
Introduction – Important!

Genius Mobile connection

Your pendant is relying on a connection to the Telus 4GX, 4G or 3G Mobile Network to perform all of its emergency text and call functions. We have conducted a coverage check for the user address you supplied.

Genius Mobile SIM card activation

We have installed a Telus Mobile SIM card in your pendant and activated it. Please refer to the enclosed 'packing slip' for the details of your mobile alarm 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 at 12 months 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 renew.

Emergency usage policy

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 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 name if you wish to use the 'Side talk button' and the 'Location text function' frequently.

Side talk button limit

Voice calls on this button are limited to two minutes in length. Family and friends can call you back and talk to you as long as they want to.

Testing your device

You should perform a test of your device before relying on it. We have included an instruction sheet for your emergency contacts with your pack. Please make sure your contacts are aware that you are about to perform a test.

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4GX Mobile Signal in your home and other locations

Your installed Telus Mobile SIM card gives you full coverage across the Telus 4GX, 4G & 3G Mobile Network. The Telus Network gives the widest coverage across Canada and covers 99% of Canada's population and covers 1.3 million square kilometres.

Before we processed your order we did a check on the Telus 4GX, 4G & 3G 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, as we know 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 100% guarantee your Telus 4GX, 4G & 3G signal will be strong enough at that location. If you have problems with the mobile alarm getting a strong enough signal inside your home you should consider testing a Telus 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 Rogers Mobile Network. If you experience signal problems please contact us to discuss other SIM card options.