

## Instructions for emergency contacts

### Help text messages

When the SOS/Help button on the pendant is pressed on the mobile alarm pendant it uses the best available mobile network to send you and everyone else on the contact list a text message with the words: eg. *Mom. Help me!*

The text message will contain a link to Google Maps showing the pendant's location to within 2 metres (assuming the pendant can get a GPS fix).

### Answering a help call

Next the pendant will begin its call sequence (calls are limited to 1 minute). The first person to answer a call from the pendant is the one who can talk to the wearer. The wearer speaks through the pendant's speakerphone to you.

When they want to hang up they need to click the SOS button. This ends the call and the calling sequence. Until the SOS is pressed the calling sequence will continue. There is a ten second delay between each call giving the wearer time to stop the sequence. You can cancel the call sequence during by pressing the **1** key on your phone during a call.

### Calling the pendant back

If you wish to call the wearer back, just call the mobile number of the pendant and it will answer in speakerphone mode. You can call anytime you like.

### Voicemail on your mobile phone

You may have voicemail enabled on your mobile phone. When the pendant makes a call to your phone they can leave a message. But unless they want to end the call sequence, the calling sequence will continue after leaving a message. Some voicemail allow deposited messages of five minutes in length.

Your alarm will automatically call the next contact after one minute if the call goes to voicemail.

### Voice to text on your mobile phone

Having 'Voice to text' service or 'Call catcher' on your phone works better if you're an emergency contact. This only allows a 10 second message as opposed to a 2-3 minute message. You can easily request your provider to make this change to your service.

### Adding the pendant mobile number

It's good idea to add the pendant to your phone contact list with a name such as eg. 'Mom's alarm'.

### Finding the location of the pendant\*

If you wish to find the location of the pendant you can send a simple text command to the mobile number of the pendant:



The pendant will send a reply text with its location on Google Maps to within 2 metres.

*\*This function is for emergency use only and not for regular tracking of the wearer's location. The number of location checks is monitored by LiveLife Alarms.*

### Fall detection alert

The pendant has built in fall detection. If this is turned on and the pendant detects a fall, the pendant will send help text messages and begin the help call sequence without the SOS/Help button being pressed. Fall detection technology is not perfect and false alerts can occur. This feature can be turned off by sending a text command to the pendant.

### Low battery warning

When the battery charge in the pendant falls below 15% it is able to send a low battery text warning out to the first emergency contact (mobile phones only).

### Downloadable instructions

Instructions are available at: [www.livelifealarms.ca](http://www.livelifealarms.ca)