



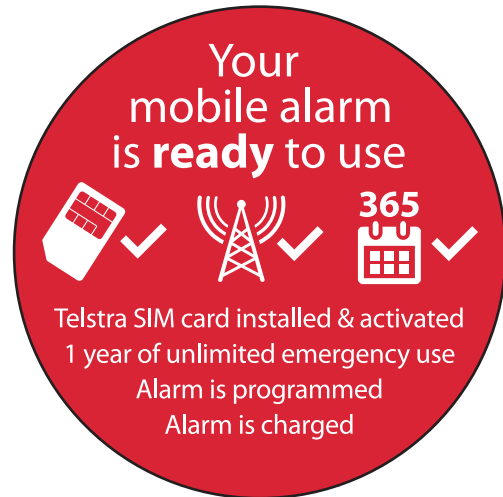
# User Manual



Bluetooth 5

2021

The 4GX Live Life Mobile Alarm with GPS & Fall Detection



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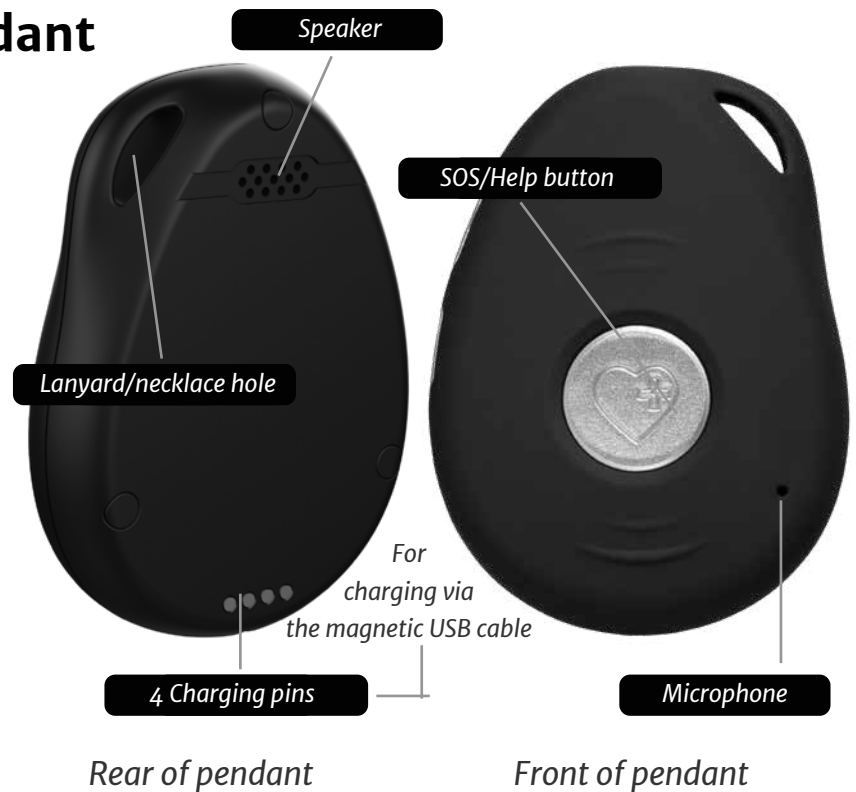
[www.livelifearms.com.au](http://www.livelifearms.com.au)

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## Charging your pendant

- Your device is usually close to being fully charged when you open your box.
- When placing the device in the charging station, ensure it is positioned correctly. In the correct position, it will vibrate and announce it is charging.
- After about 4 days the battery will approach 20% charge.
- When the battery approaches 20%, a voice will announce “Battery is low. Please recharge your battery”. The red LED will start blinking. When the battery reaches 10% charge though, the device will send a Low Battery text reminder (contact 1 by default) that the battery needs to be charged.



### TIP

You can also charge the device using the supplied magnetic USB cable. Plug the cable into the power adapter and attach the other end to the 4 pins on the back of the device.



The pendant is water resistant and can be worn in the shower or rain.



## HOMECHARGING STATION

Loosen and unwind the cable from underneath the station and plug the USB cable into the white power adapter. The lights around the station will come on. Please ensure you place the device in the correct position when charging. When correct, it will vibrate and you will hear the voice announcement, “Your alarm is charging.”



## Turning on/off and finding your location

To turn the device on, press the grey, upper side button till it vibrates. The LEDs will flash. Alternatively you can turn it on automatically by placing it in the charging station or by connecting the magnetic USB cable to the back.

To turn the device off, click or press the SOS button and the upper grey side button together till the device vibrates and side LEDs go off. Or send the text command 'OFF' to the device from a mobile phone.



















The device uses Bluetooth to find its location inside the home. Outside the home it uses GPS to find its location.

### TIP

*The Home Charging Station has been programmed with the GPS location of your your home address you supplied us with. Please leave the station at your home and plugged in at all times.*

## How to make changes to emergency contacts

You can make changes to the emergency contacts and other settings by sending simple commands to the mobile number of the pendant via text. To change any emergency contact number, send these commands to it from a mobile phone:

 Person 1		<input type="text" value="A1,1,1,0400123456"/>	Send 
 Person 2		<input type="text" value="A2,1,1,0400123456"/>	Send 
 Person 3		<input type="text" value="A3,1,1,0400123456"/>	Send 
 Person 4		<input type="text" value="A4,1,1,0400123456"/>	Send 
 Person 5		<input type="text" value="A5,1,1,0400123456"/>	Send 
 Person 6		<input type="text" value="A6,1,1,0400123456"/>	Send 

Do not include spaces in any text command. Is not case sensitive. The pendant will respond to each text command with a reply text to confirm the change. To check the list of contacts, send this text command to the pendant: **A?**

### Testing your device

We recommend you test your device when you receive it to ensure it is operates correctly. You can test it by pressing the SOS button. Make sure your contacts know in advance you are testing your device.

### Your home location

We have programmed your Home Charging Station with the home address you supplied us with. If you have an issue with the location shown in a text message, call Support on **1800 936 774**.



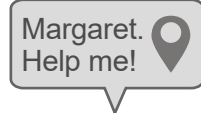

# Using your mobile alarm



**1**  SOS

## When you need help

Click or press the SOS/Help button. It will announce “Your mobile alarm has been activated. Click the SOS button to cancel” before it starts to send help texts and make the help calls. To cancel these just click the SOS button within 10 seconds.

**2**  Margaret. Help me! 

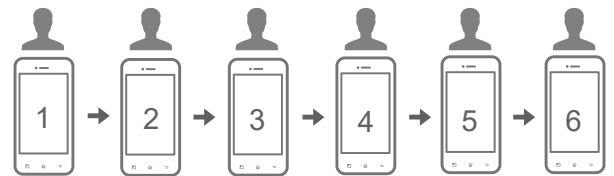
## Help text messages sent

The pendant will send a help text message to all of your emergency contacts. Mobile numbers will receive the help messages along with the location of the wearer on Google Maps. If the alarm was triggered by fall detection, the messages will state a fall has been detected.

**TIP** The text messages will not be sent for 15–20 secs after activation. You can cancel the text messages and voice calls by clicking the SOS button during this time.

**TIP** The mobile alarm can call mobiles & landlines. Only people with mobile phones will receive the text message with the location on Google Maps.

**3**



## Help call sequence begins

The pendant will then begin to call your emergency contacts in your chosen order, ringing for 10 secs per contact before trying the next contact, thereby avoiding voicemail. The ‘Smart Talk’ announcements will guide you through the activation process. The first person to answer is the person who can talk to you. The wearer listens and speaks through the pendant. Each call is limited to 3 minutes. By default the call sequence loops and tries each contact twice.

### Calling the pendant.

Anyone who knows the mobile number of the pendant can call it and it will answer automatically and hands-free in speakerphone mode. The mobile number is on your packing slip.

### Find the location of the pendant using Bluetooth & GPS.

To find out the location of the pendant, send a simple text command to the pendant:




Send 

The device will send a reply text with its location or last known position on Google Maps.

# Important Introduction

## Included in package

- 1 x 4GX Live Life alarm, wristband, lanyard & belt clip
- 1 x Home Charging Station
- 1 x 240 Volt power adaptor
- 1 x Magnetic USB power cable
- 1 x Nano SIM card installed, activated & pre-programmed
- User manual
- 1 year of unlimited emergency calls & texts

### BEFORE YOU START

Normally your Live Life alarm will have been programmed by us before you receive it. This means it is ready to use straight out of the box. You should perform a family test run before you use it. A video that demonstrates how to do a family test run of your mobile alarm can be viewed at: [www.livelifealarms.com.au/videos](http://www.livelifealarms.com.au/videos)

*It is important that the wearer of the device retains a copy of this User Manual as it is likely they will be needed as a reference in the future.*

### Telstra Mobile connection

Your pendant is relying on a connection to the Telstra or Optus 4GX, 4G or 3G (rollback) mobile network to perform all of its emergency text and call functions. It also uses GPS, Wi-Fi and Bluetooth 5 to perform its location functions. The Telstra Network gives the widest coverage across Australia, covers 99% of Australia's population over 1.3 million square kilometres.

### Telstra Mobile SIM card activation

We have installed a Telstra mobile nano SIM card in your pendant and activated it. Please refer to the enclosed packing slip for the details of your mobile alarm 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 renew 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 renew.

### Emergency usage policy & excessive use advice

The Live Life alarm is designed to be used in an emergency and not as 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. 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 Live Life 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 'Location text function' frequently.

### 4GX Mobile Signal in your home and other locations

Before we processed your order we did a check on the Telstra 4GX, 4G & 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, some homes can fall within coverage black spots due to hills, buildings and other obstructions. This is a common characteristic of all mobile networks. Therefore, we cannot 100% guarantee your Telstra 4GX, 4G & 3G signal will be strong enough at your location. If you have problems with the mobile alarm getting a strong enough signal inside your home, 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 Services Contact Information

If you would like to register any personal information with the emergency services e.g.: Key safe PIN numbers, please call the appropriate phone numbers from the list below. **Do not call 000 directly** in any state to register personal information. They will not be able to accept the information from you.

## NSW

Call the office administration office closest to your suburb. Office hours for the Ambulance Service of NSW are 9am to 5pm Monday to Friday:

<b>State Headquarters</b> Rozelle Telephone: (02) 9320 7777	<b>Metropolitan Division</b> Summer Hill Telephone: (02) 8752 0444	<b>Sydney &amp; South Eastern Sector</b> Mascot Telephone: (02) 9317 8600
<b>Central Coast &amp; Northern Sydney Sector</b> Wahroonga Telephone: (02) 9487 8056	<b>South Western Sydney</b> Camden Telephone: (02) 4655 1481	<b>Western Sydney &amp; Nepean Blue Mountains Sector</b> Penrith Telephone: (02) 4731 2167
	<b>Illawarra:</b> Telephone:(02) 4227 0222	
<b>Western Sector</b> Dubbo Telephone: (02) 5820 1100	<b>Regional Division Offices</b> <b>Southern Sector</b> Goulburn Telephone: (02) 4827 0400	<b>Hunter Region Office</b> Newcastle Telephone (02) 4964 6910

## QUEENSLAND

Call your local ambulance service network number. To find your local ambulance service network number, go to this web address: <https://www.ambulance.qld.gov.au/contacts.html>. Alternatively, call 13QGOV (13 74 68) who can connect you to your local ambulance service network.

### VICTORIA

Call: (03) 9840 3500

### ACT

Call: 02 6207 9980

### WESTERN AUSTRALIA

Call: (08) 9334 1222

### SOUTH AUSTRALIA

Call: 1300 136 272

### TASMANIA

Call: 1300 135 513

### NORTHERN TERRITORY

Call: 1300 785 646 (1330 St John)

## Choosing Emergency Contacts

As part of our pre-delivery setup, we usually program your Live Life alarm with the emergency contacts you provided during the ordering process. If you opted to program the emergency contacts yourself, here are some tips to consider when choosing those contacts:

### **How many emergency contacts to use**

The device can call and send text help messages to a maximum of 6 people. The law of averages means the more contacts you utilise, the more chance someone will be able to help you quickly when you need help. Remember, some contacts may have their phones turned off, be out of range, or have flat batteries. Or it could be the middle of the night and they do not hear the phone.

Consider people with mobile phones in order to use the GPS/Bluetooth location feature fully. Only mobile phone contacts will receive the help text messages with your location on Google Maps. You can include landline numbers, but these people will not see your location on a map.

### **Where in the order to include '000'**

You can include '000' as one of the contact numbers. The '000' service will not receive the help text message. Many people place '000' last in the call sequence as a fall back in case the other contacts do not answer.

# Choosing Emergency Contacts

## Outgoing Call to Contact 1

### Side talk button feature (Speed Dial)

The device has a side talk button, also known as a speed dial. When pressed till it vibrates, it makes an outgoing call to a single emergency contact (contact 1 by default). A voice will announce "Calling contact number 1". You will then be able to have a hands-free conversation with that nominated contact person. Often, the side talk contact is someone well known to the wearer who lives close by and is available to offer assistance at most times of the day. You may wish to consider this feature when choosing your emergency contacts and the order you place them in the call sequence.

You can change or remove the order of your contact numbers at any time by sending simple text commands from a mobile phone to your device. For more information see pg. 15 'Changing Your Settings'.

**Please note: Live Life Alarms does not take responsibility for the contact numbers you have chosen. The choice of numbers is completely up to the user of the Live Life alarm.**

### Side talk button limit

Voice calls on this button are limited to three minutes in length. Family and friends can call you back and talk to you as long as they want to.

## Basic Operation of Alarm



### Charging via the Magnetic USB charging cable

You can charge the device by attaching the magnetic USB cable plug to the four charging contacts on the rear of the pendant and the other end into the adapter. Use this charging method when away from home.

# Basic Operation of Alarm

## Turning on and off

### Turning the device on

When you take the device out of the box it will be turned off. To turn it on, press the top Side Talk Button. The green, blue and red LEDs will flash rapidly and the device will begin to start up. If you are in a mobile network area it will usually take between 12 to 20 seconds to connect to the available mobile network. A slow green flash every 3 seconds signifies the device is trying to connect to the network. Once connected, the green LED will show a fast flash every 3 seconds.

### Automatically turning on in charger

If the device is off, when you place it in the charger or connect the USB magnetic charging cable, it will automatically turn on.

### When to turn the device off

There is no need to turn off the device unless you will not be using it for a prolonged period of time; weeks or months.

To turn it off, click or press the SOS button and the top Side Talk Button together till the device vibrates. The lights will turn off shortly after you feel the vibration.



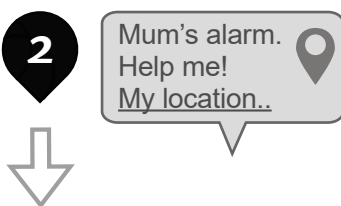
Hold down both buttons together for 2 seconds till the device vibrates and turns off. The LEDs will go out.

## Activating your alarm



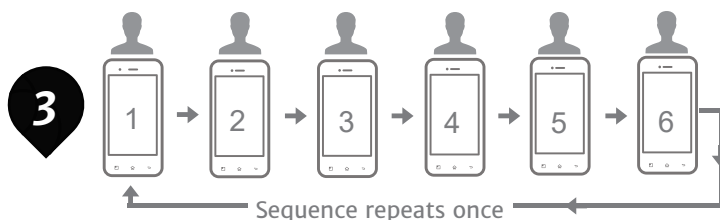
### When you need help

Click or press the SOS/Help button. The device will vibrate and then announce "Your Live Life alarm has been activated. Click the SOS/Help button to stop" before it starts the sequence of help text messages along with the outgoing help calls. To cancel the call sequence just click the SOS/Help button.



### Help text messages sent

The device will send a help text message to all of your emergency contacts. Mobile numbers will receive the messages with the location of the wearer on Google Maps.



### Help call sequence begins

The device will then begin to call your emergency contacts in your chosen order, ringing for 10 seconds per contact before trying the next contact, thereby avoiding voicemail (if the contact's phone is

active and on). You will hear each outgoing ringtone. Between each call, your alarm will announce that it is about to call the next contact and that you can cancel the call sequence by clicking the SOS/Help button.

The first person to answer is the person who can talk to you. The wearer listens and speaks through the pendant. Each call is limited to 3 minutes. By default, the call sequence loops and tries every contact twice. During a call, the contact can press **1** on their phone keypad to stop the device calling any further contacts. This function does not end the current call.



# Alarm: What do the lights mean?

## ☀️ The Green LED

### Connection to the mobile network

The green LED is the more important light to become familiar with. The main thing to become familiar with is that when you have a connection to the 4GX, 4G or 3G mobile network, the green LED will show a fast flash every 3 seconds.

When it is not connected to the 4GX, 4G or 3G network and trying to connect, it will show a slow (1 second in length) flash every 3 seconds.

## ☀️ The Blue LED

### Connection to the satellites (GPS)

The blue LED is mainly used by our technicians to test the operation of the GPS function and Bluetooth location. If you see the light flash, which it rarely will do, you should not be concerned.

## ☀️ The Red LED

### Battery/Power

After 5 to 6 days, the battery will approach 20% charge and the red LED will begin flashing rapidly. When this happens, a voice will announce "Battery is low". Please recharge your battery". There are still several hours of operation left in the device at this point. When the battery reaches 10% charge though, the device will send a low battery text message reminder to the first emergency contact.

Green LED	What this means
Slow flash every 3 secs	Trying to connect to the mobile network
Fast flash every 3 secs	Is connected to 4GX, 4G or 3G mobile network
Rapid flashing	SOS text messages and calls are happening



Red LED	What this means
On (solid)	Device has been fully charged
Rapid flashing	Battery power is lower than 20%
Is off or flashing slowly	The device is charging
Double flash every 3 secs	Bluetooth is connected

# Maintaining your device

The device is dust proof. The device can be used in some dusty environments. Care should be taken that dust, grime, soap or shampoo does not build up on the device.

### Dry device completely.

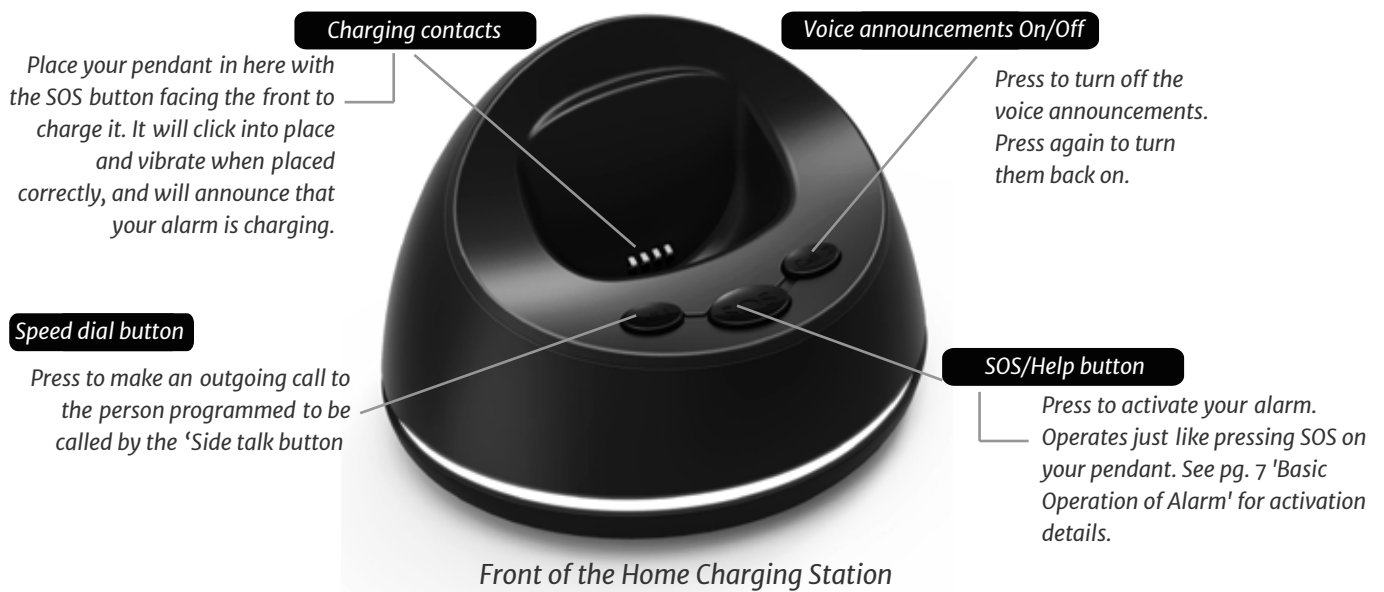
Take particular care to ensure the device is completely dry before each recharge. Wipe all water, sweat, perfumes and oils from the device before placing in the charging station. Give it a wipe with the supplied microsuede cloth regularly. Do not use cleaners or harsh chemicals.

## ☔ Showerproof

**The Live Life alarm can be worn in the shower or in the rain.** The device is rated for normal shower use as water and dust resistant to IP7. It should not be submerged in water for a prolonged period.

We do not advise you to wear it in the bath, swimming pool, hydrotherapy, spa or ocean. Like all wireless devices, it will not work when it is totally under water.

# Home Charging Station: What the buttons do



## SOS button (Help button)

As an alternative to pressing the SOS button on your pendant, you can press and activate the SOS button located on the front centre of the charging station. See pg. 7 'Activating your alarm' for details about the SOS activation process.

## Side talk button (Speed dial button)

This button is located on the left on the front of the station. When pressed, the alarm will make an outgoing call to the first contact (default contact 1). To end the call, press the same button again. This button operates the same as the side talk button on the pendant. See pg. 6 'Side talk button feature (Speed dial)' for details.

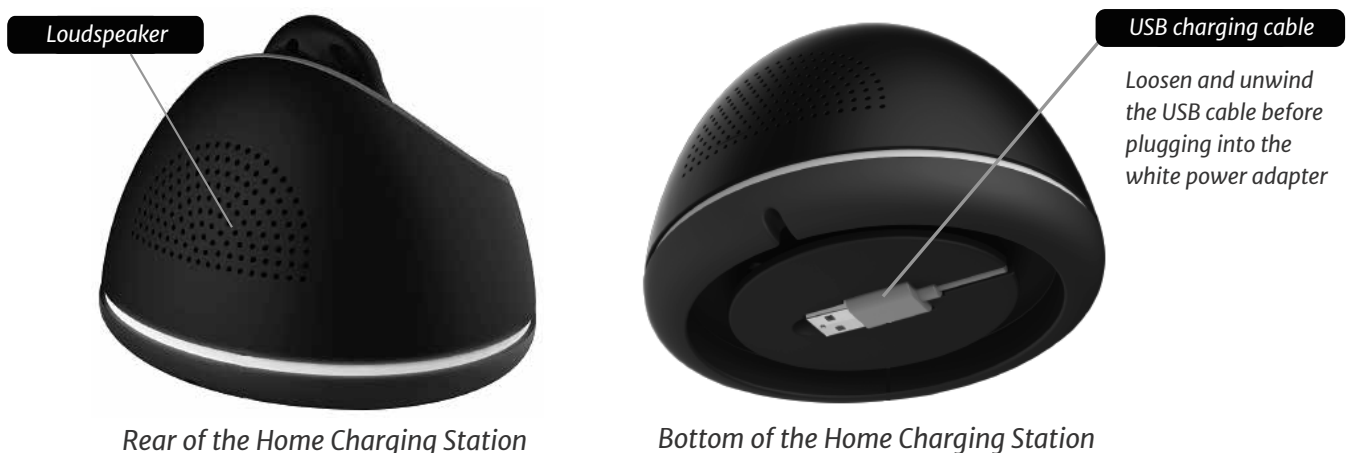
## Voice announcements button: On/Off

The station makes voice announcements to guide you. These can be turned off by pressing the button on the right on the front of the station. To turn them back on, press the same button again.

## LOOKING AFTER YOUR STATION

Take particular care to ensure the device is completely dry before each recharge. Wipe all water, sweat, perfumes and oils from the device before placing in the Home Charging Station. Use the supplied micro suede cloth to wipe the Station regularly. Do not use cleaners or harsh chemicals.

# Home Charging Station: Features



# Home Charging Station: Features

## Introduction to your Home Charging Station

The station is an intelligent charger that performs some of the same functions as the pendant. It communicates to the pendant via Bluetooth. It contains a loudspeaker that makes announcements such as "*Your alarm is charging*".

## Programmed with your home address

We have programmed your station with the GPS location of the home address you supplied with your order setup information. The station remembers this location all the time. For more information see pg. 12-13 '*Using the GPS feature*'.

### LEAVE YOUR CHARGING STATION ON

To get the best life from the alarm battery and the fastest location in an emergency, please leave your home charging station plugged in and turned on all the time somewhere in your home.

## Home location beacon

The Home Charging Station acts like a home beacon when you need help. It communicates via Bluetooth with your pendant when you press the SOS/Help button or the Automatic Fall Detection is triggered. The fastest way for the pendant to find your location when you are home is via Bluetooth.

If you supplied setup information when you placed your order, we have manually programmed your station with the GPS location of your home address you supplied. The station remembers this location all the time. If you are at home, the pendant uses the location of your station on Google Maps and includes that location in the SOS text messages that are sent to your emergency contacts. If your pendant cannot find its location via the Station's Bluetooth, then it uses Wi-Fi and GPS to find its location.

## Uses Bluetooth first

By default the pendant uses Bluetooth first, then any available Wi-Fi and then GPS to find its location. You do not need to pair the device to Bluetooth or set up Wi-Fi manually.

## Plugging in your Home Charging Station

Loosen and unwind the cable from underneath the station and plug the USB plug into the white power adapter. The lights around the station will come on.

## Placing the device in the Charging Station

Please make sure you place the device in the correct position when charging. It is in the correct position when it vibrates. Lights around the base will change colour and you hear a voice announcement that it is charging.

## Rechargeable backup battery

The station is equipped with a 800mAh, lithium, backup battery. This battery can charge the device when the power goes out at home or when you are traveling. The backup battery can last for up to 8 hours, which is enough for most power blackouts.

## Going away on holidays

If you travel away from home on holidays, we advise you to use the magnetic charging cable or purchase an extra charger rather than taking your Home Charging Station with you. This is because the programmed location will not update automatically to your holiday or temporary address.

If the station is within Bluetooth range at your temporary address it will use the home address we programmed during the setting up of your device.

## Moving home

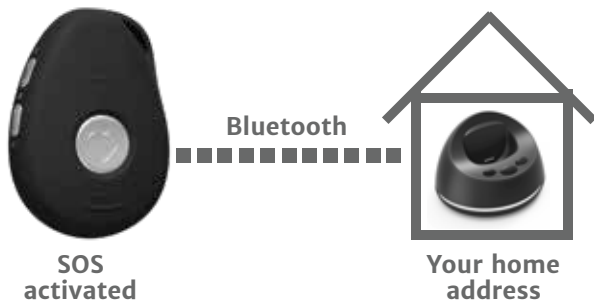
If you are making a longer or more permanent move, then the home address programmed into your station can be updated by calling our Customer Support team on **1800 936 774** and selecting option 2.

## Home Charging Station Bluetooth distance

Inside buildings, the Bluetooth connection from the station to the pendant can be obstructed by walls and other objects. The rated range for the Bluetooth is 25 metres when obstructed.

When the pendant is too far from the station it will not be able to perform the Bluetooth functions such as SOS activation, calling a contact, speed dial and providing the pendant's location via Bluetooth. Instead, the alarm will use Wi-Fi and GPS for location when too far from the Home Charging Station.

# Home Charging Station: Features (Continued)



*When you press the SOS button, the pendant first looks to see if the station is within Bluetooth range. If the alarm connects to the station, it knows it is at home and sends that address on Google Maps via text to your emergency contacts.*

## Option to turn off Bluetooth temporarily

There is the option of turning off the station's Bluetooth temporarily if you want to take your station with you on holidays. To turn off the Station's Bluetooth send this text command to your alarm's mobile number:

Send ↩

The alarm will reply with BLE Loc off, meaning it is using Wi-Fi and GPS to find its location.

To turn on the Station's Bluetooth send this text command to your alarm's mobile number:

Send ↩

The alarm will reply with BLE Loc on, meaning it is using Bluetooth from the station if available to find its location.

## ⚡ Alarm Battery & Recharging

### Charging your alarm

The Live Life alarm uses a lithium ion battery like the type in a mobile phone. When you receive your Live Life alarm, it should have about 80% battery. However you may wish to charge it until the light on the side of the alarm is steady red.

When placing the device in the charging station, ensure it is positioned correctly. In the correct position it will click into place and vibrate momentarily and a voice will announce the device is charging.

### How long it takes to recharge

The battery will take approximately 45 minutes to fully charge if it is very low or flat.

### Low battery warning

When the battery approaches 20% charge, a voice will announce, "Battery is low. Please recharge your battery". The red LED will start blinking. When the battery reaches 10% charge, the device will send a low battery text reminder to the first emergency contact that the battery needs to be recharged. This feature will be turned on unless you asked us to turn it off during the setup process.

To turn low battery warning **OFF**, send text:

Send ↩

To turn low battery warning **ON**, send text:

Send ↩

*\*In this example the low battery warnings occur at the default of 20% charge.*

The device will reply with a confirmation text that the low warning has been changed.

### Charging via the Magnetic USB cable

You can also recharge the device by attaching the magnetic USB cable to the four charging contacts on the rear of the pendant. A voice will announce "Your mobile alarm is charging" when the magnetic charger is attached correctly.



# Alarm Battery & Recharging (Continued)

## **Automatically comes on when charging**

If the device is off, placing it in the charging station will turn it on.

## **Power saving mode/GPS goes to sleep**

We have set your device to power saving mode in order to prolong time between charges

## **How usage affects battery**

Like a mobile phone, how the alarm is used will affect battery life. In the home, connected to the home charging station via Bluetooth and only used in emergencies, the alarms will last 4-5 days. If the alarm is taken out of the home or is activated (pressing the heart/SOS button), calling into or out from the alarm or sending text commands to the device will lessen time until charging is required.

## **When is the battery fully charged?**

The RED light on the side of the alarm will be steady on. You can also check with the text command: **battery**

## **The device does not need to be turned off**

We do not advise the wearer to turn the device off to save power. If you are not wearing it, place it in the charging station. Please leave your home charging station plugged in and turned on at all times.

## **Using other chargers**

To be safe, only use the power adapter supplied with your Live Life alarm. Other adapters may damage the device and void your warranty.



## Using the GPS feature

## **How the GPS works**

Your LiveLife alarm has a GPS function that monitors the location of the wearer of the device as well as Bluetooth.

It uses this GPS function to send out the location of the wearer as part of the SOS help text messages. The location of the wearer is shown on Google Maps as part of those messages. This means the people who received the message on their mobile phones know where to send help to.

## **Accuracy of the GPS: uBlox 8 technology**

The GPS location is normally accurate to 2.5 metres. This rate of accuracy can be affected by tall buildings and other obstructions.

## **To save power the GPS goes to sleep**

The GPS function goes to sleep to conserve power if it does not detect any movement for around 10 seconds.

## **What wakes up the GPS?**

The GPS wakes up and attempts to connect to the satellites when it detects some movement (two shakes or movements) or is turned on.

## **Getting a GPS fix**

### **Taking the device outside at first**

When you take the 4GX Live Life alarm out of the box you will need to turn it on. If you do not have the Home Charging Station then take the pendant outside for up to 5 minutes.

This is so it can get its first fix on the satellites and learn its new location. The alarm also uses Wi-Fi to obtain location.

### **Why it can take a while to get a GPS fix**

The GPS can be slow to get a fix if it has been turned off for a number of hours or has been inside a building where it has been unable to see the satellites for a while.

This can also happen due to normal limitations with GPS: Underground car parks, lifts, concrete buildings, tunnels and other constructions can block the signal from satellites to the pendant.

When a GPS location cannot be sourced, the alarm will attempt to report position via Bluetooth 5, then via Wi-Fi location. If the device gives its location on Google Maps as somewhere it is no longer located, this simply means it did



not have a chance to get a new GPS fix before the SOS button was pressed or the 'loc' command was sent to it. Usually, a location will still be sent however, it could be a Bluetooth 5 location or a Wi-Fi location.

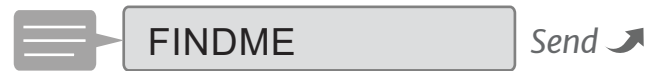
## Barriers to getting a GPS fix

The GPS needs to see the sky in order for the device to work out where it is. Inside some homes and buildings it will not be able to connect to the satellites till it is near a window. Some structures like basements, lifts, tunnels and building interiors with no close by windows will mean a GPS fix cannot be obtained. Sometimes also inside a car there can be delays in obtaining a GPS fix.

In general, remember that GPS was designed for outside use and that when indoors a GPS fix is not as easy to obtain at times. We cannot guarantee it will always know its current location on Google Maps via GPS. However, Bluetooth and/or Wi-Fi location will be sent instead in these situations.

## Find me function

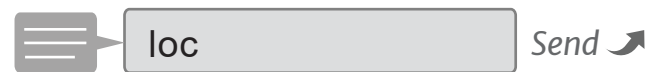
If you lose your Live Life alarm, you can send it the find me text command:



The device will say out loud "I am your Live Life alarm. I am over here".

## Finding the location of the device using GPS

To find out the location of the person wearing the device, send the following text command to the device from a mobile phone:



The device will send a text reply with its location on Google Maps. If GPS is unavailable it will send its Wi-Fi or Bluetooth location.

## Calling the device

Anyone knowing the mobile number of the pendant can call it and it will ring once and then answer automatically in speakerphone mode (hands-free).

# Using the fall detection feature

## Designed for serious falls

The Live Life alarm has an inbuilt fall detection feature that is designed to detect serious falls, likely to result in unconsciousness. It has been designed this way so as to be a secondary level of assistance to compliment the SOS help texts and calls. If after a fall a wearer is not able to press the SOS/Help button due to being unable to move or reach the SOS button, then the fall detection function can send out the text alerts and follow up with voice calls.

### How it works

The device uses an algorithm to make a judgement as to whether a serious fall has occurred. Amongst other things, it measures the speed and angle at which the device hits the ground. If all criteria are met, it will vibrate and a clear voice will announce "Fall has been detected,

*click the SOS/Help button to cancel the fall alert"* to tell you it thinks a fall has occurred.

During this time it can be cancelled by clicking the SOS/Help button. If it is not cancelled, then it sends out 'Fall down alert!' as text messages with the wearer's location on Google Maps and then follows up with the voice call sequence to your contacts.

### Emerging technology

Fall detection is still a developing technology which means sometimes false alerts can occur. However, if the alarm detects a fall, you will be warned and will have plenty of time to press the SOS/Help button to cancel the fall alert sequence. Additionally, we cannot guarantee every serious fall will be detected as many variables come into play. The device must generally be at least 1 metre above the ground before the fall. The impact surface and bracing can also influence it.

# Using the fall detection feature (Continued)

## Testing the fall detection feature

When you first receive your Live Life alarm you may drop it or gently toss it on a soft material (soft carpet) if you want to see the fall alert sequence in action. After that, however, we do not advise you to attempt to test the fall detection yourself multiple times. Every fall is different due to the variables involved. Over testing the feature may result in injury or damage to the device. Do not deliberately drop or throw the device at a hard surface to test it.

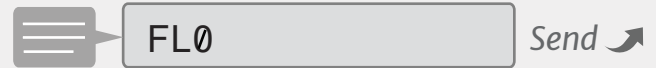
## What can stop fall detection from working?

Because the device is a pendant on a lanyard or chain, it can be worn in such a way that it swings during a fall. Because it measures the speed of impact using a 3D accelerometer, it is possible a fall from a height of less than a metre, such as from a sitting position, will not trigger the fall detector.

## Turning fall detection ON or OFF

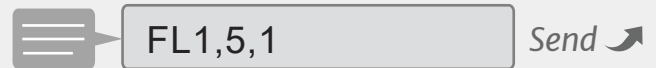
During setup, fall detection is turned on. You can turn this feature ON or OFF by texting a command to from a mobile phone to the device.

To turn fall detection **OFF**, text the following command to the device:



Device will reply with "Fall down alarm off!"

To turn fall detection **ON**, text the following command to the device:



Device will reply with "Fall down alarm on!"

**FL1** = Enable    **5** = Sensitivity (10 most sensitive, 1 least sensitive)    **1** = Call & send texts

## Monthly alarm health check

### Performing regular tests of the Live Life mobile alarm

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

- 1 Check that the **"green"** light on your alarm is flashing once quickly every 3 seconds. This means you have a connection to the mobile network.
- 2 Ask a relative or friend to call your alarm and you can answer in hands-free, two-way voice.
- 3 Click or press the SOS button until you hear the voice prompt. Click the middle SOS button again to cancel the emergency call and text sequence.
- 4 Check your alarm for any obvious signs of damage. Make sure the four brass discs on the back of the alarm are bright and shiny.



# Changing your settings

## Using text commands

You can change the settings programmed into the device by sending it simple text commands. In this manual we have included the most commonly used text commands.

### Text commands format and reply

The device must be on and have a connection to the mobile network to receive a text command. The text commands are not case sensitive. You can also use spaces in the command.

### Changing the name in the help text

100 characters are available to describe the person who is activating the alarm. This appears in the SOS texts. E.g.: This is Mum. Help Me!

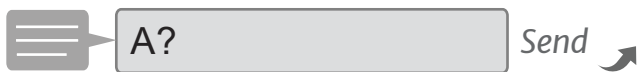
Having 100 characters can be useful when you want to remind the emergency responders of certain information. E.g.: Mum. Key safe 1212. Falls risk. Asthma.

To change the wearer's name that appears in the help text use this command:



### Who will get the emergency texts & calls?

To see a list of the phone numbers programmed into the device, text the following command to the device:



The device will reply with a summary of the phone numbers in the order that are programmed into your device.

### Side talk button changes (speed dial)

You can assign this button to call any of the six contacts besides the default of the first contact. For example: To assign the speed dial button to call the second emergency contact instead, send this text command:



## How to change emergency contacts

### To remove an emergency contact

You can only change one number with each text command. Send a text command REMOVEAX (where X = contact person 1 to 6). For example:



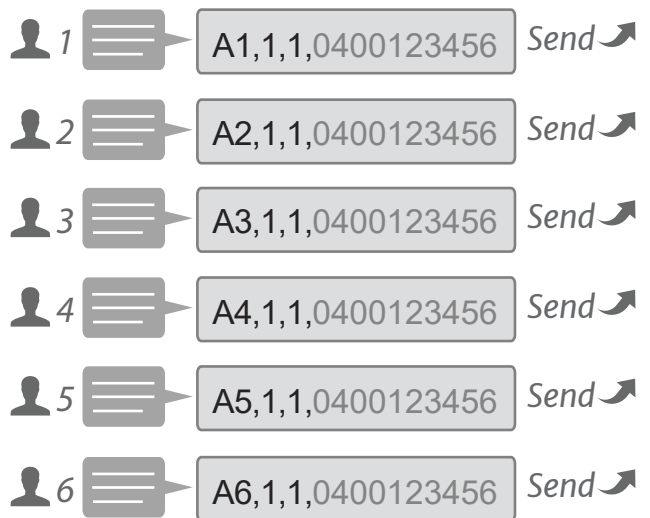
The device will reply with "Contact number 6 removed".

### To change the calling order

To change the order of a contact or contacts, send a text command for each one as if you are setting them up for the first time. Programming in a new contact number overwrites the old number that was programmed in.

### To program in numbers or change numbers

Only change one number at a time as shown:



The device will reply confirming each change. To check changes, text 'A?' to the device.

In the example of changing the first contact above, the number 1 after A1, means contact number 1 will receive an emergency text message. If they were only meant to receive a call, this changes to 0 (zero). The second 1, means the contact will receive an emergency voice call. If they are meant to only receive the text message, this number changes to 0 (zero).

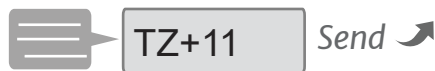


# Change time zone for relocation or daylight saving

Your time zone should have already been programmed by Live Life Alarms before delivery. When the time zone changes for daylight savings or standard time, you should consider changing the time zone on your alarm so that it is accurate in an emergency.

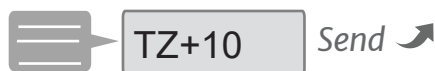
## Example 1

To edit the time zone in New South Wales from UTC+10 to UTC+11 (if daylight savings starts):



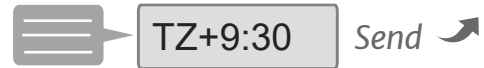
## Example 2

To edit the time zone in New South Wales from UTC+11 to UTC+10 (if daylight savings ends):



## Example 3

To edit the time zone in South Australia from UTC +10.30 to UTC+9:30 (if daylight savings ends):



**Time zones currently being used in Australia that could require changing should you relocate or go on holidays to another state:**

Offset & City	Abbreviation & Time zone name
UTC+8 Perth	AWST Australian Western Standard Time
UTC+9:30 Adelaide	ACST Australian Central Standard Time
UTC+10:30 Adelaide	ACST Australian Central Daylight Saving Time
UTC+10 Sydney	AEST Australian Eastern Standard Time
UTC+11 Sydney	AEDST Australian Eastern Daylight Standard Time

## Mobile network setup & SIM card

### Telstra network

Your pendant is relying on the Telstra mobile network to perform all of its emergency text and call functions.

### Other mobile networks

The Live Life alarm can operate on either the Telstra or Optus network. As standard, the Live Life 4GX mobile alarm is supplied with a nano Telstra SIM card that uses 4GX, 4G and 3G (roll back).

### NBN, internet and Wi-Fi

Your Live Life alarm does not use the NBN or a landline to operate. It does not require an internet connection to perform any function. It may use Wi-Fi to find its location, but it is not dependent on Wi-Fi. It uses Bluetooth, also GPS and even Wi-Fi for its location. The wearer can also describe their location during voice calls.

### SIM card installation

#### Ready to go out of the box

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

#### Changing or replacing a SIM card

The screws and SIM card should only be removed by Live Life Alarms or under instructions from us. Please be aware that if you choose to remove the screws and screw plugs, we cannot cover it under warranty for water ingress.

#### Changing to a SIM on different network

Your device is not locked to any network provider. Live Life 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.

## Parties and agreement

USER: (Person/s using the LIVE LIFE MOBILE ALARM PENDANT)  
LIVE LIFE ALARMS: ABN 23 603 888 991: (Supplier of the LIVE LIFE MOBILE ALARM PENDANT device) of 4/7 Pemell Street, Toronto NSW, Australia 2283.

The parties hereto agree that:

### 1. Alerting people in an emergency situation

The USER of the device understands that the device is used as a first-in-stance, alert system to help the wearer in an emergency, when under duress or when in need of help. It is designed and supplied to simply alert the USER'S chosen family member/s or friend/s, carer/s or neighbor/s so they may arrange someone to come to the USER'S aid. 000 can be included as a contact, but use of the device does not completely assure that help or protection or that emergency help will arrive within a specific time frame. LIVE LIFE ALARMS do not control how long an alerted party may take to respond to an alert. LIVE LIFE ALARMS recommend that the alert parties chosen by the user are aware of the alarms use and are suitable for providing the assistance they may be providing the USER.

### 2. Limitations of device: Mobile network coverage disclaimer

The USER understands the actual mobile alarm connection depends on where they are in relation to the available 4GX, 4G or 3G mobile network coverage. USERS should be aware that LIVE LIFE ALARMS uses mobile coverage maps to check on available 4GX, 4G or 3G coverage in the USER'S home when processing the USER'S order and that these maps have been created using tools that predict the likely areas of coverage, but do not guarantee that coverage.

Not every particular location within an identified coverage areas has been individually tested for coverage. This means that while the footprint of coverage outlined on the maps is generally accurate, there will be specific areas described as being within a coverage area where a USER'S mobile alarm/device will not work.

This is a common characteristic of wireless systems. For example, coverage could be degraded or non-existent in specific locations due to certain physical structures or geographic features or as a result of the device used. Physical structures which may block or inhibit coverage could include basements, lifts, underground car parks, concrete buildings, tunnels and road cuttings. Geographic features which may block or inhibit coverage could include formations such as hills and mountains or even trees.

If the USER is relying on the device for possible emergencies it is the responsibility of them to test the device before using it and relying on it and then do regular tests. LIVE LIFE ALARMS does not guarantee that the device can connect to the mobile network at all times, or that a help SMS or help call will be received by every emergency contact at all times or within a short timeframe.

### 3. Limitations of device: GPS Functions disclaimer

The USER understands that the GPS functions and the help SMS alarms the device sends out with a GPS location on Google Maps are limited to the common constraints of all GPS systems.

The device uses the built in GPS technology to fix the location of the device with an accuracy of 2.5 metres. In order for the GPS functions to work it requires a line-of-sight connection to satellites in the sky. For the device to receive the signal it needs to be pointed to the sky. It normally takes up to 10 minutes to receive its first fix (TTFF) and work out the co-ordinates of its exact location.

In the event that the pendant cannot receive the GPS signal it will provide its last known position only in a help SMS. The device does not use a 'triangulation method' when a current GPS fix is not available. The device checks for an updated GPS location when the device detects movement in accordance with the default, power saving mode and therefore LIVE LIFE ALARMS cannot guarantee that the device knows the current GPS location at all times, i.e. When the help button is activated or a 'loc' request is sent to it via SMS.

Underground carparks, lifts, concrete buildings, tunnels and other constructions can block the signal from satellites to the pendant. It is possible that as a wearer of the pendant is in a location where there is no GPS signal that there may also be no 4GX, 4G or 3G mobile signal meaning the functions of the device will not operate till the wearer moves to an unobstructed location.

### 4. Limitation of prepaid credit being available (only applies to 'prepaid credit SIM card option' or 'wearer using their own SIM card')

The USER understands that the device has a SIM card installed that requires an amount of either pre-paid or post credit to be available for it to perform its SMS alarm functions, its GPS location functions, its voice call functions and its SMS reply and command functions. It is the responsibility of the USER to regularly check that there is enough credit for outgoing SMS's and voice calls to function. LIVE LIFE ALARMS does not take responsibility for the checking or recharging of credit at any time.

The USER is provided with the mobile network provider's details and a login to check on their credit and that LIVE LIFE ALARMS does not permanently store these login details. The USER understands that the cost of recharging credit can change from time to time after the time of purchase and that the USER should make themselves aware of changes to prepaid and postpaid credit plans as well as the SMS and voice call rates under those plans.

### 5. Limitation of liability

The parties agree that the device is not designed or guaranteed to prevent any loss or injury. If, notwithstanding the terms of this agreement, there should arise any liability on the part of LIVE LIFE ALARMS as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused by or contributed to by LIVE LIFE ALARMS's negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to the sum of \$527.00 for the supply of the device. LIVE LIFE ALARMS is not liable for any indirect or consequential loss or claims.

LIVE LIFE ALARMS cannot guarantee in any way that the device will prevent accidents, death or personal injury to the USER or others, property damage, illegal entry or undue delay in any emergency service response from occurring and is not liable in any manner for any loss or damage resulting there from.

LIVE LIFE ALARMS is not responsible or liable for any injury, loss or damage caused by persons responding, failing to respond, or failing to respond promptly to USER'S home or other location. LIVE LIFE ALARMS is not responsible or liable for any injury, loss or damage caused in whole or in part by damage to the device while in your possession, improper installation, unreasonable use or abuse of the device, failure to provide proper maintenance or to follow the written instructions provided or failure to regularly test the device.

### 6. Return/Refund policy

LIVE LIFE ALARMS publishes its returns/refund policy on its website and the USER agrees that this policy was available at the time of purchase.

### 7. Delivery of these terms and conditions

The USER acknowledges that these terms and conditions and incorporated documents were made available to the USER online via LIVE LIFE ALARMS'S website and were delivered to the USER'S address by Australia Post along with the device, its packaging and printed instructions for the installation and use of the device.

### 8. Conflicting documents

Should there arise any conflict between this agreement and USER'S purchase order or other document, this agreement will govern, whether such purchase order or document is prior to or subsequent to this agreement.

### 9. Full agreement / Severability

The terms and condition in this agreement constitute the full understanding between the parties. Any changes to these terms will be published on the Live Life Alarms website and will be effective within 60 days of the publication otherwise the conditions remain unchanged. The USER acknowledges and represents that the USER has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set forth in this agreement and waives any claims in connection with same. Should any provision of this agreement be deemed void, all other provisions will remain in effect.

### 10. Legal action

The USER submits to the jurisdiction and laws of NSW, Australia and agrees that any litigation or arbitration between the parties must be commenced and maintained in NSW, Australia. Service of process or papers in any legal proceeding or arbitration between the parties may be made by Express Mail delivered by Australia Post addressed to the party's address in this agreement or another address provided by the party in writing to the party making service.

LIVE LIFE ALARMS POSTAL ADDRESS: 4/7 Pemell Street, Toronto NSW 2283. The USER understands that instead of suing or being sued in court, the parties may have their dispute determined by mediation or arbitration.

### 11. Governing law

This Agreement shall be governed by the laws of the State of NSW.

## Warranty

### 12 months warranty

The Live Life alarms come with a standard 12 months warranty from date of purchase. If the alarm unit or pendant 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.

### Troubleshooting procedure

If your alarm has stopped working please refer to the 'Trouble shooting' section of your User Manual that was included with your alarm and check to see the cause of the failure is not due to incorrect operation or that it can be easily rectified. If you no longer have a copy of the User Manual you can download it on our website.

### How to claim against your warranty

If after consulting the 'Troubleshooting' section the alarm is still not working then 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 device has been opened or tampered with. The alarm has been modified or not used in accordance with our instructions.
- The device has been dropped or suffered damage from physical impact.
- The device has been damaged by fire or has been exposed to excessive heat.
- The device has been used with an incorrect power adapter.
- The device has been subject to an incorrect voltage due to lightning or a power surge.
- The device has been subject to a liquid spillage causing a failure.
- The device has been submerged in water.

### What if something goes wrong after 12 months?

If the mobile alarm 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 new alarm.

### 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.

LIVE LIFE 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. Live Life 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 endeavours to ascertain if there is adequate cover-age at the location where the user resides. Our standard practice before setting up your alarm is to do a coverage check on the 'Telstra Mobile Network' at the supplied, primary address where the alarm will be used 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 alarm is used inside your residence there will be an adequate signal although we use our best endeavours before delivery to check the coverage. 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 Live Life mobile alarm 'User Manual' contains 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. Live Life 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, Live Life 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.

# Other Information

## Specifications

### Operating temperature

- 20°C to +80°C for working
- 30°C to +70°C for storage

### Battery life

Up to 4 to 6 days with normal use

### Charging voltage

5V DC

### Home charging station rechargeable backup battery

3.7V, 800mAH

### Bluetooth

BT5.0 LE

### Indoor location tracking

Bluetooth/Wi-Fi/GPS/LBS

### Home docking Bluetooth unobstructed

Device to docking station line of sight distance:  
80 metres

### Home docking Bluetooth obstructed

Device to docking station obstructed by barrier distance:  
25 metres

### Outdoor location tracking

GPS/GLONASS/Wi-Fi

### GPS technology

U-blox M8130, AGPS support, 2.5 metre accuracy

### GPS approx time to fix

Cold start 26 secs, warm 2secs, hot start approx. 1 sec

### Wi-Fi

802.11 b/g/b, 2.4G

### SIM card

Nano

### Sensors

3D accelerometer, motion and vibration sensor

### Waterproof rating

IP67

### Dimensions

61mm x 44mm

### Weight

42g

## Lifetime Support

Your alarm comes with 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.livelifearms.com.au/contact-us](http://www.livelifearms.com.au/contact-us)

## Technical Support videos

Our website has a number of helpful videos covering the most common support issues. For most users this is the quickest way to solve a problem. Go to:

[www.livelifearms.com.au/videos](http://www.livelifearms.com.au/videos)

## Downloadable instructions

This User manual is available as a downloadable PDF on our website. Go to:

[www.livelifearms.com.au/downloads](http://www.livelifearms.com.au/downloads)



Network	Frequency Bands
Optus 4GX	B3 1800Mhz
	B8 700Mhz
Optus 3G Roll back	B9 900Mhz
	B1 2100Mhz

Network	Frequency Bands
Telstra 4GX	B3 1800Mhz
	B8 900Mhz
	B28 700Mhz
Telstra 3G Rollback	B5 850Mhz

