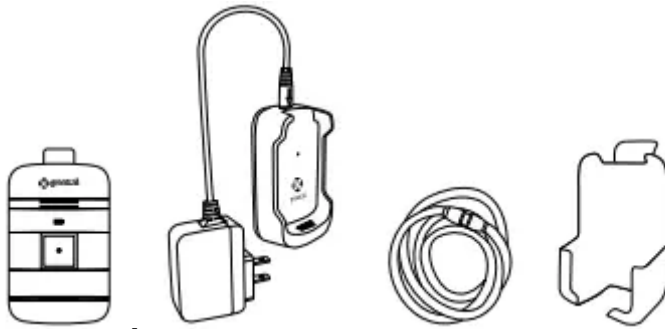


Getting Started

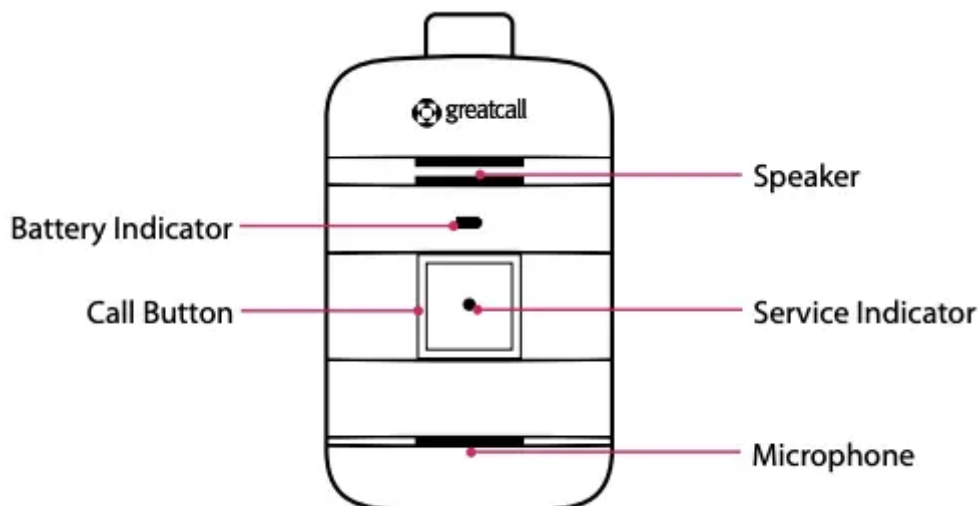
Key Items in Your Lively Mobile Plus Box



Lively Mobile Plus Charging Dock Magnetic Lanyard Clip Accessory

- Lively Mobile Plus – One-button Urgent Response device.
- Charging Dock – Easy, drop-in design means no fumbling with extra cords.
- Magnetic Lanyard – Wear your Lively Mobile Plus around your neck, safely (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.

Your Lively Mobile Plus



The Front of Your Lively Mobile Plus

- Speaker – Integrated into the Lively Mobile Plus so you can hear the 5Star 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 20).
- Call Button – Allows you to call 5Star 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 33).
- Microphone – Integrated into the Lively Mobile Plus, so you can speak directly to the 5Star Agent or 9-1-1 Operator directly through the device.

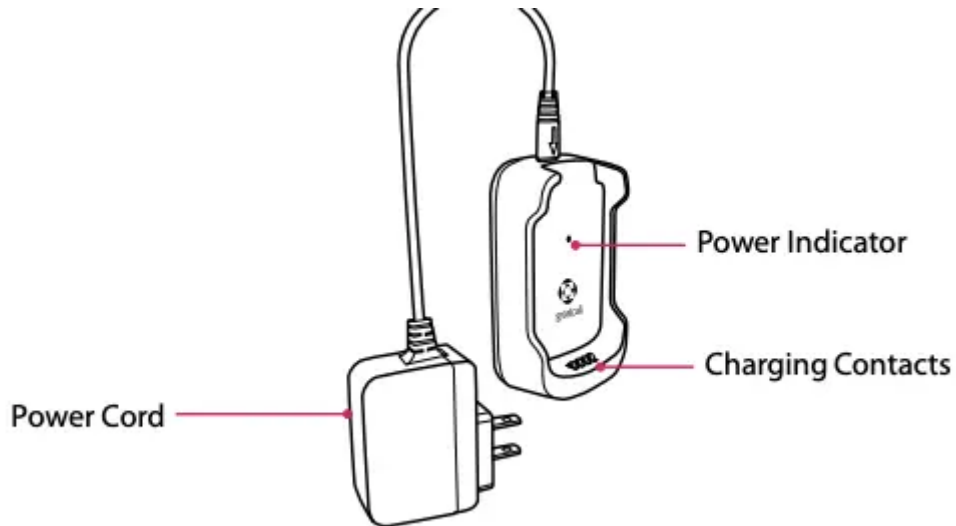


The Back of Your Lively Mobile Plus

- Lanyard Slot – Attach the included Magnetic 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 for any unsafe situation you may encounter. If you are in a noisy area, you may need to move the device closer to your ear or to your mouth when connected to 5Star or 9-1-1.

The Charging Dock



The Charging Dock

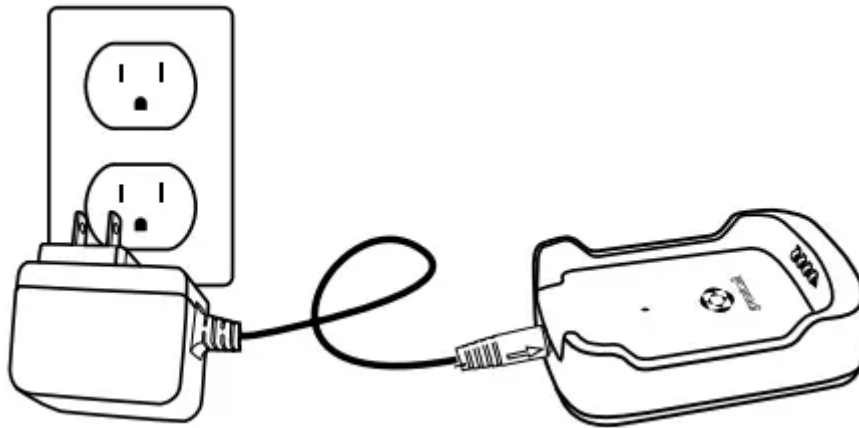
- Power Cord – Provides power to the Charging Dock from a wall outlet.
- Power Indicator – Lights up green when plugged into a wall outlet.
- Charging Contacts – Allows charging of your Lively Mobile Plus when docked.

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

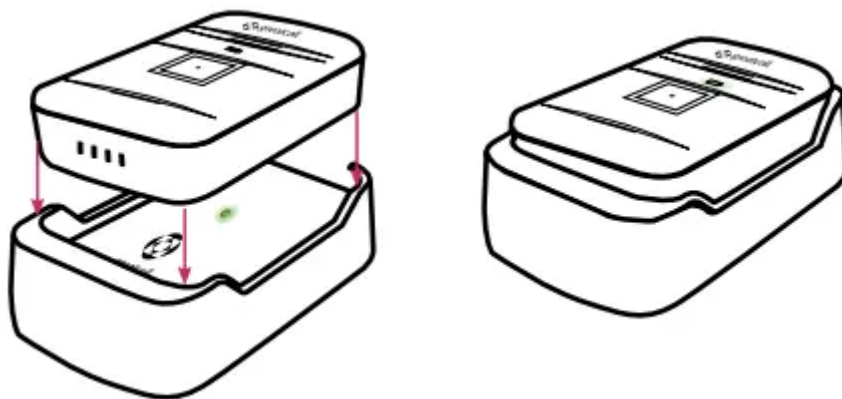
We've included a Charging Dock to make it easy for you to always have your Lively Mobile Plus fully charged and ready to go. The following will guide you through how to set up and use the Charging Dock with your device.

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 “Setting up device, please wait.” This process may take several minutes.
4. Once complete you will hear “Welcome to 5Star” 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.



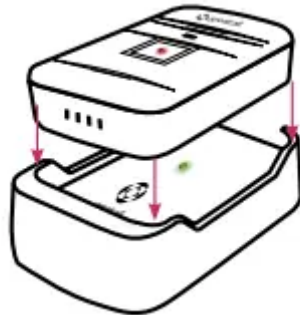
IMPORTANT! Your device is not ready for use until you hear “Welcome to 5Star” and the Service Indicator located in the middle of the Call Button is flashing green.

If you hear a voice prompt saying “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.



3. 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.

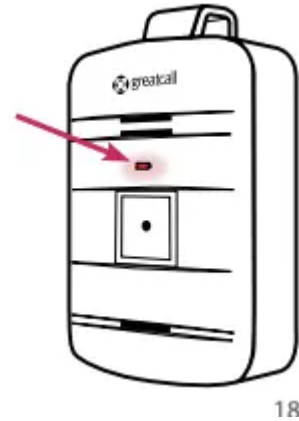


When to Charge Your Lively Mobile Plus

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.

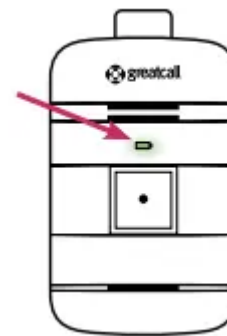


INFO To protect the battery, the Lively Mobile Plus will automatically stop charging if the device temperature drops below 32°F or rises above 113°F. Charging will automatically resume when the device temperature returns to normal levels.

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	-	Battery does not require charging or the device is 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

Using Your Lively Mobile Plus

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 Star.” 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 “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 immediate 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 5Star Service and a highly-trained 5Star 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 Star 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 5Star Service

Your Lively Mobile Plus comes with 24/7 access to 5Star Service. Trained in CPR and other emergency procedures, IAED-Certified 5Star Agents will confirm your location using patented GPS technology, evaluate your situation and get you the help you need.

To Call 5Star:

1. Press and release the Call Button briefly. You will hear a voice prompt of "Calling 5Star, press 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 "Call ended."

If Your Call to 5Star Requires 9-1-1 Assistance

If you call 5Star and the 5Star Agent determines that you need emergency assistance, the Agent will connect you directly to 9-1-1 emergency services.

5Star 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.

INFO To ensure our 5Star Agents always have your latest information, please regularly check your Personal Emergency Profile available at MyGreatCall. See “MyGreatCall” on page 48 for more information on how to manage your Personal Emergency Profile.

IMPORTANT! Test or Accidental Calls to 5Star

If you decide to test 5Star Service or accidentally place a call to 5Star, 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, 5Star may treat the call as a potential emergency.

Calling 9-1-1 in an Emergency

In addition to your 24/7 access to 5Star, 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 now.”
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 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, a 5Star Agent may call you to see if you need further assistance.
- You call 5Star and hang up immediately.
- You call 5Star and somehow get disconnected.
- You perform a “Test Call” from your MyGreatCall 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 5Star and the 5Star 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 “Call ended.”

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.

i INFO The Lively Mobile Plus can only receive incoming calls from 9-1-1 Operators or 5Star Agents.

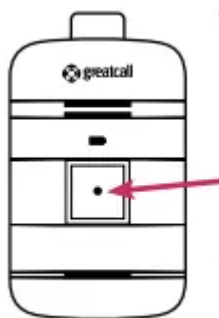
Connecting with Urgent Care

With certain GreatCall Health & Safety Packages, you have access to Urgent Care. Urgent Care provides you with unlimited health advice from experienced, registered nurses in English or Spanish, 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 5Star, press 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 a 5Star 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.

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! Fall Detection Service is temporarily disabled when you use your Lively Mobile Plus with the included Clip Accessory. Fall Detection Service will be reenabled when removed from the Clip Accessory and used with the included Magnetic Lanyard.

Magnetic Lanyard

The included Magnetic Lanyard allows you to wear your Lively Mobile Plus around your neck.

To attach the Magnetic Lanyard, thread the lanyard through the Lanyard Slot at the top of the device.

The Magnetic 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.



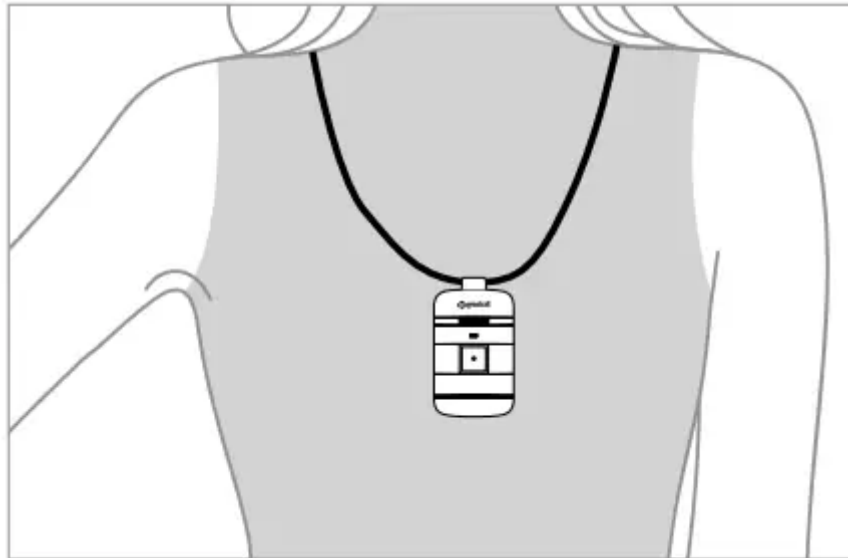
Using Other Lanyard Accessories

If you are subscribed to Fall Detection Service, the Lively Mobile Plus must be used with the included Magnetic 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 Service, other third-party lanyard accessories can be used if they provide you additional comfort.

IMPORTANT!

If you are subscribed to Fall Detection Service, the Lively Mobile Plus must be used with the included Magnetic Lanyard around your neck to accurately detect a fall.



Fall Detection

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 Magnetic Lanyard while worn around your neck. Because the accuracy of Fall Detection depends on the device's orientation on your body, the Magnetic Lanyard is required to be used at all times. Using a Fall Detection-enabled Lively Mobile Plus without the Magnetic Lanyard is not recommended and will negatively impact the accuracy of Fall Detection.

INFO The Fall Detection service is only available on the Ultimate Health & Safety Package. If you are interested in the additional protection of Fall Detection, please call us at (800) 463-5412.

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 5Star Service.
2. You will be connected with a 5Star Agent.
3. The 5Star 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 5Star, Fall Detection enabled."

If you hear "Welcome to 5Star, Fall Detection NOT enabled" when powering on your Lively Mobile Plus, you are not protected by Fall Detection service.

IMPORTANT!

The Fall Detection service is not enabled unless you hear "Welcome to 5Star, Fall Detection 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 Magnetic Lanyard to your Lively Mobile Plus. See "Using the Included Accessories" on page 34.

Fall Detection only works accurately when your Lively Mobile Plus is worn around your neck using the Magnetic Lanyard. Using your Lively Mobile Plus without the Magnetic Lanyard is not recommended and will negatively impact the accuracy of the Fall Detection service. Fall Detection Service is temporarily disabled when you use your Lively Mobile Plus with the included Clip Accessory. Fall Detection Service will be re-enabled when removed from the Clip Accessory and used with the included Magnetic Lanyard.

IMPORTANT! The Magnetic 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 5Star. Press 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, "Call canceled".

- If you do not cancel the call within a few seconds, your Lively Mobile Plus will automatically call 5Star. The 5Star 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 5Star. Press button to cancel,” press the Call Button to immediately connect you to 5Star Urgent Response. The Fall Detection service does not work when your Lively Mobile Plus is powered off.

IMPORTANT!

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

GreatCall Fall Detection is an optional enhancement service that works in conjunction with your 5Star Service and your Lively Mobile Plus. The service is designed to be used with the included Magnetic 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 5Star Service that you need help. You will have an opportunity to cancel the call to 5Star Service if you do not need assistance. We cannot guarantee that the service will always accurately determine a fall.

Managing Your Account

MyGreatCall

MyGreatCall allows you to easily and securely manage your 5Star account and Personal Emergency Profile online. If you haven't set up a MyGreatCall account yet, you will need to register by navigating to MyGreatCall on your computer's web browser and following the easy instructions.

Once registered, you can go to MyGreatCall 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 GreatCall Link
- Manage “Just in Case” notes
- Manage your billing information

Personal Emergency Profile

Your Personal Emergency Profile (PEP) provides our 5Star 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 MyGreatCall 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 MyGreatCall, you will be able to provide us with your PEP details securely by fax or 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 5Star Service 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 MyGreatCall. 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 friendly 5Star 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 My 5Star” feature found on MyGreatCall to send a distinctive tone to your Lively Mobile Plus. The “Ping My Star” 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 GreatCall Link

With select GreatCall Health & Safety Packages you can view the last known location of your Lively Mobile Plus on a map by using GreatCall Link found at MyGreatCall. 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 GreatCall Link smartphone app allows your family to:

- Get notifications when you press the button to contact 5Star
- 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

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.