# LiveLife Watch

Your
LiveLife Watch
is **ready** to use

SIM card installed & activated
1 year of unlimited emergency use
Alarm is programmed
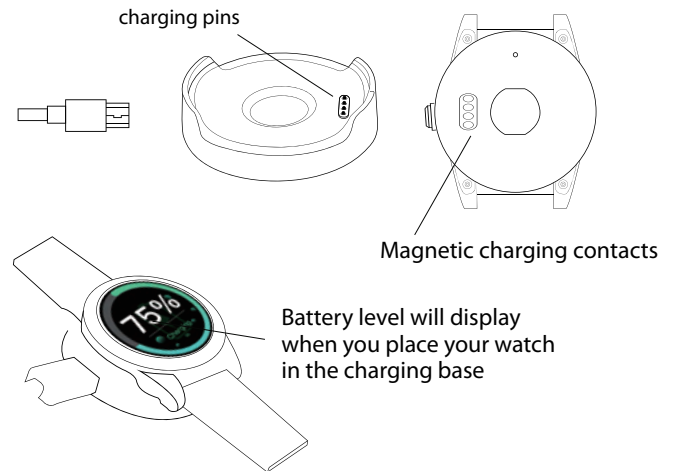Alarm is charged

# USER MANUAL

SIMPLY SAFE EVERYWHERE

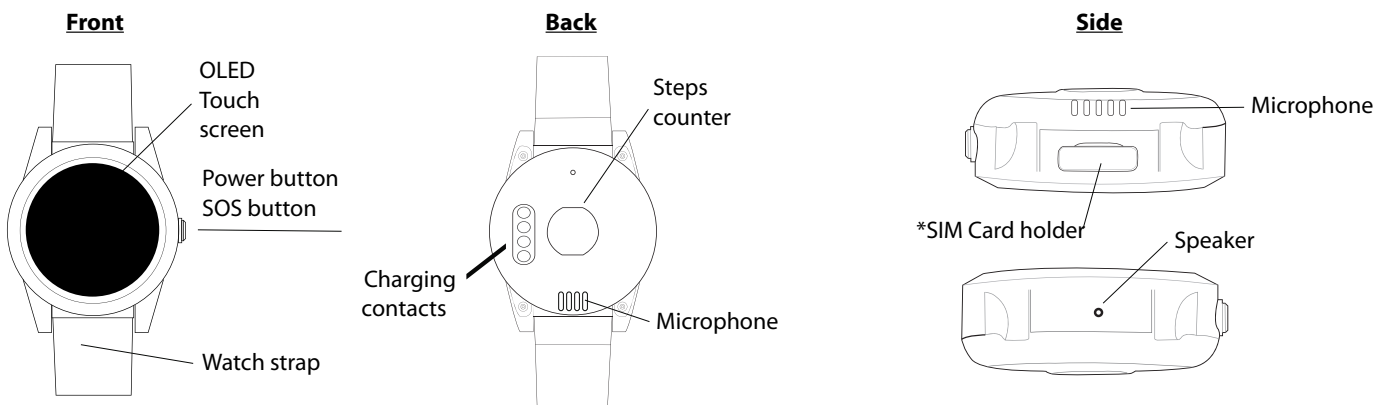**www.livelifealarms.ca**

**1 877 801 7172**

## Charging your LiveLife Watch

Your watch is usually close to being fully charged when you open the box.

- Connect the USB cable from the charging base to the 115 Volt AC adaptor.

- Place the watch into the magnetic charging base correctly. You will hear an announcement: *Your LiveLife Alarm is charging.*

- When the battery drops to 20% charge an announcement will be made about low batery.

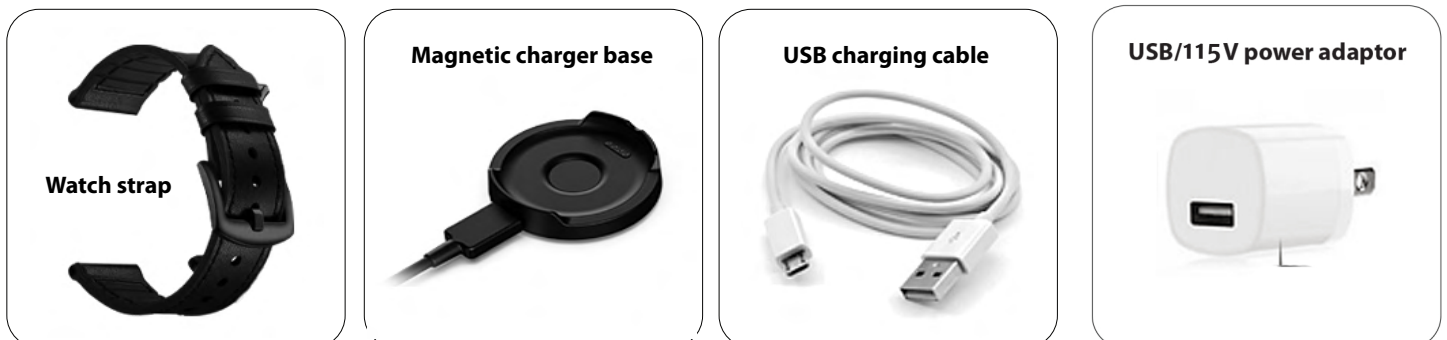- Please fully charge your battery. From 20% it should take around 40 minutes to get to 100%.

charging pins

Magnetic charging contacts

Battery level will display when you place your watch in the charging base

75%

## Getting to know your LiveLife Watch

**Front**

OLED Touch screen

Power button
SOS button

Watch strap

**Back**

Steps counter

Charging contacts

Microphone

**Side**

Microphone

*SIM Card holder

Speaker

*Watch comes with SIM card installed.

## Accessories included

Watch strap

Magnetic charger base

USB charging cable

USB/115V power adaptor

**LiveLife Watch**

# SOS Activating an SOS alarm

● Press the side button for 1-3 seconds until you feel your watch vibrate.

**Press for 3 secs** > SOS > Mary calling

● After SOS alarm is activated, you will hear an announcement confirming the activation of the alert and allowing 10 seconds to cancel the alarm.

If the SOS is not cancelled in time an SOS alert text message (with the wearer's location on Google Maps) is immediately sent to the programmed emergency contact numbers followed by the outgoing calls.

● If the watch doesn't connect to the first contact number it will call the second number after a delay of 10 seconds. In case the second number fails to be connected as well, the watch will call the third number etc.

● Between each call, it will have 10 seconds delay. During this time, the wearer can stop the call sequence or cancel a false alarm by clicking the SOS button.

## Testing the SOS
We recommend you test your watch when you receive it to ensure it operates correctly. You can test it simply by activating the SOS alarm. Make sure your contacts know in advance you are testing your watch and that you have given them the mobile number of your watch.

1 → 2 → 3 → 4 → 5 → 6

← Sequence repeats once ←
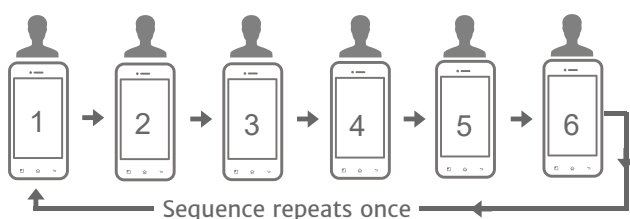
# Fall detection

Your LiveLife Watch can automatically detect a fall. When this occurs the watch will give a warning message on the screen to the wearer. The wearer has 10 seconds to cancel the fall alarm on the watch face.

> Stop SOS alarm? ✕
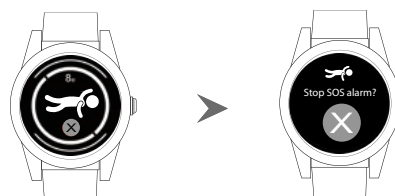
If it is not canceled in time the watch will send a fall alert text message (with the wearer's location on Google Maps) to the programmed emergency contact numbers followed by the outgoing calls.

## Testing fall detection
When you first receive your LiveLife Watch you may drop it gently or toss it on to carpet if you want to see the 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 the device being damaged. Do not deliberately drop or throw the watch at a hard surface to test it.

## What can stop fall detection from working?
Because the watch is worn on the wrist, fall from some heights may not trigger the fall detection. Because it measures the speed of impact using a 3D accelerometer it is possible a fall from a height of less than a meter such as a sitting position may not meet the heavy fall criteria. False alarms can occur. Fall detection can be turned off or the sensitivity settings can be changed.

# Calling the LiveLife Watch

Anyone who knows the mobile number of the watch can call it and it can be answered by accepting the incoming call shown on the watch screen. The packing slip supplied with your LiveLife Watch contains the mobile number of the watch. By default the watch will answer an incoming call automatically after one ring.

# Finding the wearer's location

The watch uses Bluetooth, WIFI and GPS to determine the wearer's location. You can send the text command **LOC** to the mobile number of the watch and it will reply with its location on Google Maps.

# How to make changes to your emergency contacts

You can make changes to the emergency contacts and other settings by sending simple commands to the mobile number of the watch via text from a mobile phone. To change an emergency contact number send these commands. Do not include spaces in any text command. Is not case sensitive. The watch will respond to each text command with a reply text to confirm the change.

| Person 1 | A1,**1,1,0400123456,Name** | Send ↗ |
| Person 2 | A2,**1,1,0400123456,Name** | Send ↗ |
| Person 3 | A3,**1,1,0400123456,Name** | Send ↗ |
| Person 4 | A4,**1,1,0400123456,Name** | Send ↗ |
| Person 5 | A5,**1,1,0400123456,Name** | Send ↗ |
| Person 6 | A6,**1,1,0400123456,Name** | Send ↗ |

# Other watch functions

When the watch is turned on, slide left or right on the watch face to view available functions including Steps, Contacts and Settings. Press on the icon to view the options for each group of related settings.

swipe    swipe    swipe

**Time & Date**
Time can be displayed in analog or digital format

**Step Counter**
Step counting is enabled by default and opened all day. You can view distance and calories used.

**Contacts**
A call can be made to an emergency contact within the limits of our *Emergency use policy.

**Settings**
When using the watch for Time, SOS and Fall Detect functions no settings need to be changed.

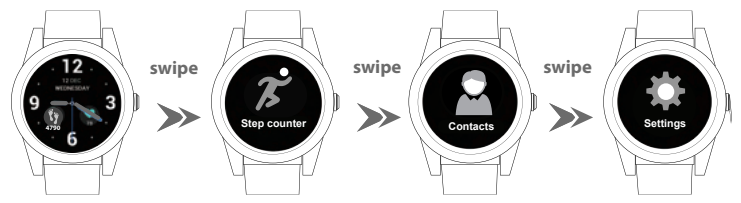# Important information

***Emergency usage policy & excessive use advice**
The LiveLife Watch is designed to be used in an emergency and not as a communication device such as a mobile phone. Your watch 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 devices contacts to make outgoing calls 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.

**Mobile connection**

Your watch is relying on a connection to the Telus mobile network to perform all of its emergency text and call functions. It also uses GPS and WIFI to perform its location functions. The Telus Network gives the widest coverage across Canada

**Telus Mobile SIM card activation**

We have installed a Telus Nano SIM card and activated it. Please refer to your packing slip for the details of the programmed emergency contact numbers.

**Yearly renewal of your SIM card**
We have allocated the first 12 months of your credit to your SIM card. You do not need to check your credit. We will contact you every 12 months with how to renew.

# Maintaining your device

**Showerproof**
The LiveLife Watch can be worn in the shower or the rain. It should not be submerged in water. We do not advise you to wear it in the bath, pool, spa, ocean or hydrotherapy. Being submerged in water may void your warranty. Like all wireless devices, it will not work under water.

**Dry device completely**
Take particular care to ensure the watch is completely dry before each recharge. Wipe all water, sweat, perfumes and oils from the watch before placing in the charger.

# Monthly alarm health check

**Performing regular tests of the LiveLife Watch**
Like other electronic devices, it is important to conduct regular checks of the watch to make sure it is working correctly. We suggest a monthly health check which includes:

- Ask a relative or friend to call the mobile number of your watch and you can answer in hands-free, two way voice.

- Activate the SOS then wait till you hear the SOS announcement. Click the SOS button on the watch face to cancel the emergency texts and calls.

- Check your watch for obvious signs of damage. Make sure the four brass discs on the back of the watch are bright and shiny.

# Mobile network & SIM card

**Ready to go out of the box.**
As part of the setup and pre-programming we have activated and installed your nano-sized Telus 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 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.

# After sales support

**Lifetime support**
Your watch comes with lifetime support under your yearly Support and Renewal Program. If you have any concerns please call **18778017172** to speak with a customer support consultant. Our customer support opening hours can be found on our website at:
www.livelifealarms.ca/contact-us

# Specifications

Dimensions: 47.5mm* x 16.9mm/1.87

Weight: 65g

Battery type: Rechargeable, 3.7V, 580mAh.

Battery time: Under typical use lasts 48 hours.

Charging voltage: 5V DC

Showerproof: IPX8

Locating technologies: GPS, WIFI.

Screen type: OLED 0.96in

Eyeglass: Toughened organic glass

SIM card:  Nano

**Other mobile networks.**
The LiveLife Watch can operate on either the Telus or Rogers 4G mobile network.

**Internet and WIFI**
Your Livelife Watch does not use a land line to operate and doesn't need an internet connection. It may use WIFI to find its location, but it is not dependent on WIFI.

**Your Bluetooth Beacon**

The LiveLife Watch comes with a Bluetooth Beacon to place inside your home. The Beacon has been programmed by us with the exact co-ordinates of your home address you supplied with your order. When you activate the SOS on your LiveLife Watch while at home it will look for the Beacon and those programmed co-ordinates  so it can send that exact location in its help text messages via Google Maps.

If you are outdoors, wearing your LiveLife Watch and out of range of Bluetooth it will use GPS, or Wifi to to get your location.

**Leave your Beacon at home**

Your Beacon is meant to be left at home. If you move house please call us on 18778017172   so we can arrange to re-program your beacon. If you holiday in another location purchasing a second beacon could be a sensible option.

**Testing the accuracy of your beacon**

You can test your beacon by sending a SMS to your LiveLife Watch from a mobile phone. Send the SMS command: **LOC**

If the  Watch is on and the Beacon is on the response will be:
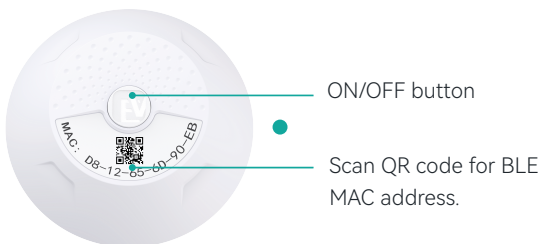*Location by Beacon*

Plus also your location and time information.

**BLUETOOTH LOCATION**
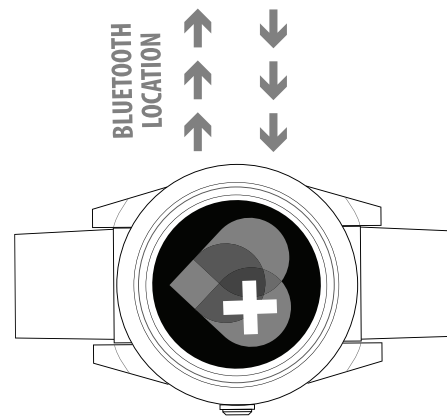
## Getting to know your device

● *Front*

ON/OFF button

Scan QR code for BLE MAC address.

● *Back*

Area to stick double sided tape
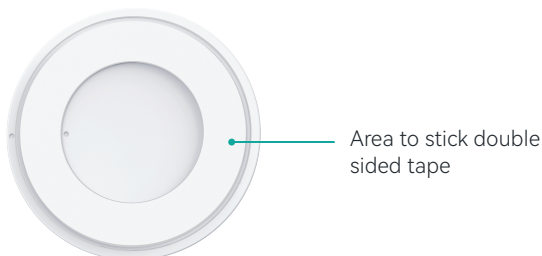
● *Side*

## Switching on and off device

### ● Power ON

Hold down button for 3secs.
LED light will glow.
Your beacon is now on.

**3sec**
(Press for 3 seconds)
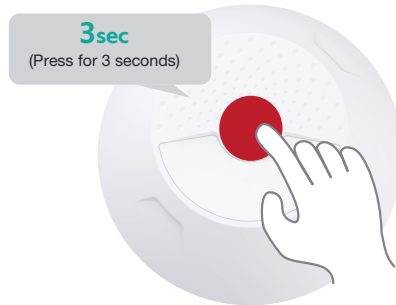
### ● Status check:

Press the button for a short time, the LED will light up, showing that the device is working. If the LED flashes twice after the status check, the battery is low.

**1sec**
(Press for 1 seconds)
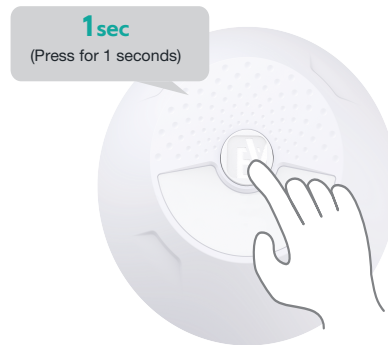
### ● Power OFF:

Hold down button for 3secs, the LED will glow while the button is pressed and release and your beacon is now off.

**3sec**
(Press for 3 seconds)

## Features

1. Small and light weight, easy to install.

2. It designed to use with Live Life Personal mobile alarms.

3. It include button battery C2477, the battery can last around two years.

4. The beacons provide at home / out of home information in addition to optimizing mobile alarm.

## 12 months warranty

The LiveLife Watch comes with a standard 12 months warranty from date of purchase. If the watch 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.

**How to claim against your warranty**

Please contact us by emailing us at:
support@livelifealarms.ca 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 watch has been opened or tampered with.
- The watch has been modified or not used in accordance with our instructions.
- The watch has been dropped onto a hard surface or suffered damage from physical impact.
- The watch has been damaged by fire or has been exposed to excessive heat.
- The watch has been used with an incorrect power adapter.
- The watch has been subject to an incorrect voltage due to lightning or a power surge.
- The watch has been subject to a liquid spillage causing a failure.
- The watch has been submerged in water.

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

If the watch breaks after the first 12 months please contact LIVE LIFE ALARMS to send it back to us for repair or replacement. We will only charge you for the cost of repair and shipping. You won't have to pay full price for a watch.

LIVELIFE ALARMS is not liable for any indirect or consequential loss or claims.

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## 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.ca within that time or call us on 18778017172 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 watch is to do a coverage check on the' Telus Mobile Network' at the supplied, primary address where the watch will be used if necessary also ask the purchaser if they personally are aware of any weak signals inside the residence on devices connected to the Telus Mobile Network. We cannot 100% guarantee (similar to any seller of a mobile device that when the watch is used inside your residence there will be an adequate signal. 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 LiveLife Watch 'User Manual' may contain 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 it 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.livelifealarms.ca**
**1877 801 7172**