Introduction-Important!

Telstra Mobile connection

Your pendant is relying on the Telstra 3G Mobile Network to perform all of its emergency text and call functions. It therefore relies on a connection to the Telstra Network. We have conducted a coverage check for the user address you supplied.

Telstra Mobile SIM card activation

We have installed a Telstra Mobile SIM card in your pendant and activated it. Please refer to the enclosed 'packing slip' for the details of your mobile number and the programmed contact numbers the device will text and call.

Yearly recharge of your SIM card

We have allocated the first 12 months of credit to your SIM card. You will need to recharge at 12 months with $45.00 of credit and after each 12 month period. You do not need to check your credit. We will contact you every 12 months with instructions on how to recharge.

Emergency usage policy ('Fair Use')

The LiveLife Mobile Alarm is designed to be used in an emergency and not like a communication device such as a mobile phone. Your device comes under our 'Fair Use Policy' which means it is to be used for help in emergency situations.

Excessive use advice

We have allocated a fair and adequate amount of voice and data to your device based on average usage patterns of thousands of customers. Voice and text usage for every device is monitored by LiveLife Alarms. Customers using the device's **'Side talk button'** or the **'Location text function'** 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 if you wish to use the 'Side talk button' and the 'Location text function' frequently. We also reserve the right to disable these two functions if used excessively (we would not do this before discussing with you).

Side talk button limit

Voice calls on this button are limited to two minutes in length.

Testing your device

You should perform a test of your device before relying on it. We have included an instruction sheet for your emergency contacts with your pack. Please make sure your contacts are aware that you are about to perform a test.

Introduction-Important!

3G Mobile Signal in your home and other locations

Your installed Telstra Mobile SIM card gives you full coverage across the Telstra 3G Mobile Network.The Telstra 3G Network gives the widest coverage across Australia and covers 98.5% of Australia's population and covers 1.3 million square kilometres.

Before we processed your order we did a check on the Telstra 3G coverage map to ascertain if there was coverage at your nominated user address. Most of the time checking the coverage map will be adequate to ascertain whether the mobile alarm will have a strong enough signal inside the home of the user. However as we know some homes can fall within coverage blackspots due to hills, buildings and other obstructions. This is a common characteristic of all mobile networks.

Therefore we cannot 100% guarantee your Telstra 3G signal will be strong enough at that location. If you have problems with the mobile alarm getting a strong enough signal inside your home you should consider testing a Telstra connected mobile phone at that location to see if you can get at least 1-2 bars consistently. If after doing this it appears there is a weak signal or no signal then an option may be to try a SIM card that relies on the Optus Mobile Network. If you experience signal problems please contact us to discuss other SIM card options.

Emergency contacts who have voicemail enabled

Some of the people you nominated as emergency contacts to be called by the mobile alarm may have voicemail enabled on their phone. Some carriers allow a voicemail message of up to five minutes to be left by callers.

If this is the case, when the SOS/Help sequence is activated it could be that there is a time of 3 minutes (calls are limited to 3 minutes) before the mobile alarm moves on to the next number in the sequence. During this time it may appear that nothing is happening, when in fact the alarm is just waiting for the voicemail message time to expire. It should be apparent during your testing which contacts have a long voicemail message service activated on their phones.

If an emergency contact wishes to disable long voicemail messages then they just need to call their phone provider and ask for '10 second voice to text' or 'call catcher' or a similar service. Their message time for callers will then be around 10 seconds meaning the alarm can move on to the next contact on your list much quicker.

You will need to take the alarm outside to get the first GPS fix. It can take up to ten minutes to connect to satellites the first time. Call us if you need any help.