



## Introduction - Important!

### Getting started

Please read the Quick Start Guide included before using your Mobile Alarm pendant. Usually the pendant will be close to fully charged when you receive it.

Your pendant will pick the closest and best signal from either Telus Bell, Rogers, Sasktel, MTS or Tbaytel depending on your location in Canada at the time.

### Roaming SIM card activation

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

### Yearly recharge of your SIM card

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

### Emergency usage policy ('Fair Use')

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

### Excessive use advice

We have allocated a fair and adequate amount of voice, text and data to your device based on average usage patterns of thousands of customers. Voice and text usage for every device is monitored by LiveLife Alarms. Customers using the device's '*Side talk button*' or the '*Location text function*' heavily will be contacted to discuss usage options. We reserve the right to apply further charges for excess use or discuss the option to move the SIM card into your own name if you wish to use these functions frequently. We also reserve the right to disable these two functions if used excessively

### Testing your device

You should perform a test of your device before relying on it. We have included instructions for emergency contacts. Please make sure your contacts are aware that you are performing a test.



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### **Mobile Signal in your home and other locations**

Your roaming SIM card gives you full coverage across the Telus, Bell, Rogers, Sasktel, MTS or Tbaytel and covers 99% of the Canada's population.

Before we processed your order we checked all relevant coverage maps to ascertain if there was coverage at your home. Most of the time checking the coverage maps 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 blackspots due to hills, buildings and other obstructions. This is a common characteristic of all mobile networks.

Therefore we cannot guarantee your roaming SIM card signal will be strong enough at your usual location. If you have problems with the mobile alarm getting a strong enough signal inside your home you should call us to discuss other SIM card options.

### **Emergency contacts who have voicemail enabled**

Some of the people you nominated as emergency contacts to be called by the mobile alarm may have voicemail enabled on their phone. Please ensure the voicemail answer time is over 15 seconds for these contacts.



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