



User Manual



Bluetooth 5

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

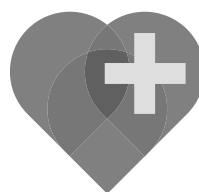


Your
mobile alarm
is ready to use



SIM card has been installed & activated
1 year of unlimited emergency use
Alarm is programmed
Alarm is ready to use

- | | | | |
|-------|---------------------------------|-------|--|
| 1-3 | Quick Start Guide | 12-13 | Using the GPS feature |
| 4 | Important Introduction | 13-14 | Using the fall detection feature |
| 5 | Emergency Services Contact Info | 14 | Monthly Alarm health Check |
| 5-6 | Choosing emergency contacts | 15 | Changing your settings |
| 6-7 | Basic operation of alarm | 16 | Mobile network setup & SIM card |
| 8 | Alarm: What do the lights mean? | 17 | Product use Terms & Conditions |
| 7-8 | Maintaining your device | 18 | Warranty, Returns/Refunds & Disclaimer |
| 9-11 | Home charging station | 19 | Other information |
| 11-12 | Alarm battery & recharging | | |



LiveLife™
PERSONAL MOBILE ALARMS®

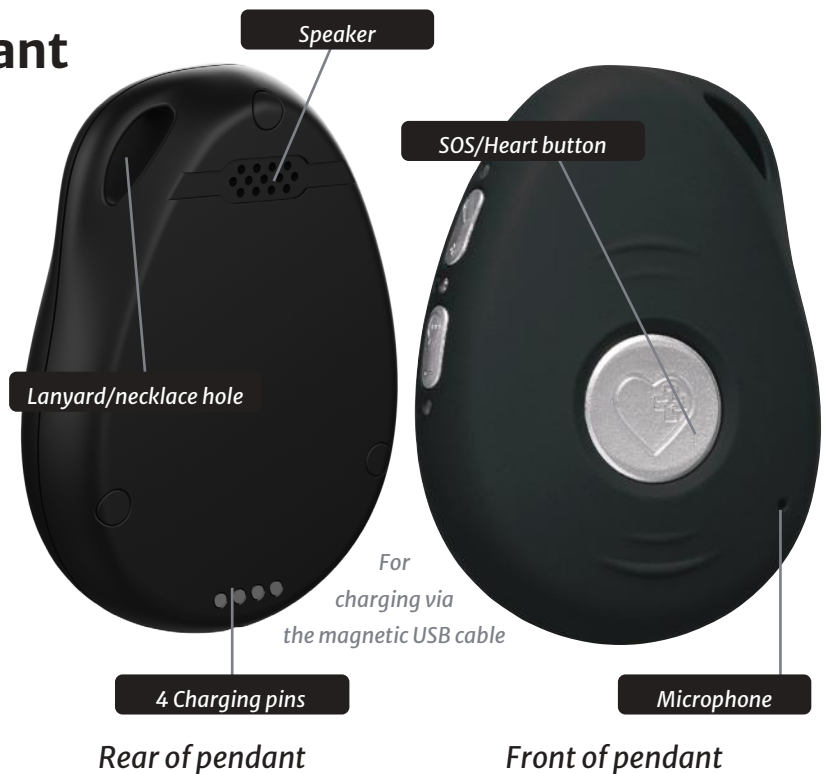
www.livelifearms.com.au

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Charging your pendant

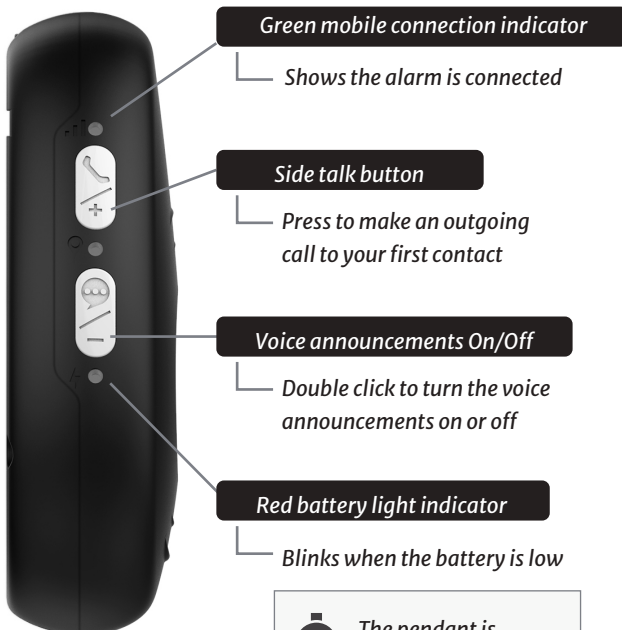
- When placing the device in the charging station, ensure it is positioned correctly. In the correct position, it will vibrate and announce it is charging.
- After *4-5 days, the battery will approach 20% charge.
- When the battery approaches 20%, a voice will announce "Battery is low. Please recharge 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.

*4-5 days: Varies depending on individual usage, signal strength and other mobile network and environmental factors.



Side of pendant



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



HOME CHARGING 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. If the lights do not come on Press the Call 1 button on the charging station. 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/Heart 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 Wi-Fi or GPS to find its location.

TIP

The Home Charging Station has been programmed with the GPS location of 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

Available on family and friends only.

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

'0400123456' is just an example emergency contact number. Do not program it into the alarm. Do not program the alarm's own phone number in as a contact. This will cause the alarm to text itself in a continuing loop and will attract excess usage charges and fail in an emergency.

| | | | |
|----------|--|-------------------|------|
| Person 1 | | A1,1,1,0400123456 | Send |
| Person 2 | | A2,1,1,0400123456 | Send |
| Person 3 | | A3,1,1,0400123456 | Send |
| Person 4 | | A4,1,1,0400123456 | Send |
| Person 5 | | A5,1,1,0400123456 | Send |
| Person 6 | | 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 operates correctly. You can test it by pressing the SOS/Heart button. Make sure your contacts know in advance you are testing your device. Customers on the professional monitoring model can inform the staff member they are simply performing a test.

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/Heart button. you will hear an announcement confirming the SOS activation. You will have 10 seconds to cancel the alert. To cancel the activation, simply press the SOS/heart button. If you do not cancel the SOS activation, the alarm will immediately notify your elected emergency contacts.

2  Margaret. Help me!

Family and Friends

The pendant 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 pressing the SOS/heart button.



TIP

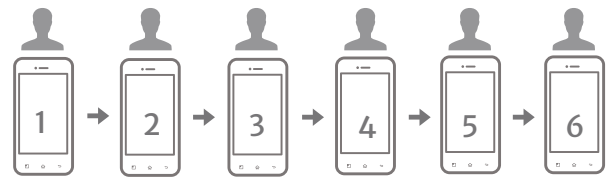
The text messages will not be sent for 15–20 secs after activation. You can cancel the text messages and voice calls by clicking the SOS/Heart button during this time.

TIP

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

Your **4GX device** is pre-programmed to a fall detection sensitivity of number 5. Please do not adjust this setting **down** as reducing the sensitivity of the fall detection sensor (adjusting between numbers 1 to 4) could cause the fall detection to not activate. We recommend you keep the device at its pre-programmed setting of number 5. Should you wish to increase the sensitivity of the fall detection, please refer to page 13 of the User Guide Manual. **Please Note: Setting 5 is the least sensitive fall detection sensor rating, ranging up to setting 9, being the most sensitive fall detection sensor rating.**

3



Professional Monitoring

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.

Calling the pendant.

Anyone who knows the alarm's phone number can call it and it will answer automatically and hands-free in speakerphone mode. The alarm's phone number is on your packing slip.

Find the location of the pendant using Bluetooth Wi-Fi or GPS.

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



LOC

Send 

The device will send a reply text with its location on Google Maps.

Important Introduction

Included in package

- 1 x 4GX LiveLife 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 LiveLife 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

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/ Optus Mobile connection

Your pendant is relying on a connection to the Telstra or Optus 4GX, 4G 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/ Optus 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 alarm's phone 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 LiveLife 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 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 '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 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 or 4G 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, such as your key safe pin numbers, with your State's Ambulance Service, please contact the appropriate numbers from the list below.

| | |
|--|---|
| New South Wales NSW Ambulance 02 9320 7777 | ACT ACT Ambulance 02 6207 9980 |
| Queensland QLD Ambulance 13 74 68 | South Australia SA Ambulance 1300 136 272 |
| Victoria VIC Ambulance 03 9840 3500 | Tasmania TAS Ambulance 1300 135 513 |
| Western Australia WA Ambulance 08 9334 1222 | Northern Territory NT Ambulance 1300 785 646 |

IMPORTANT NOTE

Do not call 000 unless you require an ambulance. If you wish to have Emergency Services as one of your device emergency contacts, please ensure you add 000. Do not program any of the State Emergency Services phone numbers above into your device.

Choosing Emergency Contacts – Family and Friends

As part of our pre-delivery setup, we usually program your LiveLife 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 Bluetooth, Wi-Fi or GPS 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

Available on family and friends only.

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.

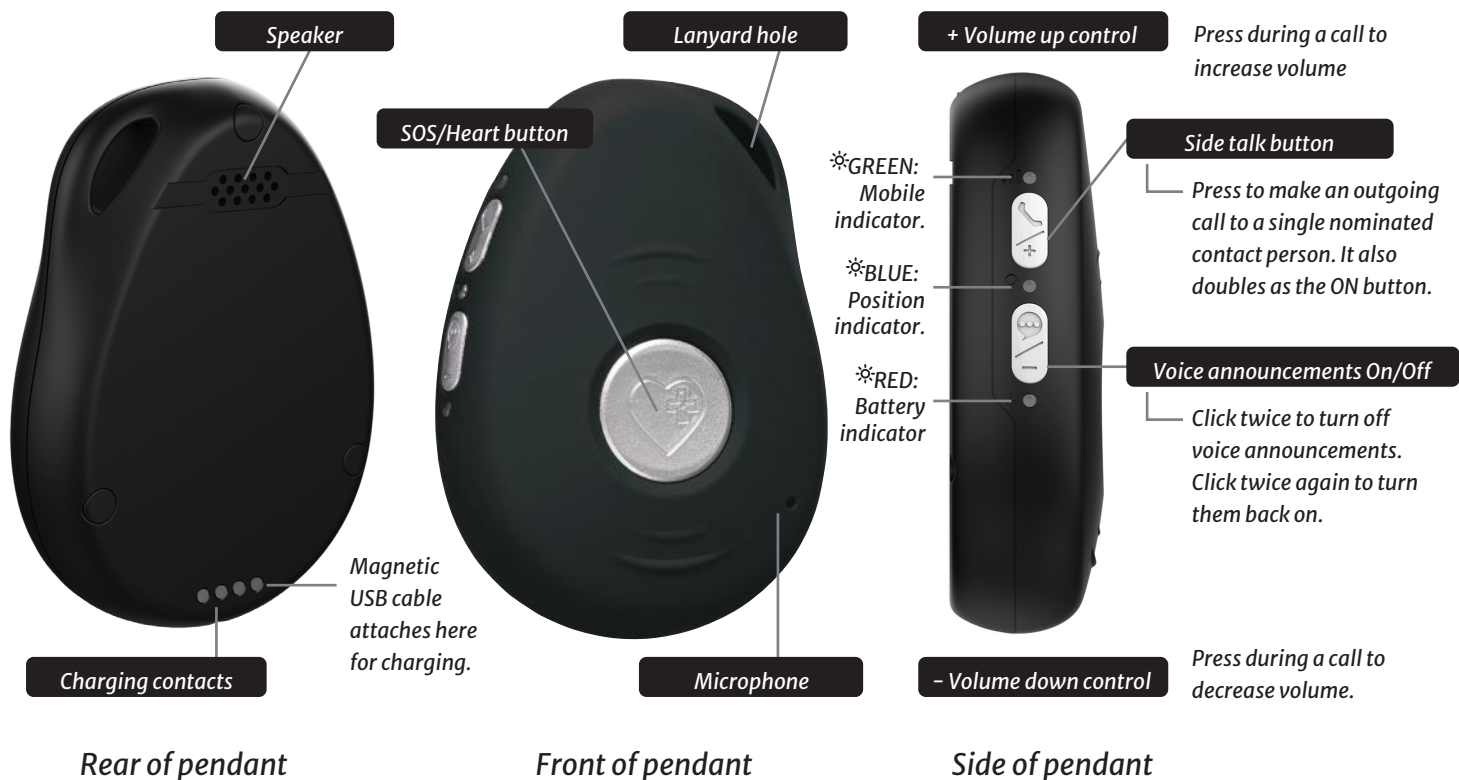
You can change or remove the order of your contact numbers at any time by sending simple text commands from a mobile phone to your device. For more information see pg. 15 'Changing Your Settings'.

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 LiveLife 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, or until your alarm battery runs out.

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.



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

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

Battery charge remaining

Would you like to know roughly how much charge your alarm has? Just click the bottom button on the side of your alarm. The red light will flash once for every 20% of battery remaining. For example, if the red light flashes three times you have between 40–60% battery remaining. Four flashes means 60–80% remaining, and so on.

Activating your alarm

1

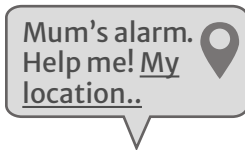


When you need help

Click or press the SOS/Heart button. The device will vibrate and you will hear an announcement confirming the SOS activation. You will have 10 seconds to cancel the alert. To cancel the activation, simply press the SOS/heart button. If you do not cancel the SOS activation, the alarm will immediately notify your elected emergency contacts.



2

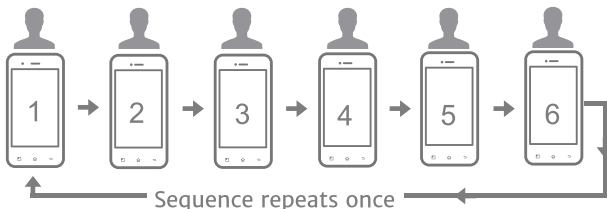


Family and friends

The pendant 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 pressing the SOS/heart button.



3



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/Heart 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.

Professional Monitoring

The pendant 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.

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 *4–5 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 mobile network |
| Rapid flashing | SOS text messages and calls are happening |

 GREEN: Mobile indicator.

 BLUE: Position indicator

 RED: Battery indicator



| Red LED | What this means |
|---------------------------|---------------------------------|
| On (solid) | Device is 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 microsuade cloth regularly. Do not use cleaners or harsh chemicals.

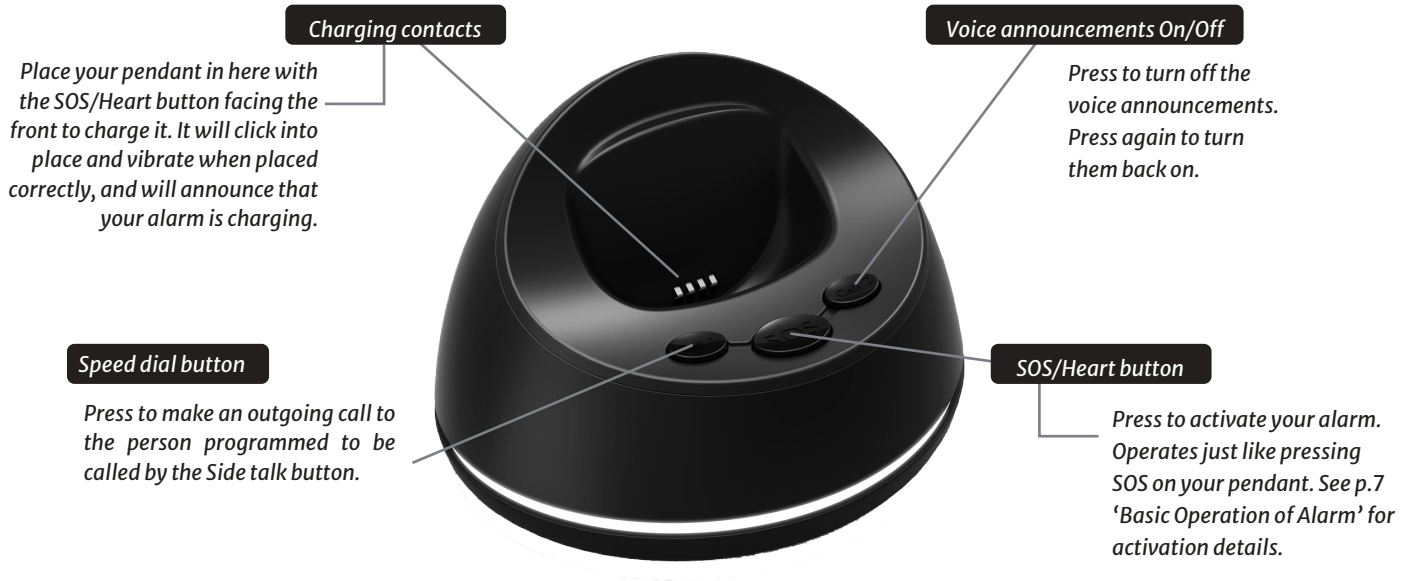
*4–5 days: *Varies depending on individual usage, signal strength and other mobile network and environmental factors.*

Showerproof

The LiveLife 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 IP67. 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 under water.

Home Charging Station: What the buttons do



Front of the Home Charging Station

SOS/Heart button (Help button)

As an alternative to pressing the SOS/Heart 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)

Available on family and friends only. 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.

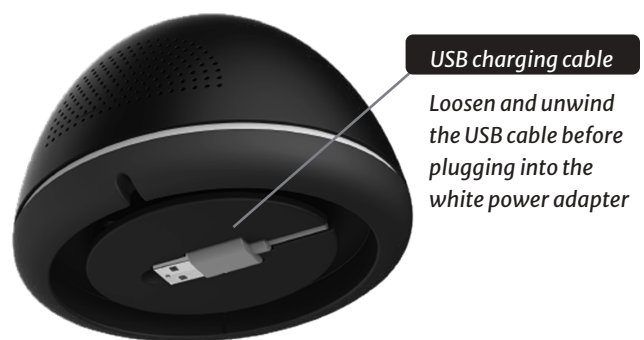
LOOKING AFTER YOUR STATION

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



Rear of the Home Charging Station



Bottom of the Home Charging Station

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/Heart button or the 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**.

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)



SOS activated

Bluetooth



Your home address

When you press the SOS/Heart 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 phone number:

 **BLEO** *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 phone number:

 **BLE1** *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


We recommend charging your alarm to 100% prior to first use.

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.

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:

 **LOW0** *Send* ↗

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

 **LOW1,10** *Send* ↗

*In this example the low battery text warnings occur at the default of 10% 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 SOS/Heart 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 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 LiveLife alarm. Other adapters may damage the device and void your warranty.



Using the GPS feature

Bluetooth™ 5

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 approximately 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 the alarm is activated.



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.

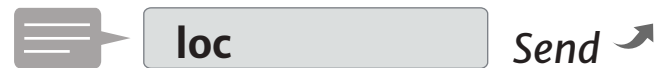
Find me function

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.

Calling the device

Anyone knowing the alarm's phone number 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 LiveLife alarm has an inbuilt fall detection feature that is designed to detect serious or unbroken 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/Heart button due to being unable to move or reach the SOS/Heart 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/Heart 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/Heart 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/Heart 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.

Changing the sensitivity setting

The default fall sensitivity level is 5. Do not set it lower than 5 as fall detection may not activate below 5. If you need advice around false fall activations please call our Support team.

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:

 **Send** 

You can include spaces between words

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:

 **Send** 

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:

 **Send** 

How to change emergency contacts

Available on family and friends only.

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:

 Person 6
 **Send** 

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:



'0400123456' is just an example emergency contact number.

Do not program it into the alarm. Do not program the alarm's own phone number in as a contact. This will cause the alarm to text itself in a continuing loop and will attract excess usage charges and fail in an emergency.



 1  **Send** 

 2  **Send** 

 3  **Send** 

 4  **Send** 

 5  **Send** 

 6  **Send** 

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).



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 LiveLife 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.

NBN, internet and Wi-Fi

Your LiveLife 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 LiveLife 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. 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.

Professional Monitoring Service

LiveLife Alarms offers a flexible service with no lock-in contracts. You can choose our professional monitoring service for just one month. After that, you can switch back to the family and friends model whenever you'd like. If you need the monitored service for longer, we provide discounts to keep it affordable.

Our A1 Grade monitoring service is available 24/7, every day of the year. This ensures that you and your loved ones feel safe and secure. All our monitoring centres are based in Australia.

Thinking of switching to our Professional Monitoring service? Great! You won't need to buy a new device; you just have to pay the monthly monitoring fee. To switch, just call us at 1800 936 774, and our friendly team will help you out.

Once your monitoring plan begins, your yearly Family and Friends renewal will be paused. This will start again when your monitoring plan ends. You can always contact us to switch back to the Family and Friends model if you want.

Please keep in mind that when you switch to Professional Monitoring, the device can only contact our monitoring centre. It won't be able to call your programmed contacts like it does in the Family and Friends model.

However, anyone who has your alarm's phone number can call you.

Here's how Professional Monitoring works: In an emergency, or if you're not feeling well, just press the SOS button on your device. Our monitoring centre will receive your location and call you within 60 seconds. If you fall, the device may even activate automatically. Our team will then reach out to you through the two-way speaker.

If you need help, we'll notify your next of kin or send an ambulance. We can also set up a conference call with emergency services and stay on the line until help arrives. If you can't talk, we'll send an ambulance to you and inform your nominated contact, no matter where they are.

*Conditions apply.

Parties and agreement

USER: (Person/s using the LIFELIFE MOBILE ALARM PENDANT)
LIFELIFE 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-instant, 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. LIFELIFE ALARMS do not control how long an alerted party may take to respond to an alert. LIFELIFE 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 LiveLife Alarm operates in areas where there is available Telstra mobile coverage. The Telstra Mobile Coverage Maps as prepared and updated by Telstra from time to time (please check the Telstra website for updates on coverage areas), are approximate only and provide areas of coverage that should, in most circumstances, and more often than not, offer reasonable mobile coverage. Customers should always be aware that the mobile coverage maps displayed have been created using tools that predict the likely areas of coverage. LiveLife Alarms cannot fully guarantee the accuracy of the Mobile Coverage Maps, nor the reliability of the actual mobile coverage. We strongly recommend in circumstances where you intend to travel outside of major cities and/or towns, you refer to the most up to date available mobile coverage on Telstra's website to determine whether the LiveLife Alarm will have available mobile coverage.

Not every location within the 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 may be specific areas described as being within a coverage area where a customer's mobile alarm will not necessarily operate at optimal levels or at all.

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. The LiveLife Alarm is subject to the same mobile coverage limitations as a mobile phone.

LIFELIFE ALARMS cannot guarantee the device will connect to mobile networks at all times or that a HELP SMS or HELP call will be received by all programmed emergency contacts at all times or any time or within a short period of time following the activation of the alarm. Subject to the mobile network coverage available to the USER in a location at any time, the USER accepts it is his/her responsibility to enquire about the availability and/or the reliability of mobile network coverage in his/her location prior to the purchase of the device and/or prior to travelling into areas of doubtful and/or limited and/or unavailable mobile network coverage areas. The USER accepts that by entering and/or travelling into areas of doubtful and/or uncertain and/or unavailable mobile network coverage areas, the USER accepts and understands the operation of the device could be limited and/or compromised in its ability to send an emergency call or SMS.

3. Limitations of Device, GPS Functions disclaimer

The USER accepts the device's GPS function, GPS positioning on Google Maps and the GPS Help SMS with Google Maps location is limited to the currently available and operating GPS technology available in Australia and where applicable, overseas, including the operational and functional constraints of GPS technology.

The USER accepts the device relies on GPS signals to fix its location within approximately 2.5 metres (when outside of Bluetooth range) of the USER'S exact location and in the absence of GPS, will default to the use of Wi-Fi and/or Bluetooth where available.

The USER accepts that in order for GPS to work as accurately and reliably as possible, it requires a line-of-sight connection to satellites in the sky. The USER accepts there may exist, from time to time, circumstances where the GPS line-of-sight is obstructed and/or obscured. The USER accepts the cause for the GPS signal to be obstructed and/or obscured which may impact on the device operating the GPS may include (but is not limited to) underground car parks, tunnels, elevators, concrete buildings and other natural geographical features blocking the signal.

The USER accepts in circumstances where the GPS signal is blocked, there may be limited and/or unavailable mobile network coverage within the location to enable the operation of the device (and any emergency HELP SMS or HELP call) and the USER accepts the exact location of the device in circumstances where the GPS is blocked may not be reliable and/or accurate until such time as the USER moves and/or transgresses to an un-obstructed location where a GPS signal is viable.

The USER accepts that when moving to an unobstructed location the GPS signal may take approximately 60 to 180 seconds to determine its location.

LIFELIFE ALARMS cannot guarantee the device's GPS signal will operate in circumstances where it is blocked and/or obscured and/or obstructed and will know its location at all times.

The USER accepts it is the USER'S responsibility to be aware of the limitations of the device in circumstances where the signal could be blocked and/or obscured and/or obstructed. The USER accepts responsibility for any injury, loss, damage or other consequential loss or harm in these circumstances.

4. Limitations of Device, Wi-Fi Tracking Disclaimer

Wi-Fi location tracking is a geolocation system that uses the entire Wi-Fi infrastructure (phones, tablets, laptops, and routers) as Wi-Fi access points to determine a device's location. Wi-Fi location tracking is a good system for geolocation whenever the Global Positioning System (GPS) can't get the job done or is likely to take longer than Wi-Fi to fix a location. For example, GPS can't always locate your device when you're indoors, as the signal coming from GPS satellites may be weak or blocked by the roof or walls. Wi-Fi works by comparing the list of Wi-Fi networks near you to a known list of access points and their locations. In your Live Life Alarm is a Wi-Fi chip module and in the case of an emergency, the LiveLife Alarm will look for Wi-Fi access points to calculate your position. If a Wi-Fi location solution can be found faster than using GPS, your Wi-Fi location will be reported on Google Maps to your emergency contacts. However, the alarm will always look for a Bluetooth location solution first.

If you find yourself in an area such as a rural setting or out in the country, there is likely to be less Wi-Fi access points than in a built up area (such as cities and metropolitan areas). In cases such as these, the LiveLife Alarm will more likely resolve to a GPS position for your location.

In the remote possibility a Wi-Fi position is reported whilst you are in a rural or country setting, it is possible the accuracy of your location could be less than ideal.

5. Limitations of Device, Bluetooth Disclaimer

Bluetooth is a technology that allows devices to communicate and share data over short distances only without wires. Bluetooth is great for when you are within a relatively short distance from your home such as outside in the backyard, next door at your neighbours or checking your mail box. Bluetooth location provides an accurate and fast solution to your location during an emergency in and around the vicinity of your home only.

Inside the charging station (or Home Beacon) that you received with your alarm is a Bluetooth 5.0 beacon. Your address can be pre-programmed into the Home Beacon by inputting the latitude and longitude co-ordinates of your home and we pair (or connect) the alarm to the Bluetooth Beacon so that the 2 devices are always connected.

Bluetooth (sometimes referred to as BLE by us) also has less power consumption than other location tools, such as GPS and/or Wi-Fi. This is one way we are able to get the Live Life Alarm to last as long as 4-5 days between recharges. Our testing indicates that Bluetooth can be relied upon to provide fast positioning when the alarm is within 25 metres of the Bluetooth beacon (Home Beacon). Once the alarm is outside this range, the Bluetooth capability will not work. However, the alarm will attempt to obtain location via GPS or Wi-Fi, which are great alternatives.

6. Limitation of liability

The parties agree that the use of the device is not designed or guaranteed to prevent all or any loss, injury, harm, damage, other consequential loss, accidents, injuries and/or death to the USER.

The parties agree LIFELIFE ALARMS has not promised or guaranteed the performance of the device as a means of preventing loss, injury, harm, damage, other consequential loss, accidents, injuries and/or death. The parties agree the purpose of the device is to alert pre-programmed emergency contacts (including 000 is programmed by the USER) to the USER'S aid in circumstances where the USER has sought assistance by activating the emergency call or HELP SMS.

The parties agree LIFELIFE ALARMS cannot promise or guarantee the specific performance of any emergency response person (or persons) alerted by the device (via an emergency call or HELP SMS) in any way, including the timely arrival and/or failure of arrival of any emergency contact (including 000) to the USER'S location.

Notwithstanding the terms and conditions of this agreement, in the event liability is found on the part of LIFELIFE ALARMS by reason of a court or tribunal verdict and/or judgement, such liability will be limited to the sum of \$567.00, for the cost of the device.

7. Care and Management of Device by USER

The USER accepts it is the responsibility of the USER to ensure the device is properly managed and cared for in accordance with the User Guide Manual, page 8 "Maintaining the Device", pages 9-11 "Alarm Battery and Re-Charging" and page 14 "Monthly Alarm Health Check" in addition to other care and user instructions contained within the User Guide Manual. The USER accepts that in circumstances where the device has not been properly cared for in accordance with the User Guide Manual, damaged and/or submerged in water, the device may not operate properly or at all.

The USER agrees and accepts that LIFELIFE ALARMS cannot be held liable for any injury and/or loss and/or damage and/or other consequential loss, accidents, injuries and/or death of the USER in circumstances where the USER has failed to properly care for the device and the device is deemed to be damaged and/or inoperable by the USER'S failure to take proper care of the device.

The USER accepts that circumstances which will warrant the device has not been properly cared for by the USER include, but are not limited to, the following;

- Damage cause wholly or in part to the device whilst in the USER'S possession rendering the device inoperable or partly inoperable;
- Tampering with the device;
- Improper installation of the device whilst in the USER'S possession;
- Failure to regularly test the device- Monthly Alarm Health Check in accordance with the User Guide Manual;
- Failure to charge the device;
- Failure to take any reasonable and/or necessary action and/or steps in the repair of the device in circumstances where the device has been damaged (whether deliberate or accidental) by the USER and is partly or wholly inoperable.
- Unreasonable use or abuse of the device whilst in the USER'S possession, rendering the device wholly or partly inoperable;
- Failure to provide any or all proper maintenance to the device in accordance with the User Guide Manual on a regular basis.
- Any other act and/or omission of the USER, whereby, on the balance of probabilities has contributed towards the USER'S improper care and maintenance of the device.

8. Return/Refund policy

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

9. 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 LIFELIFE 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.

10. 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.

11. 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 LiveLife 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.

12. 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.

LIFELIFE 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.

13. Governing law

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

Warranty

12 months warranty

The LiveLife 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 'Troubleshooting' 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 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 LIFELIFE 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.

LIFELIFE 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 endeavours to ascertain if there is adequate coverage 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. 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.

Other Information

Specifications

Operating temperature

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

Battery life

Up to 4–5 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

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, approximately 2.5 metre accuracy

GPS approx time to fix

Cold start 26 secs, warm 2 secs, 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 × 44mm

Weight

42g

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

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

Technical Support videos

Our website has a number of helpful videos covering the most common support issues.

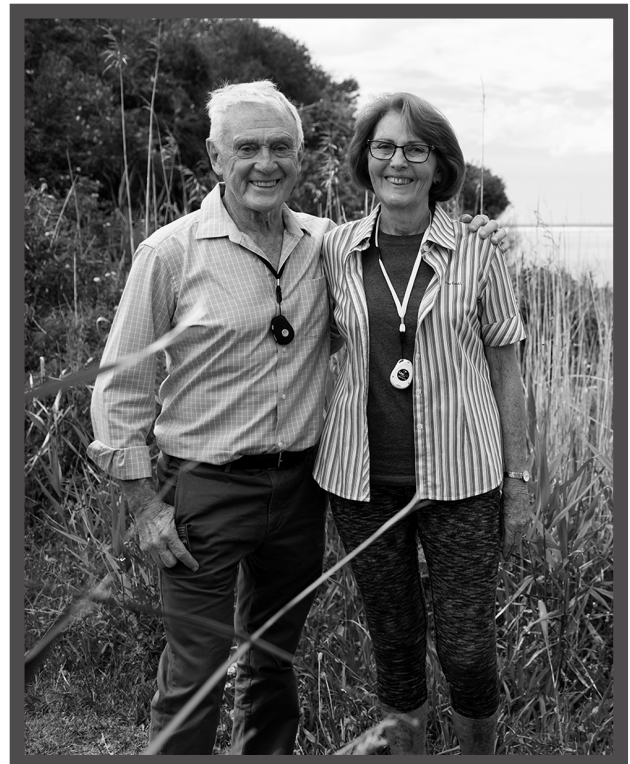
For most users this is the quickest way to solve a problem. Go to:

www.livelifearms.com.au/videos

Downloadable instructions

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

www.livelifearms.com.au/downloads



www.livelifearms.com.au

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