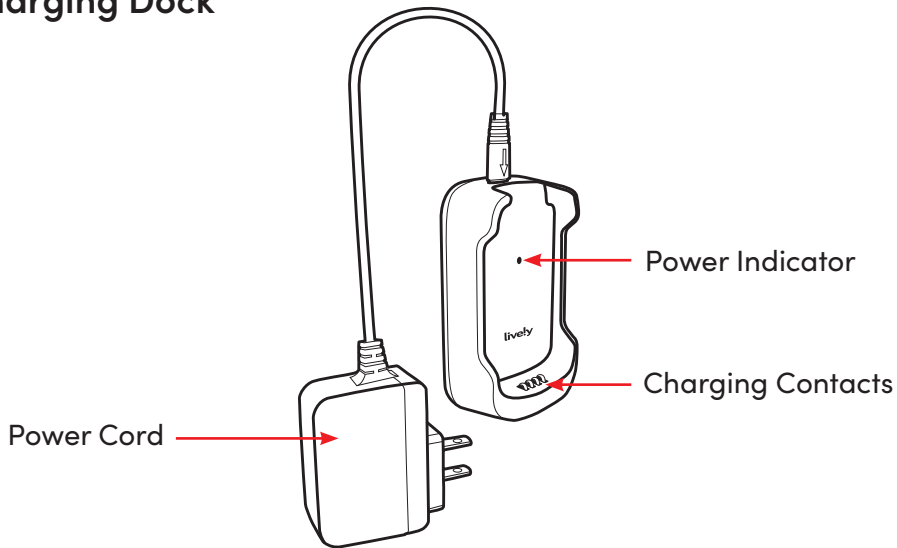
**Charging Contacts** – Allows charging with the included Charging Dock.

### INFO

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 or 9-1-1.



## The Charging Dock



## The Charging Dock

**Power Cord** – Provides power to the Charging Dock from a wall outlet.

**Power Indicator** – Lights up green when plugged into a wall outlet.

**Charging Contacts** – Allows charging of your Lively Mobile Plus when docked.

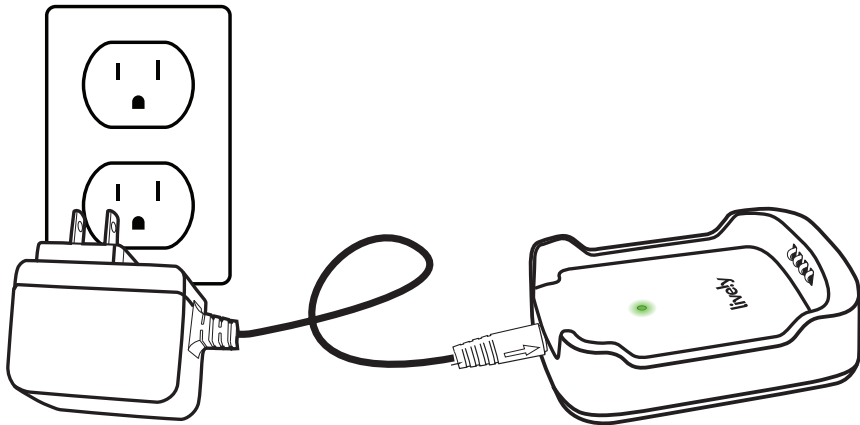
### ⚠ IMPORTANT!

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 Mobile Plus is rated to be submerged in up to 3.3 feet of water for up to 30 minutes.

## Setting Up the Charging Dock

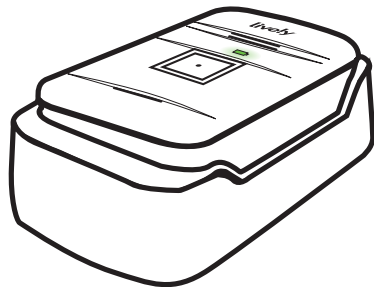
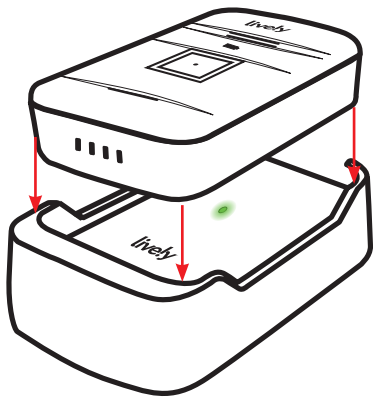
We've included a **Charging Dock** to make it easy for you to always have your Lively Mobile Plus fully charged and ready to go. The following will guide you through how to set up and use the **Charging Dock** with your Lively Mobile Plus.

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** into a wall outlet.
3. When powered on, the **Power Indicator** on the **Charging Dock** will illuminate green. If the **Power Indicator** does not turn green, make sure the outlet you are using is not controlled by a light switch.



## Powering On Your Lively Mobile Plus for the First Time

1. Ensure that your **Charging Dock** is plugged into a wall outlet.
2. Lower your Lively Mobile Plus into the **Charging Dock**, as illustrated.
3. After a few moments, you will hear **“We’re setting up your device, please wait. This process may take several minutes.”** This process may take several minutes.
4. Once complete you will hear **“Welcome to Lively”** and the **Service Indicator** in the middle of the **Call Button** will begin flashing green, indicating that the device is working properly.
5. You will receive an automated test call on your Lively Mobile Plus that will confirm functionality. Once you hear the device ringing, press and release the **Call Button** to answer.



**⚠ IMPORTANT!**

Your device is not ready for use until you hear **“Welcome to Lively”** and the **Service Indicator** located in the middle of the **Call Button** is flashing green.

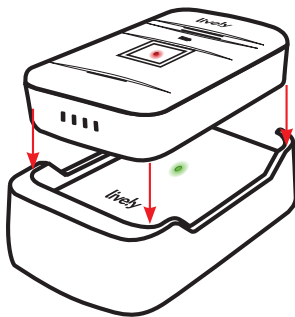
If you hear a voice prompt saying **“Activation failed. Please call the customer care number in your Quick Start Guide and let them know activation failed at step...”**, take a note of what step number it failed and contact Customer Care at **1-800-463-5412**.

**ⓘ INFO**

Your Lively Mobile Plus may not be fully charged after powering on for the first time. Be sure to place your Lively Mobile Plus in the **Charging Dock** until the **Battery Indicator** turns solid green.

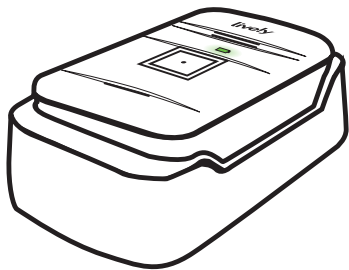
## Using the Charging Dock

1. Lower your Lively Mobile Plus 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.

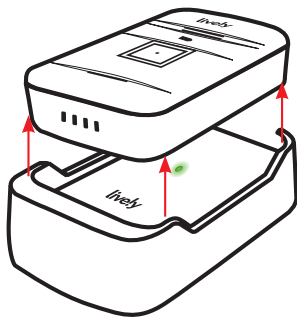




2. The **Battery Indicator** on your Lively Mobile Plus will flash green during the charging process. Once fully charged, the **Battery Indicator** will remain solid green.



- To remove your Lively Mobile Plus from the **Charging Dock**, simply 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 will turn off to save power.

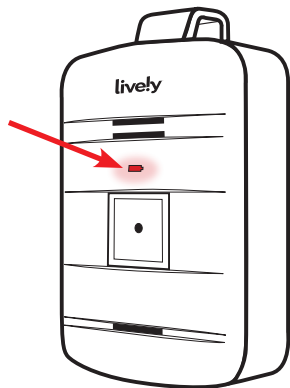


## When to Charge Your Lively Mobile Plus

Always place your Lively Mobile Plus in the **Charging Dock** when you're not using it so that it is always 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 power off. The Lively Mobile Plus will power back on shortly after being placed back into the **Charging Dock**.



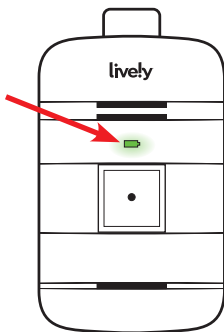
**i INFO**

To protect the battery, the Lively Mobile Plus will automatically stop charging if the device temperature drops below 32°F or rises above 113°F. Charging will automatically resume when the device temperature returns to normal levels.

## About the Battery Indicator

The **Battery Indicator** is located above the **Call Button** on your Lively Mobile Plus. 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
Off	None	Battery does not require charging or the device is powered off
Green	Solid	Battery is fully charged and ready to use
Green	Flashing	Battery is charging
Red	Flashing	Battery is low and needs to be charged

## Section 2: Using Your Lively Mobile Plus

### Topics

- Turning on Your Lively Mobile Plus
- Turning off Your Lively Mobile Plus
- When to Use Your Lively Mobile Plus
- Where to Use Your Lively Mobile Plus
- Calling Urgent Response
- Calling 9-1-1 in an Emergency
- Answering Incoming Calls
- Connecting with Urgent Care
- About the Service Indicator
- Using the Included Accessories

## Turning on Your Lively Mobile Plus

Press the **Power Button** briefly. The **Service Indicator** will turn green and the **Battery Indicator** will turn green. Alternatively, placing your Lively Mobile Plus 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** in the middle of the **Call Button** will begin flashing green indicating that the device is powered on and ready to use.

The **Battery Indicator** will be off to save power if the device does not require charging. If the **Battery Indicator** is flashing red, the battery level is low—place the device in the **Charging Dock** as soon as possible.

## Turning off Your Lively Mobile Plus

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 red for a few seconds indicating that the device is turning off.

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

### INFO

We recommend keeping your Lively Mobile Plus powered 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 to Use Your Lively Mobile Plus

### 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 a certified Lively Urgent Response Agent will assist you.

## Where to Use Your Lively Mobile Plus

Your device is completely mobile and is powered by America's most reliable nationwide network. You can use your Lively Mobile Plus at home or on the go, wherever you have cellular service.

The Lively Mobile Plus 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 Mobile Plus 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 Mobile Plus comes with 24/7 access to Lively Urgent Response Agents. Trained in CPR and other emergency procedures, certified Urgent Response 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.
2. While speaking with the Agent, hold your Lively Mobile Plus 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 “Your call has ended. Thank you for calling Urgent Response.”

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

If you call Urgent Response and the Urgent Response Agent determines that you need emergency assistance, the Agent will connect you directly to 9-1-1 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.

**INFO**

To ensure our Urgent Response Agents always have your latest information, please regularly check your Personal Emergency Profile available at [lively.com](https://www.lively.com). See [lively.com](https://www.lively.com) "Your Account" on page 50 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.

## Calling 9-1-1 in an Emergency

In addition to your 24/7 access to Urgent Response, your Lively Mobile Plus can also call 9-1-1 directly if you experience a critical emergency.

### To Call 9-1-1:

1. Press and hold the **Call Button** until you hear a tone and a voice prompt of **“Calling 9-1-1. Press the button to cancel.”**
2. To end the call, press and release the **Call Button**. You will hear a tone and a voice prompt of **“Your call has ended. Thank you.”**

If the person you were speaking with hangs up first, your Lively Mobile Plus will automatically end the call without the need to press the **Call Button**.

## Answering Incoming Calls

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

- After a 9-1-1 call, the 9-1-1 Operator will have the ability to call you back.
- After a 9-1-1 call, an Urgent Response Agent may call you to see if you need further assistance.
- 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 you are safe and secure.

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

## To Answer an Incoming Call:

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 **“Your call has ended. Thank you for calling Urgent Response.”**

If the person you were speaking with hangs up first, your Lively Mobile Plus will automatically end the call without the need to press the **Call Button**.

### INFO

The Lively Mobile Plus can only receive incoming calls from 9-1-1 Operators or Urgent Response Agents.



## Connecting with Lively Urgent Care

With certain Lively Health & Safety Packages, you have access to Urgent Care. Urgent Care 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:

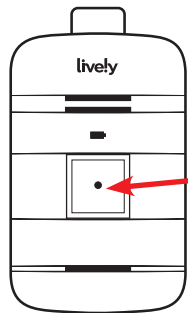
1. Press the Call Button briefly. You will hear a voice prompt of **“Calling Urgent Response, press the button to cancel.”** If you pressed the **Call Button** by mistake, you will have a short moment to press the **Call Button** again to cancel the call.
2. Once connected with an Urgent Response Agent, ask to be connected to **“Urgent Care”**.

3. The Agent may ask you a few questions to ensure you do not need emergency assistance before connecting you to a nurse.

**⚠ IMPORTANT!**

Urgent Care, brought to you in partnership with FONEMED®, is not a substitute for dialing 9-1-1 and should not be used in a case of emergency. FONEMED's registered nurses and contracted physicians through MDLIVE offer advice regarding healthcare decisions, may prescribe certain medications. We are not liable for any act or omission of FONEMED or any of its agents. Lively is not a healthcare provider. You should seek the advice of your physician if you have any questions about medical treatment.

## About the Service Indicator



The **Service Indicator**, located in the middle of the **Call Button**, will flash to indicate the status of your cellular service. This **Service Indicator** will let you know whether or not you have cellular coverage and if the device is powered 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 Mobile Plus to things like your purse, belt or pocket.

To attach the **Clip Accessory**, slide the Lively Mobile Plus down into the accessory as shown in the illustration.



### **⚠ IMPORTANT!**

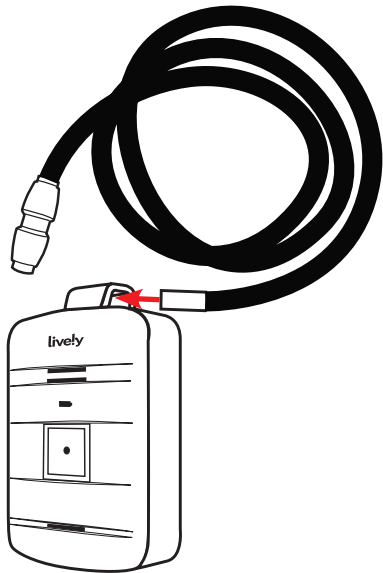
If you are subscribed to Fall Detection, the Fall Detection feature will be disabled when your Lively Mobile Plus is inserted into the Clip Accessory. Use the Fall Detection Lanyard to re-enable the Fall Detection feature.

## Fall Detection Lanyard

The included **Fall Detection Lanyard** allows you to wear your Lively Mobile Plus 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 Other Lanyard Accessories

If you subscribed to Fall Detection, the Lively Mobile Plus must be used with the included **Fall Detection Lanyard**. This lanyard was designed with a specific length to allow the Lively Mobile Plus 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 Mobile Plus 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
- How Fall Detection Works
- Confirming Fall Detection is Enabled
- Wearing Your Lively Mobile Plus with Fall Detection
- What Happens in the Event of a Fall



## Fall Detection

Using patented algorithms and the built-in accelerometer, your Lively Mobile Plus 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. Because the accuracy of Fall Detection depends on the device's orientation on your body, the **Fall Detection Lanyard** is required to be used at all times. When possible, wear the Lively Mobile under your outer layer of clothing. Using a Fall Detection-enabled Lively Mobile Plus 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.

**i INFO**

Fall Detection is only available on select Lively Health & Safety Package. 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 Mobile Plus down gently when removing it from your neck or belt clip. When transporting in a suitcase, **turn** your Lively Mobile Plus off until you are ready to use it again.

## How Fall Detection Works

1. If a fall is detected and you are unable to press the **Call Button** on your Lively Mobile Plus, the device will automatically call Urgent Response.
2. You will be connected with an Urgent Response Agent.
3. The Urgent Response Agent will confirm your location, evaluate the situation, and get you the help you need.

## Confirming Fall Detection is Enabled

Fall Detection is ready to use if when powering on your Lively Mobile Plus 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 powering on your Lively Mobile Plus, 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 Mobile Plus.

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

## Wearing Your Lively Mobile Plus with Fall Detection

Ensure you have attached the included **Fall Detection Lanyard** to your Lively Mobile Plus. See “Using the Included Accessories” on page 35–36 on how to attach the **Fall Detection Lanyard**.

Fall Detection only works accurately when your Lively Mobile Plus is worn around your neck using the **Fall Detection Lanyard**. When possible, wear the Lively Mobile Plus under your outer layer of clothing. Using your Lively Mobile Plus without the **Fall Detection Lanyard** is not recommended and will negatively impact the accuracy of the Fall Detection. Fall Detection is temporarily disabled when you use your Lively Mobile Plus with the included **Clip Accessory**. Re-attaching the **Fall Detection Lanyard** will re-enable Fall Detection Service.

**⚠ IMPORTANT!**

The **Fall Detection Lanyard** is designed specifically to work with your Lively Mobile Plus and must be used to accurately detect a fall.

## What Happens in the Event of a Fall

If your Lively Mobile Plus detects a fall, it will play an audio message **“Fall detected. Calling Urgent Response. Press the button to cancel.”** You will have a few seconds to cancel the call.

- 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 Mobile Plus 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 **“Fall detected. Calling Urgent Response. Press the button to cancel.”** press the Call Button to immediately connect you to Urgent Response. Fall Detection does not work when your Lively Mobile Plus is powered off.

## IMPORTANT!

Fall Detection is temporarily disabled when you use your Lively Mobile Plus with the included **Clip Accessory**. Fall Detection will be re-enabled when removed from the **Clip Accessory** and used with the included **Fall Detection Lanyard**.

Lively Fall Detection is an optional enhancement service that works in conjunction with Urgent Response and your Lively Mobile Plus. The service is designed to be used with the included Fall Detection Lanyard. The service works best when the device is worn around the neck. Using patented and clinically validated algorithms, the service detects falls and alerts Urgent Response that you need help. You will have an opportunity to cancel the call to Urgent Response if you do not need assistance. We cannot guarantee that the service will always accurately determine a fall.





# Section 4: Managing Your Account

## Topics

- Your Account
- Personal Emergency Profile
- Sending a Test Call to Your Lively Mobile Plus
- Sending a Tone to Find a Misplaced Lively Mobile Plus
- Locating Your Lively Mobile Plus Using Lively Link
- 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.

Once 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 Mobile Plus
- Send a tone to find your misplaced Lively Mobile Plus
- Locate your Lively Mobile Plus 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 Lively 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

If you do not have access to [lively.com](https://www.lively.com), you will be able to provide us with your PEP details by mail. A PEP form will be included in your Lively Mobile Plus Welcome Kit, which you will receive in the mail within a few weeks after you activated your service.

#### INFO

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 Mobile Plus

You can confirm that your Lively Mobile Plus is functioning properly by using the automated “Test Call” feature within [Lively.com/myaccount](https://lively.com/myaccount). Make sure you have your Lively Mobile Plus 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 Mobile Plus will begin ringing.

When your Lively Mobile Plus begins to ring, press and release the **Call Button** to answer. The call will automatically end once the Test Call message has completed.

### INFO

If you press the **Call Button** to make a test call, please wait on the line for a 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 Mobile Plus

If you have lost or misplaced your Lively Mobile Plus, 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 Mobile Plus. The “Ping My Lively” tone will play for a limited time and then stop.

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

## Locating Your Lively Mobile Plus Using Lively Link

With select Lively Health & Safety Packages you can view the last known location of your Lively Mobile Plus on a map by using Lively Link found at Lively.com. 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 Mobile Plus
- Identify the battery level and whether your Lively Mobile Plus is powered on or off
- View a summary of your daily activities based on the known locations set up in your Personal Emergency Profile



## Just in Case Notes

“Just in Case Notes” can be used to share a variety of 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. This information will be visible to Urgent Response Agents to better assist you during your calls.

Once logged into [lively.com/myaccount](https://lively.com/myaccount) you will be able to review your notes, add more notes, and edit or delete existing notes.

## 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 MOBILE PLUS 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 MOBILE PLUS 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 MOBILE PLUS 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/URGENT-RESPONSE-TERMS-CONDITIONS](http://WWW.LIVELY.COM/LEGAL/URGENT-RESPONSE-TERMS-CONDITIONS).**

**The above Section does not apply to AARP Members.**

## 30-Day Return Policy

### 30-Day Return Policy for Purchases Directly Through Lively

If you have purchased your device directly from Lively and for any reason you are not completely satisfied with your Service, you can return your device within 30 days of purchase and we will refund (1) the activation fee (less a \$10 activation restock fee), (2) the first month's service charge, and (3) the cost of the device (if device is returned), plus applicable taxes.

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.

## Health and Safety Information

Lively recommends that you read all of the Health and Safety information concerning your Lively Mobile Plus. 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.

### **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>.

Changes or modifications not expressly approved by the party responsible for compliance could void the users authority to operate the equipment.

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 59.

**⚠ 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).

