LiveLife Watch

Your mobile alarm is **ready** to use

365

✓ SIM card installed
✓ Alarm programmed
✓ Alarm is ready to use

USER MANUAL

Stay Safe, LiveLife

www.livelifealarms.com.au

1800 936 774

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Accessories included

Magnetic charger base

USB charging cable

USB/240V power adapter

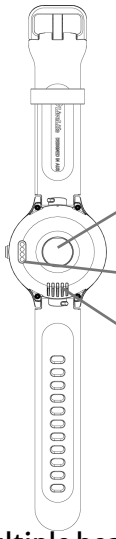
Bluetooth Beacon

Getting to know your LiveLife Watch

Front

OLED Touch Screen

Power button
SOS button



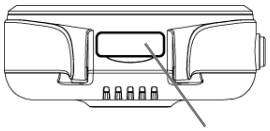
Back

Heart rate sensor

Charging contacts

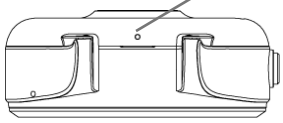
Speaker

Side



SIM Card holder*

Microphone

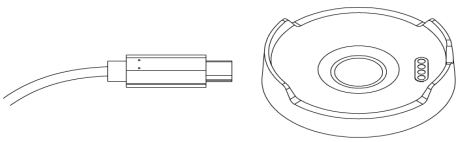


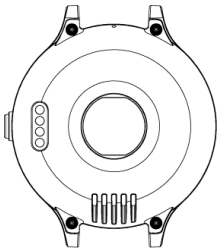
Please note the device can support multiple beacons if required.
**Watch comes with SIM card installed.*

Charging your LiveLife Watch

- Connect the USB cable from the charging base to the 240 Volt AC adaptor.
- Place the watch into the magnetic charging base correctly. You will hear an announcement: *Your LiveLife Alarm is charging.*
- When the battery drops to 20% charge an announcement from the device will occur advising low battery.
- Upon an announcement, please fully charge your battery.

Charging pins





Magnetic charging contacts

Battery level will display when you place your watch in the charging base

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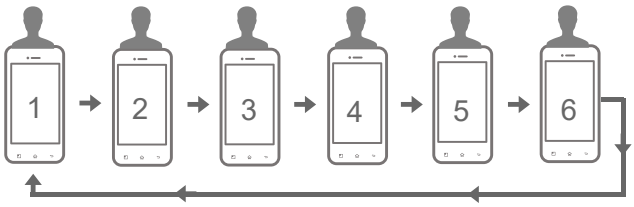
Activating an SOS alarm

- Press the side button for 1-3 seconds until you feel your watch vibrate.

- When activated, you will hear an announcement confirming the SOS activation. You will have 10 seconds to cancel the alert. To cancel the activation, simply tap the cancel icon on the screen or click the watch side button.
  If you do not cancel the SOS activation, the alarm will immediately notify your elected emergency contacts.

  Family and Friends Monitoring Option:
  The watch will send a text message to the programmed contacts (up to 6) with a link to your location on Google Maps, then it will start the call sequence.
  There is a 10 second delay between each contact, you can stop the call sequence during this time by tapping the cancel icon on the screen.



Sequence repeats twice

Professional Monitoring Option: The device will send a signal to the monitoring centre and your location on Google Maps. Within 60 seconds, one of our team members will call your alarm to offer assistance. If our monitoring centre needs to contact you, they will call from 02 9508 1569.

Testing the SOS alarm
To ensure your watch operates correctly, we recommend testing it as soon as you receive it. To perform the test, simply activate the SOS alarm by pressing the SOS button. Before doing so, notify your emergency contacts that you are conducting a test and provide them with your alarm's phone number. It is best practice to ensure the receipt of both text messages and call to emergency contacts when testing the alarm.

Fall detection

Your LiveLife Watch can automatically detect a fall. When this occurs you will hear an announcement confirming the fall alert activation. You will have 10 seconds to cancel the alert.

If you do not cancel the fall alert activation, the alarm will immediately notify your elected emergency contacts, according to your monitoring model.

Testing fall detection
When you first receive your LiveLife Watch, you can gently drop it or toss it onto a soft surface, such as carpet, to observe the fall alert sequence in action. However, we advise against testing the fall detection feature repeatedly. Each fall is unique due to various factors, and excessive testing may result in injury or damage to the device. Never intentionally drop or throw the watch onto a hard surface to test this feature.

What can stop fall detection from working?
The fall detection feature uses a 3D accelerometer to measure the speed of impact, which means falls from certain heights may not trigger an alert. For instance, a fall from less than one metre, such as from a seated position, may not meet the criteria for a heavy fall. Additionally, false alarms can occur. If needed, you can adjust the sensitivity settings or turn off the fall detection feature by calling our support team on **1800 936 774.**

Never intentionally drop or throw the watch onto a hard surface to test this feature.

Receiving calls on the LiveLife Watch

Anyone who knows the device's phone number can call it. To answer an incoming call, tap on the green icon on the watch screen. You can find the device's phone number on the packing slip included with your LiveLife Watch.

Finding the wearer's location

The watch uses Bluetooth, WIFI and GPS to determine is location. You can send the text command **LOC** to the device's phone number and it will reply with its location on Google Maps.

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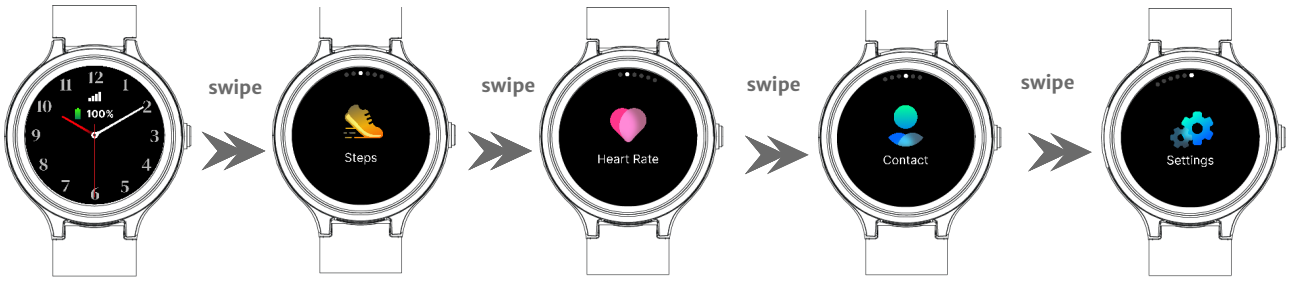
Other watch functions

When the watch is turned on, slide left or right on the watch face to view available functions including Steps, Heart Rate, Contacts and Settings. Press on the icon to view the options for each group of related settings. The device will provide an audible confirmation when an option is selected.



Time & Date

Time can be displayed in analog or digital format.

Step Counter

Tracks Daily Steps, Distance, and Kilojoules Burned*

Heart Rate

Heart Rate Monitor: Measures heart rate in real-time*.

Contacts

A call can be made to an emergency contact within the limits of our Emergency Use Policy**.

Settings

Options to change the watch faces, turn off and restart the watch.

*Measurements are for wellness purposes only and not intended for medical use.

** Available on page 6 of this document.

Professional Monitoring Service

LiveLife Alarms offer a unique flexible service, with no lock-in contracts. Customers are able to opt into the professional monitored service for as little as one month, before returning to the family and friends model.
For customers who require a monitored service for a longer period, LiveLife Alarms offer discounts to ensure it is affordable for those who need it.
Our A1 Grade monitoring service is available 24 hours, every day of the year, to ensure safety and peace of mind for our customers and their families. Our monitoring centres are located in Australia.

Switching to the Professional Monitored Service
If you are planning to switch to our Professional Monitoring model, please read the following information. When you switch from the Family and Friends model to the Professionally Monitored model, you do not need to purchase a new device – however, monthly monitoring fees will apply.
To make the switch, please contact us on 1800 936 774, and our friendly team members will be able to assist you. Once your monitoring plan starts, your yearly renewal on Family and Friends will be paused. This will recommence when your monitoring plan ends. You can contact us at any point to opt back into the Family and Friends model. Note: cut-off dates apply.

Please note that by switching to the Professionally Monitored model, the only contact programmed into the device is our monitoring centre; therefore, the device can only make calls to our monitoring team, rather than the programmed contacts as with our Family and Friends model. The device can receive phone calls from anyone who has your alarm's phone number.

How Professional Monitoring Works
In an emergency or if you feel unwell, press the SOS button on your device. Our monitoring centre will receive your location and call your device within 60 seconds. If you fall, the device may activate automatically, and our team will contact you through the two-way speaker.
If help is needed, we'll notify your next of kin or send an ambulance*. We can also set up a conference call with emergency services and will stay on the line until help arrives. If you're unable to speak, we'll send an ambulance* to your location and notify your nominated next of kin, even if they're interstate or overseas.

*Conditions apply.

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Maintaining your device

Using your watch in wet areas
Your watch can be used in the shower and other wet areas. Whilst it can be immersed briefly, it is not intended for long-term immersion and especially not in deep water or water which is significantly hotter or colder than the ambient temperature. The product should be dried thoroughly after use in wet areas. Do not charge the product until fully dry.

Cleaning Recommendations
Use only mild soap and soft cloths to clean or dry your watch, and rinse with water afterwards. Do not try to insert anything into the speaker or microphone apertures. Do not use any solvents, especially isopropyl alcohol to clean the glass. Do not use pressure cleaning (jets etc.) or jewellery cleaning ultrasonic baths in particular, regardless of whether cleaning chemicals are included as the mechanical action can cause damage.

Monthly alarm health check

Performing regular tests of the LiveLife Watch
Like other electronic devices, it is important to conduct regular checks of the watch to make sure it is working correctly.We suggest a monthly health check which includes:

- Ask a relative or friend to call the alarm's phone number and you can answer in hands-free, two way voice.
- Check your watch for obvious signs of damage. Make sure the four brass discs on the back of the watch are bright and shiny.
- Activate the SOS then wait until you hear the announcement. Click the SOS icon on the watch face to cancel the activation or press the watch side button.

Mobile network & SIM card

Ready to go out of the box.
As part of the setup and pre-programming we have activated and installed your nano-sized SIM card. Your device is ready to go!

Changing or replacing a SIM card
The SIM card should only be removed by LiveLife Alarms or under instructions from us.

Changing to a SIM on different network
Your watch is not locked to any network provider. LiveLife Alarms will charge a new setup fee if you ask us to change SIM cards and complete the programming required for the device to operate on a new network provider.

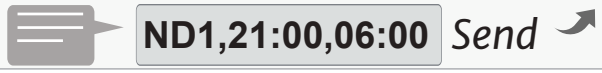
After sales support

Free lifetime support
Your watch comes with free lifetime support. If you have any concerns please call **1800 936 774** to speak with a customer support consultant. Our customer support opening hours can be found on our website at:
www.livelifealarms.com.au/contact-us

TIP Your alarm includes a Do Not Disturb function, which by default silences voice warnings (e.g., "low battery") between 22:00 and 07:00.

- To disable this function, send the text command: ND0

- To adjust the silent hours, send: ND1,00:00,00:00, replacing 00:00 with your preferred start and end times (24-hour format). Example: ND1,21:00,06:00



Only available if your alarm is monitored by family and friends.
Do Not Disturb:

- Allows calls from your emergency contacts
- Silences low battery alerts
- Lights the screen for calls outside of your emergency contacts

Specifications

Dimensions: 47.5mm x 16.9mm x1.87mm.
Weight: 65g.
Battery Type: Rechargeable, 3.7V, 580mAh.
Battery Duration: Up to 36 hours under typical use.
Charging Voltage: 5V DC.
Showerproof Rating: IP67.
Locating Technologies: Bluetooth, WiFi, GPS. **Screen Type:** OLED 0.96 inches.
Eyeglass: Toughened organic glass.
SIM Card: Telstra / Optus Nano.
Other Mobile Networks:
The LiveLife Watch operates on the Telstra or Optus mobile network.
NBN, Internet, and WIFI:
The LiveLife Watch does not require NBN or a landline to function and does not need an internet connection. It may use WIFI for location purposes but is not reliant on WIFI.

Network	Frequency Bands
Optus 4GX	B3 1800Mhz B8 700Mhz

Network	Frequency Bands
Telstra 4GX	B3 1800Mhz B8 900Mhz B28 700Mhz

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How to make changes to your emergency contacts

Available on family and friends monitoring plan only.

You can make changes to the emergency contacts and other settings by sending simple commands to the alarm's phone number via text from a mobile phone. To change an emergency contact number send these commands. Do not include spaces in any text command. Is not case sensitive. The watch will respond to each text command with a reply text to confirm the change.

Person 1	A1,**1,1,0400123456,Name**	*Send*
Person 2	A2,**1,1,0400123456,Name**	*Send*
Person 3	A3,**1,1,0400123456,Name**	*Send*
Person 4	A4,**1,1,0400123456,Name**	*Send*
Person 5	A5,**1,1,0400123456,Name**	*Send*
Person 6	A6,**1,1,0400123456,Name**	*Send*

How to change the watch face

1. From your current watch face, swipe left until you reach the Settings screen.
2. Tap the screen to enter the Settings menu.
3. Select "Watch Faces" to open the watch face options.
4. Swipe left or right to browse through available designs.
5. To see more variations of a watch face, tap the gear (cog) icon at the bottom of the selected design and swipe up or down to see the additional options.
6. Tap your desired watch face to apply it.

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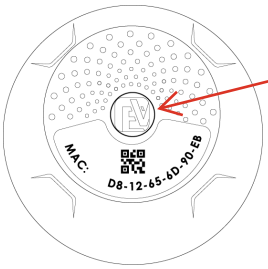
Getting to know Bluetooth Beacon

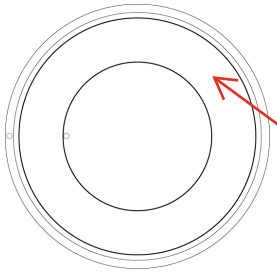
Your Bluetooth beacon is already turned on and ready to use.

Top



Hold down the ON/ Off Button for 3 Seconds to turn on or off.

Back



Area to stick double sided tape, to make it harder to lose your beacon.

Side

Your Bluetooth Beacon
The LiveLifeWatch comes with a Bluetooth beacon to place inside your home. The beacon has been programmed by us with the exact co-ordinates of your home address you supplied with your order. When you activate the SOS on your LiveLifeWatch while at home it will look for the beacon and those programmed co-ordinates so it can send that exact location in its help text messages via Google Maps.

If you are outdoors, wearing your LiveLife Watch and out of range of Bluetooth it will use GPS, or Wifi to get your location.

Leave your beacon at home
Your beacon is meant to be left at home. If you move house please call us on 1800 936 774 so we can arrange to re-program your beacon. If you holiday in another location purchasing a second beacon could be a sensible option.

Testing the accuracy of your beacon
You can test your beacon by sending a SMS to your LiveLife Watch from a mobile phone. Send the SMS command: **LOC (not case sensitive)** to the device's phone number.

If the Watch and beacon are on and the beacon is within range of the device the LOC response will state:
Location by Beacon

Plus also your location and time information.

Features

1. Compact and lightweight design for easy installation.
2. Designed for use with LiveLife personal mobile alarms.
3. Includes a C2477 button battery, with an estimated lifespan of approximately two years.
4. Beacons offer both home and away information, enhancing the functionality of the mobile alarm systems.

Important Information

Emergency usage policy & excessive use
The LiveLife Watch is designed to be used in an emergency and not as a communication device such as a mobile phone. Your watch comes under our 'Fair Use Policy'which means it is to be used for help in emergency situations. We have allocated a fair and adequate amount of voice and data to your device based on average usage patterns. Voice and text usage for every device is monitored by LiveLife Alarms. Customers using the devices contacts to
make outgoing calls heavily will be contacted to discuss usage options. We reserve the right to apply further charges for excess use or discuss the option to move the SIM card into your name.

Telstra/Optus Mobile connection
Your watch is relying on a connection to the Telstra or Optus 4G mobile network to perform all of its emergency tetext and call functions. It also uses Bluetooth, GPS and WIFI to perform its location functions. The Telstra Network gives the widest coverage across Australia covering 99% of Australia's population over 1.3 million square kilometres.

Telstra/Optus Mobile SIM card activation
We have installed a Telstra (by default) or Optus Nano SIM card and activated it. Please refer to your packing slip for the details of the programmed emergency contact numbers.
Yearly renewal of your SIM card (Family and friends only) We have allocated the first 12 months of your credit to your SIM card. You do not need to check your credit. We will contact you every 12 months with how to renew. Please note, if you are an existing customer upgrading your device, the renewal date will remain the same as your original alarm.

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12 months warranty

The LiveLifeWatch comes with a standard 12 months warranty from date of purchase. If the watch has a manufacturing defect causing it to fail within the first 12 months of purchase, we will replace it free of charge or refund the purchase price.

How to claim against your warranty
Please contact us by emailing us at:
info@livelifealarms.com.au or call us on 1800 936 774 to arrange to have the watch returned for a warranty claim assessment.

Circumstances that can void your warranty
Please be aware your warranty can become void if any of the following have occurred:

- The watch has been opened or tampered with.
- The watch has been modified or not used in accordance with our instructions.
- The watch has been dropped onto a hard surface or suffered damage from physical impact.
- The watch has been damaged by fire or has been exposed to excessive heat.
- The watch has been used with an incorrect power adapter.
- The watch has been subject to an incorrect voltage due to lightning or a power surge.
- The watch has been subject to a liquid spillage causing a failure.
- The watch has been submerged in water.

What if something goes wrong after 12 months?
If the watch breaks after the first 12 months please contact LIVELIFE ALARMS to send it back to us for repair or replacement.We will only charge you for the cost of repair and shipping.You won't have to pay full price for a watch.

Guarantee under Australian consumer law
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foresee-able loss or damage.You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LIVELIFE ALARMS is not liable for any indirect or consequential loss or claims.

Refunds & Returns Policy

30 day refund and return policy
If for any reason you are not completely satisfied with your purchase we will give you a refund from the date you receive the goods till the end of 30 days from that date.

Please email us at: support@livelifealarms.com.au within that time or call us on **1800 936 774** if you are not satisfied with your purchase so that we can resolve any problems.

This refund policy does not apply to goods which show wear and tear or are damaged after delivery or if any attempt has been made to alter the product or if they have been dropped or broken. All products and parts must be returned in their original condition. All postage and insurance costs are to be paid by the user.We recommend that you return the product via Registered post and that you pre pay all postage. The user bears any risk of lost, theft or damaged goods during transit and therefore we advise you take out shipment registration of insurance with your postal carrier. LIVELIFE ALARMS will not be responsible for parcels lost or damaged in transit if you choose not to insure.

Refunds (Coverage)
It is ultimately the user's responsibility to test their alarm during the 30 day refund period and identify any mobile network coverage or signal issues.

We use our best endeavors to ascertain if there is adequate coverage at the location where the user resides. Our standard practice before setting up your watch is to do a coverage check on theTelstra Mobile Network' at the supplied, primary address where the watch will be used ifand if necessary also ask the purchaser if they personally are aware of any weak signals inside the residence on devices connected to theTelstra Mobile Network.

Like any mobile device, the LiveLife Watch relies on mobile network coverage, which may vary by location and building structure. While we conduct a coverage check prior to shipping, we cannot guarantee uninterrupted service in all environments, especially indoors or in remote areas. If after testing the user believes there is a weak signal then they should contact us via phone or email before the '30 day period' expires in order for us to investigate the coverage issue.

If after investigating we find the coverage is inadequate and we cannot provide an alternate SIM card and network provider, upon the device being returned we will refund the purchase price.

Medical & legal disclaimer

General information about medical matters
The LiveLifeWatch 'User Manual'may contain general information about medical and health matters. The information is not advice, and should not be treated as such.

Limitation of warranties
The medical and health information within this'manual'is provided"as is" without any representations or warranties, express or implied. LIVELIFE ALARMS and it employees and/or agents make no representations or warranties in relation to the medical and health information within this manual.

- Without prejudice to the generality of the foregoing paragraph, LIVELIFE ALARMS does not warrant that:
- The medical and health information on its website or in this'manual'willbe constantly available, or available at all; or
- Any medical and health information on its website and within this 'manual'is Is complete, up to date or error free to the best of our knowledge.

Liability
You must not rely on the information within this'manual'as an alternative to medical advice from your doctor or other health services provider.

If you have any specific questions about any emergency plan, medical or health matters you should consult your doctor or other professional health services provider or personal carer.You should never delay seeking medical advice, disregard medical advice, or commence or discontinue any medical treatment because of information within this'manual'.

Liability limitations
Nothing in this legal disclaimer will limit any of our liabilities in any way that is not permitted under applicable law, or exclude any of our liabilities that may not be excluded under an applicable law.

Product Disposal

Your LiveLife personal alarm product contains an embedded lithium-ion battery. These should not be disposed of as general waste or recycling, as the battery could present a fire hazard if pierced or damaged, and the internal PCBA contains recyclable elements. Depending on state, various options are available to you. We recommend consulting the guidelines offered by your state, such as the NSW EPA, for community recycling stations that accept these products.

Transporting or shipping your product by air

If you need to ship your product by air, we recommend allowing the batterystate of charge to fall below 40% before you securely pack the product forshipping.

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