



# LiveLife Watch

Your  
mobile alarm  
is ready to use



- ✓ SIM card installed
- ✓ Alarm programmed
- ✓ Alarm is charged

## USER MANUAL

Stay Safe, Live Life

[www.livelifealarms.com.au](http://www.livelifealarms.com.au)

1800 936 774



## Accessories included

Magnetic charger base



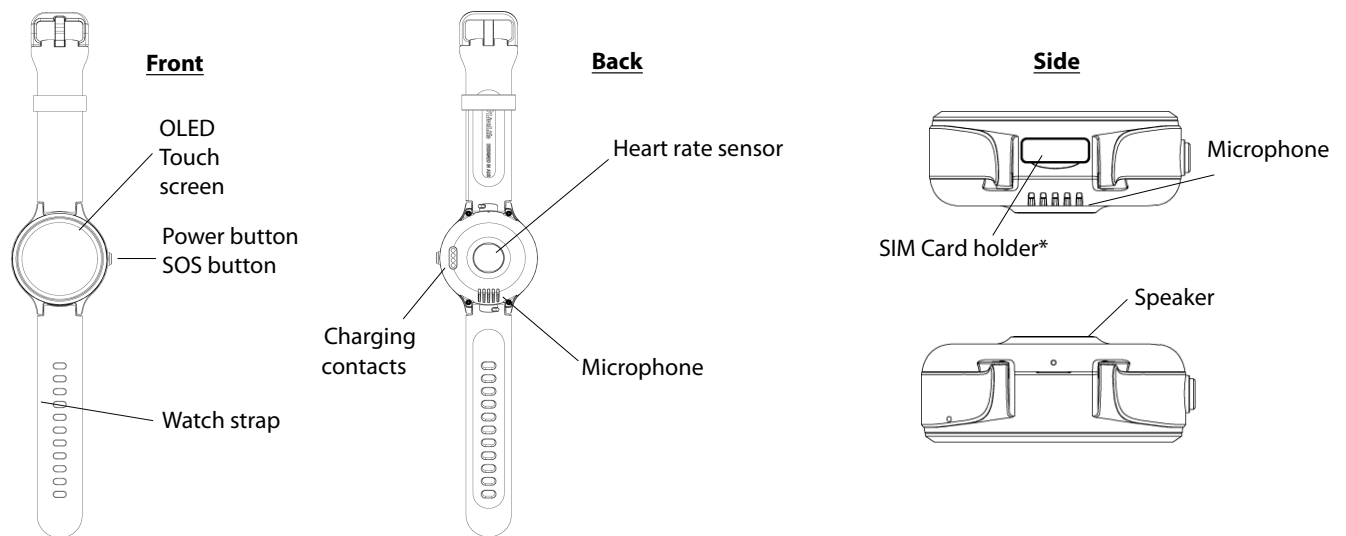
USB charging cable



USB/240V power adaptor



## Getting to know your LiveLife Watch



\*Watch comes with SIM card installed.

User Manual 2024.1

User Manual

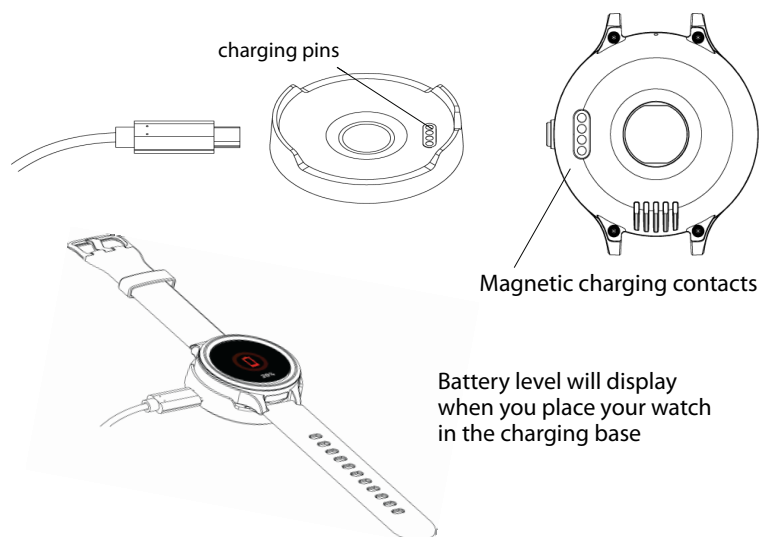
LiveLife Watch **1**



## Charging your LiveLife Watch

Your watch is usually close to being fully charged when you open the box.

- 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 will be made about low battery.
- Please fully charge your battery.



**LiveLife**  
Watch

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## SOS Activating an SOS alarm

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



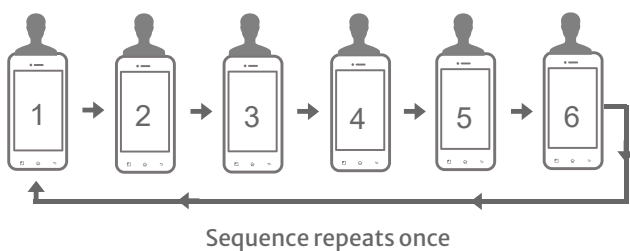
- When activated, you will hear an announcement confirming the SOS activation. You will have 10 seconds to cancel the alert.

To cancel the activation, simply tap the cancel icon on the screen.

- If you do not If you do not cancel the SOS activation, the alarm will immediately notify your elected emergency contacts.

**Family and Friends:** 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 seconds delay between each contact, you can stop the call sequence during this time by tapping the cancel icon on the screen.



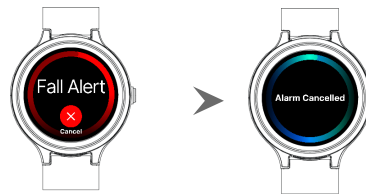
**Professional Monitoring:** The watch will send a signal to the monitoring centre and your location on Google Maps. Within 60 seconds, one of our team members will call your alarm to offer assistance. If our monitoring centre needs to contact you, they will call from 02 9508 1569.

### 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 watch's mobile number.

## 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 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.

## Receiving calls on the LiveLife Watch

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

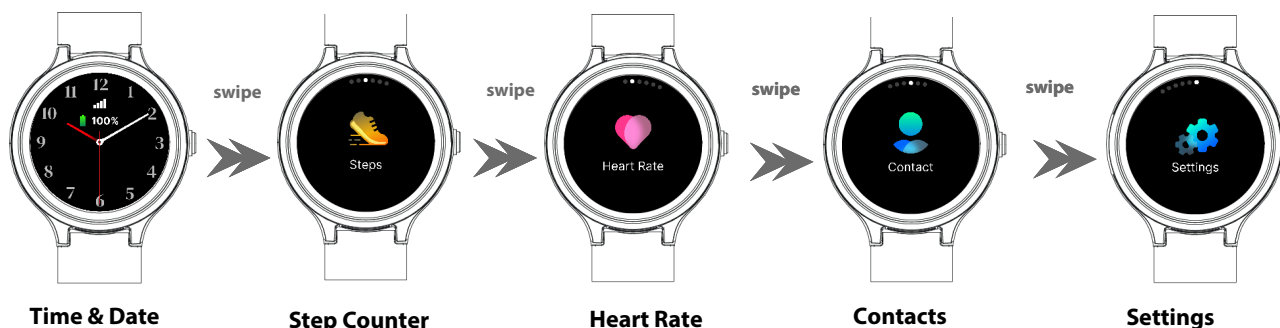
## Finding the wearer's location

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



## 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.



**Time & Date**  
Time can be displayed in analog or digital format.

**Step Counter**  
Tracks daily steps, distance, and calories 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**  
Can change the watch faces, turn off and restart the 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, monthly monitoring fee 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 unless you have requested to have your alarm whitelisted.

### How Professional Monitoring works

In an emergency or if you feel unwell, press the SOS button on your watch. Our monitoring centre will receive your location and call your watch within 60 seconds. If you fall, the watch 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.



## Maintaining your device

### Showerproof

The LiveLife Watch can be worn in the shower or the rain. It should not be submerged in water. We do not advise you to wear it in the bath, pool, spa, ocean or hydrotherapy. Being submerged in water may void your warranty. Like all wireless devices, it will not work under water.

### Dry device completely

Take particular care to ensure the watch is completely dry before each recharge. Wipe all water, sweat, perfumes and oils from the watch before placing in the charger.



## 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 mobile number of your watch 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.



## 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](http://www.livelifealarms.com.au/contact-us)



## Specifications

**Dimensions:** 47.5mm x 16.9mm/1.87

**Weight:** 65g

**Battery Type:** Rechargeable, 3.7V, 580mAh

**Battery Duration:** Up to 24 hours under typical use

**Charging Voltage:** 5V DC

**Showerproof Rating:** IPX8

**Locating Technologies:** GPS, WIFI

**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         | Network            | Frequency Bands                       |
|------------------|-------------------------|--------------------|---------------------------------------|
| <b>Optus 4GX</b> | B3 1800Mhz<br>B8 700Mhz | <b>Telstra 4GX</b> | B3 1800Mhz<br>B8 900Mhz<br>B28 700Mhz |



## How to make changes to your emergency contacts

**Available on family and friends only.**

You can make changes to the emergency contacts and other settings by sending simple commands to the mobile number of the watch 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 |

### Your Bluetooth Beacon

The LiveLife Watch 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 LiveLife Watch 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.

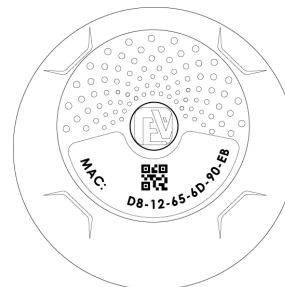
### Testing the accuracy of your beacon

You can test your beacon by sending a SMS to your LiveLife Watch from a mobile phone. Send the SMS command: **LOC**

If the Watch is on and the Beacon is on the response will be:

*Location by Beacon*

Plus also your location and time information.



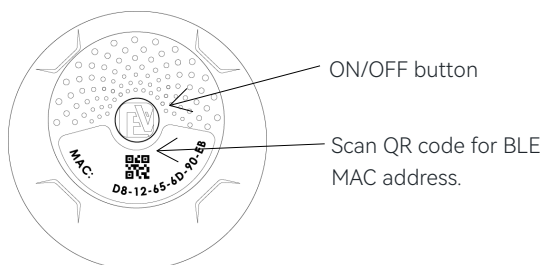
BLUETOOTH  
LOCATION



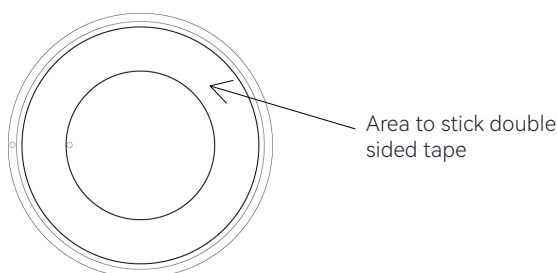


## Getting to know your device

### Top



### Back



### Side



## Features

1. Compact and lightweight design for easy installation.
2. Designed for use with Live Life 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 system.



## Important information

### Emergency usage policy & excessive use advice

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/Optus 4G mobile network to perform all of its emergency text 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/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.



## 12 months warranty

The LiveLife Watch 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](mailto:info@livelifealarms.com.au) or call us on 1800 936 774 to arrange to have the alarm 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 LIVE LIFE 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 foreseeable 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](mailto: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 the Telstra Mobile Network<sup>1</sup> at the supplied, primary address where the watch will be used if and if necessary also ask the purchaser if they personally are aware of any weak signals inside the residence on devices connected to the Telstra Mobile Network.

We cannot 100% guarantee (similar to any seller of a mobile device that when the watch is used inside your residence there will be an adequate signal. 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 LiveLife Watch '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 its 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' will be constantly available, or available at all; or
- Any medical and health information on its website and within this 'manual' is complete, true, accurate, up-to-date, or non-misleading.

### 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.



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