



# User Manual



Bluetooth® 5

The 4GX LiveLife Mobile Alarm with GPS & Fall detection



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[www.livelifealarms.ca](http://www.livelifealarms.ca)

# Overview & introduction

## Included in package

- 1 x 4GX Mobile alarm, lanyard, belt clip and wrist band
- 1 x Charger or Home Charging Station
- 1 x 120 Volt power adaptor
- 1 x Magnetic USB power cable
- 1 x Nano Sim card installed & activated
- Setup and pre-programming
- Quick start guide and User manual
- 1 year of unlimited emergency calls & texts

**The LiveLife 4Gx Mobile Alarm with GPS is a clever medical and personal alert system.**

Your alarm pendant relies on a connection to the 4GX, 4G and 3G (rollback) Mobile network to operate. It uses a Nano SIM card that connects to the best available mobile network in Canada . It also uses GPS, wifi and Bluetooth 5 to perform its location functions.

Your device uses text and voice across the network to send out the text help messages and perform the calls to your emergency contacts.

Being a mobile device, like a mobile phone, it needs to be recharged occasionally using the included charging station.

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

Video instructions that answer common questions are available at [www.livelifealarms.ca/videos](http://www.livelifealarms.ca/videos) – including a short video that describes how to test run your alarm.

## Performing a test

**You should perform a test** of the Mobile alarm and become familiar with it before relying on it. A pre-delivery test has been performed by us using our test numbers only.

Refer to the packing slip for the emergency contact numbers that have been programmed into your device and check them.

Contact those people to let them know you are doing a test run at a designated time. Don't be afraid to test '911' if you have it programmed in as an emergency contact number.

A video that demonstrates how to do a family test run of your mobile alarm can be viewed at: [www.livelifealarms.ca/videos](http://www.livelifealarms.ca/videos)

### Testing your device regularly

You should test the device periodically by having one of the emergency contacts call the mobile number of the alarm.

Updated versions of the User Manual are available for download on our website: [www.livelifealarms.ca](http://www.livelifealarms.ca)

## BEFORE YOU START

Normally your Mobile alarm will have been programmed by us before you receive it. This means it is ready to use straight out of the box. Even though we have set it up for you it is important to read all manuals and other accompanying information.

You should also have an advance emergency plan organised with your family and friends before you rely on this device.

*\* Please read the legal disclaimer on our website.*

# Choosing emergency contacts

## Preprogramming

As part of our pre-delivery setup we usually program your Mobile alarm with your emergency contacts you provided during the order process.

If you have instructed us that you wished to program in the emergency contacts yourself here are some tips to consider when choosing those contacts.

## How to choose

### 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 utilize 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, have dead batteries or it could be the middle of the night and they don't 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 '911'

You can include '911' as one of the contact numbers. The '911' service will not receive the help text message. Many people place '911' last in the call sequence as a fallback in case the other contacts do not answer.

## 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). You will then be able to have a 'hands-free' conversation with that nominated contact person. Often the 'sidetalk 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 also have '911' as the number the Side talk button calls. *See the settings on page 16 for how to assign an outgoing contact number to this button.*

## CHANGING YOUR EMERGENCY CONTACTS

You can change your contact numbers at any time by sending simple text commands from a mobile phone to your device. You can change the numbers, remove numbers and change the order of the contact numbers.

For more information see the '*Changing your settings*' section.

*\*LiveLife Alarms does not take responsibility for the contact numbers you have chosen. The choice of numbers is completely up to the user of the Mobile Alarm.*

# Basic operation

## Overview of device



### 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 adaptor. Use this charging method when away from home.

## 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 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 off unless you will not be using it for a prolonged period of weeks or months.

To turn it off, hold down the SOS button and the grey, upper '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.*



## Charging your device

- 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 thunk into place, vibrate momentarily and a voice will announce the device is charging.
- After 7-12 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 15% charge the device will send a low battery text reminder that the battery needs to be recharged.



*It is a good idea to keep the charging station next to your bed at night. That way you can have it close by and you can place it in there each night to recharge.*

## Activating your alarm



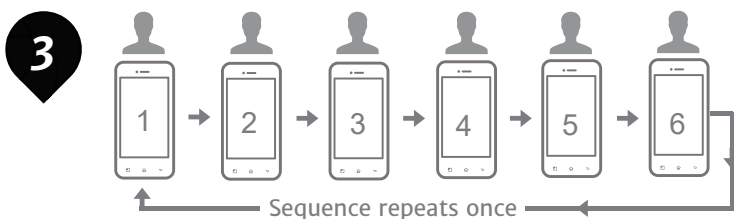
### When you need help

Press the SOS/Help button down for 1 second till you feel a vibration. The device will vibrate and then announce "SOS alarm has been activated. Click SOS 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 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 20 seconds per contact before trying the next contact, thereby avoiding voicemail. You will hear each outgoing ring tone. 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 button or the person receiving the SOS call can press **1** on their keypad to stop the call sequence.

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.

## Getting a GPS fix

### Taking the device outside at first

When you take the 4GX Mobile 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 ten minutes. This is so it can get its first fix on the satellites and learn its new location.

## Calling the device

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

## Finding the location of the device using GPS

To find out the location of the person wearing the device send a simple 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 wifi or Bluetooth location.

*See more information in this manual about the GPS functions on page 12.*

## Outgoing call to contact 1

### Side talk button feature (speed dial)

The device has a 'Side talk button'. When pressed till it vibrates it makes an outgoing call to the first emergency contact only (default setting). A voice will announce "Calling contact number 1" (by default). The wearer will then be able to have a 'hands-free' conversation with the first contact person.

*See page 16 for how to change who this button calls.*



Press the 'Side talk button'.  
It will then make an outgoing  
call to the first contact  
number (default).

To end the call click the  
SOS button once.

# 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.

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

## ☀ 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 Blue-tooth (location). If you see the light flash which it rarely will do, you should not be concerned.

## ☀ The Red LED

### Battery/Power

After 7-12 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 15% charge, the device will send a "Low battery text message reminder" to the first emergency contact.

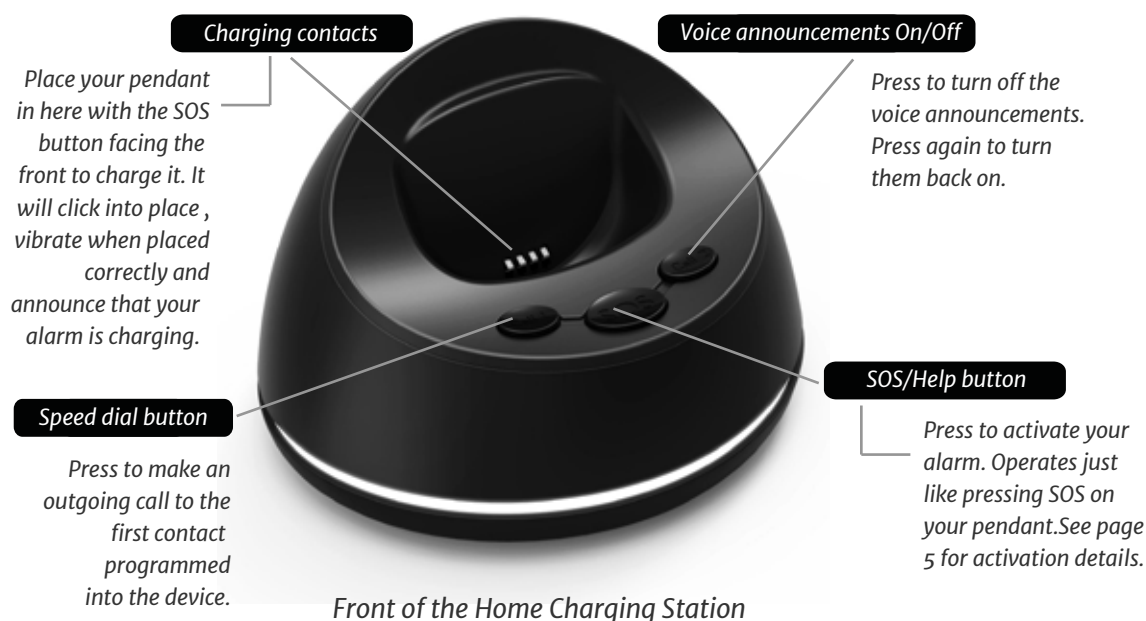
Red LED	What this means
On (solid)	Device has been fully charged
Rapid flashing	Battery power is lower than 20%
Is off or flashing slowly	The device is charging
Double flash every 3 secs	Bluetooth is connected





# Home Charging Station

## Overview



## Introduction to 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 your home address you supplied with your order setup information. The station remembers this location all the time. When you press the SOS button on your pendant it looks for your station inside your home using Bluetooth. If you are at home it uses the location of your station on Google Maps to include in the SOS text messages sent to your emergency contacts. See more information on page 9.

### Plugging in your Home Charging Station

Loosen and unwind the cable from underneath the station and plug the USB plug into the white power adaptor. 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.

## 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 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.

We have manually programmed your station with the GPS location of your home address you supplied with your order setup information. 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.

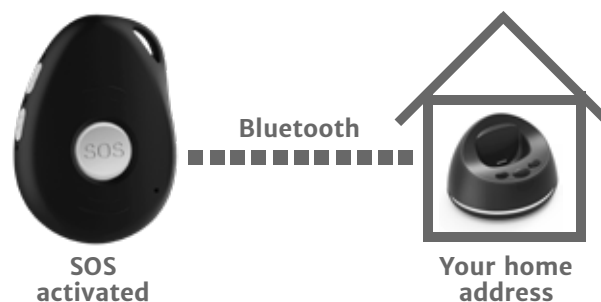
If your pendant cannot find its location via the station's Bluetooth, then it uses wifi and GPS to find its location.

### 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 programmed 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 **1 877 801 7172**.



*When you press the SOS button the pendant first looks to see if the station is within Bluetooth range. If it connects to the station it knows it is as 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 so you can take your station with you on holidays. Contact our Customer Support if in doubt on **1 877 801 7172**.

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 wifi 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.

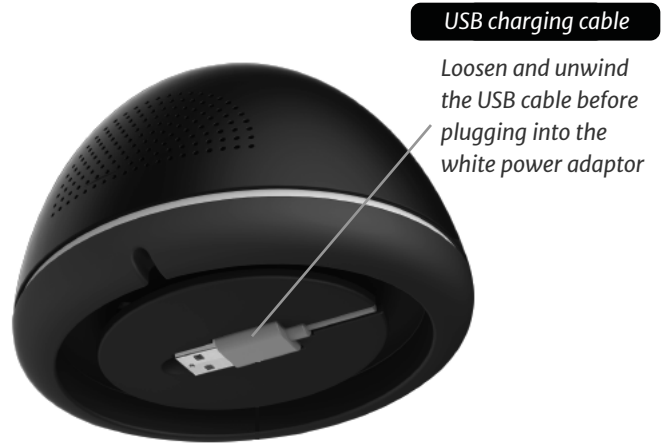
### Uses Bluetooth first

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

# Home Charging Station



*Rear of the Home Charging Station*



*Bottom of the Home Charging Station*

## What the buttons do

### SOS button

As an alternative to pressing the SOS button on your pendant you can press and activate the SOS button located on the front center of the station. See page 5 for details about the SOS activation process.

### Voice announcements button

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.

### Side talk button (Speed dial)

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). To end the call click this button. This button operates the same as the side talk button on the pendant. (See page 6 for details)

## Additional information

### Looking after your Home Charging 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. Give it a wipe with the supplied micro-suede cloth regularly. Do not use cleaners or harsh chemicals.

### 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. An additional Home Charging Station could be purchased to improve the Bluetooth range within the home.

## Charging your device

The Mobile Alarm uses a lithium ion battery like the type in a mobile phone.

### Using your device for the first time

When you receive your Mobile alarm it will probably have a fair amount of charge. You may wish to charge it up though in the charging station for 30 minutes before using it.

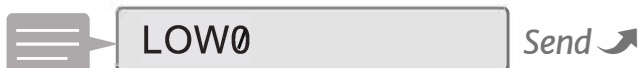
### How long it takes to recharge

The battery should only take around 30 minutes to fully charge if it is very low or dead. A full charge can last 7-12 days depending on use. The Mobile alarm will warn you when it needs to be recharged.

### Low battery warning

The device has the ability to send out a low battery warning via text to the first emergency contact. Usually this feature is turned on unless you asked us to turn it off during the setup. When the battery level in the device falls to around 20% it will vibrate and a voice will want you "Battery is low. Please recharge your battery." and will send a low battery text message to the first emergency contact at 15% charge.

To turn low battery warning **off** send text:



To turn low battery warning **on** send text:



*\* 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.

### When is the battery fully charged?

When the battery is fully charged the red light on the pendant will be solid red. You can also check with the command: **battery**

### Charging via the Magnetic USB cable

You can recharge the device by attaching the magnetic USB cable to the four charging contacts on the rear of the pendant.



A voice warning will announce

"Your mobile alarm is charging"

when the magnetic charger is attached correctly.

### Automatically comes on when charging

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

### Turning it off to save power

We do not advise the wearer to turn the device off to save power. The device does not need to be turned off. If you are not wearing it, place it in the charging station. It can be left in there indefinitely.

### Power saving mode

We have set your device to 'Power Saving Mode' in order to prolong time between charges. This means that the GPS function goes to sleep when the device has not detected any movement for around 10 seconds. Without this mode the GPS would be constantly trying to get a GPS fix and the battery would run down quicker. In power saving mode the device will attempt to obtain location via Bluetooth and/or wifi.

### Using other chargers

To be safe only use the power adaptor supplied with your Mobile alarm. Other adaptors may damage the device and void your warranty. ©2019. LiveLife Alarms. All rights reserved.



## How the GPS works

**Your Mobile Alarm has a Swiss GPS designed 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.

### **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.

### **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 parkades, elevators, concrete buildings, tunnels and other obstructions can block the signal from satellites to the pendant. When a GPS location cannot be sourced the Mobile alarm will attempt to report position via Bluetooth 5 then via wifi

location. If the device gives its location on Google Maps as somewhere it is no longer located at, 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 wifi 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, elevators, 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 wifi location will be sent instead in these situations.

### **Find me function**

If you lose your Mobile alarm you can send it the find me text command:



The device will say out loud "I am over here".

# Using the fall detection feature

## Designed for serious falls

The Mobile Alarm has an automatic 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 a complex algorithm to make a judgment as to whether a serious fall has occurred. Amongst other things, it measures the speed and angle at which the device impact the ground.

If all criteria is met, it will vibrate and a clear voice will announce "Fall alert has been activated, click the SOS to stop." to tell you it thinks a fall has occurred. During this time it can be canceled by clicking the SOS button. If it is not canceled 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 "click" the SOS 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 influence it.

### Testing the fall detection feature

When you first receive your Mobile 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 likely 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

You can turn this feature on or off using a simple text command from a mobile phone to the device. During setup fall detection is turned on. To turn fall detection **on** send text command:





  Send ↗

Device will reply with "Fall down alarm on!".

To turn fall detection **off** send text command:

  Send ↗

Device will reply with "Fall down alarm off!".

	,		,		Call as well as send texts		
Enable		Sensitivity			(1 most sensitive, 10 least sensitive)		Disable





## Mobile network

Your pendant is relying on the **best available** mobile network to perform all of its emergency text and call functions. We have normally conducted a coverage check on the user address supplied at the time of setup.

### Other mobile networks

The Mobile alarm operates on the best available network out of:

*Telus / Rogers / Bell / Tbaytel / SaskTel*

As standard the LiveLife Mobile 4GX Mobile alarm is supplied with a nano Telus SIM card that uses 4GX, 4G and 3G rollback.

### Internet and WIFI

Your Mobile alarm does not require an internet connection to perform any function. It may use wifi to find its location, but it is not dependent on wifi. It uses Bluetooth and also GPS 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 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.

# Changing your settings

## Using text commands

You can change the settings programmed into the device by sending simple text commands to the device. 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. Do not include any 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 Mom. Help Me!

Having 100 characters can be useful when you want to remind the emergency responders of certain information.

E.g: Mom. Keysafe 1212. Falls risk. Asthma.

To change the wearer's name that appears in the help text use this command. E.g

  *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 you can send the A? command to the mobile number of the device:

  *Send* ↗



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

## How to change emergency contacts

You can make changes to emergency contacts by using the text commands below. You can only change one number with each text command.

### To remove an emergency contact

Send a text command REMOVEX (where X =contact person 1 to 6). An **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 just send a text command for each one as if you are setting them up for the first time. Programming in a new contact number writes over the old number that was programmed in.

### To program in numbers or change numbers

Only change one number at a time as shown:

 1   *Send* ↗  
 2   *Send* ↗  
 3   *Send* ↗  
 4   *Send* ↗  
 5   *Send* ↗  
 6   *Send* ↗

The device will reply confirming each change. You can check changes using the A? command.



# Changing your settings (continued)

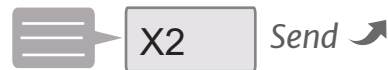
## Programming or changing numbers (continued)

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 then this would change to **0** (zero). The second **1**, means contact number 1 will receive an emergency voice call. If they are meant to only receive the text message then this number would change to **0** (zero).

## 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. An **example**:

To assign the speed dial button to call the second emergency contact instead send text command:



## Change time zone for relocation or daylight savings

Your time zone has already been programmed by us before delivery. When the time zone changes for daylight savings or standard time (e.g. In Ontario) you should consider changing the time zone for your alarm so that it is accurate in an emergency.

### Example 1

To edit the time zone in Toronto from UTC -4 to UTC -5 (if daylight savings starts):



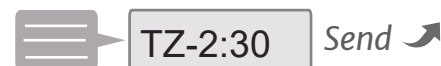
### Example 2

To edit the time zone in Ontario from UTC -5 to UTC -4 (if daylight savings ends):



### Example 3

To edit the time zone in Newfoundland from UTC -3.5 to UTC -2.5 (if daylight savings ends):



Time zones being used in Canada that could require changing should you move to another time zone.

Offset	Abbreviation	Time zone name	Example city
UTC -7	PST	Pacific Daylight Time	Vancouver
	MST	Mountain Standard Time	Fort St.John
UTC -6	CST	Mountain Daylight Time	Edmonton
	EST	Central Standard Time	Regina
UTC -5	AST	Central Daylight Time	Winnipeg
	NST	Eastern Standard Time	Coral Harbour
UTC -4	CST	Eastern Daylight Time	Toronto
	EST	Atlantic Standard Time	Blanc-Sablon
UTC -3 UTC -2:30	AST	Atlantic Daylight Time	Halifax
	NST	Newfoundland Daylight Time	St.Johns

## Showerproof

**The Mobile Alarm can be worn in the shower or in the rain.**

The device is rated as water and dust resistant to IP67. Which means that 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.

## Maintaining your device

**The device is also dustproof.**

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. It is rated for normal shower use.

**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 micro-suede cloth regularly. Do not use cleaners or harsh chemicals.

## Customer support

**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.livelifealarms.ca/videos](http://www.livelifealarms.ca/videos)

**Contact our technical support**

To speak with a customer support consultant please call **1 877 801 7172**. Our customer support opening hours are on our website.

Go to: [www.livelifealarms.ca/contact-us](http://www.livelifealarms.ca/contact-us)

## Specifications

**Operating temperature**

-20°C to +80°C for working

-30°C to +70°C for storage

**Battery life**

Up to 7-12 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/WIFI/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

**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

**WIFI**

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**

40g

# Notes

[illegible]

# Disclaimer

## Downloadable instructions

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

[www.livelifearms.ca/order-mobile-alarm/downloads](http://www.livelifearms.ca/order-mobile-alarm/downloads)

### List of downloadable guides

- ◆ Read this first sheet
- ◆ Emergency contact instruction sheet
- ◆ User Manual
- ◆ Warranty document
- ◆ Mobile Alarm brochure



## Medical & legal disclaimer

### General information about medical matters

The LiveLife 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.



[www.livelifearms.ca](http://www.livelifearms.ca)

1 877 801 7172