

lively[®]
mobile

Quick-Start Guide

Everything you need to
start using your Lively Mobile.



STEP 1

Determine where your Lively Mobile was purchased



If you purchased your Lively Mobile directly from GreatCall or firstSTREET your device is already activated and you may skip to **STEP 3** to power on your device.

OR



If you purchased your Lively Mobile from any other retailer, such as Amazon.com, Best Buy, Fry's Electronics, Rite-Aid, Sears, or Walmart, your device is not yet activated and you will need to continue to **STEP 2**.

STEP 2

Go online or call to activate your account

If you are new to GreatCall, go online at [GreatCall.com/Activate](https://www.GreatCall.com/Activate) to activate your account. You will be asked to enter in your Lively Mobile **Serial Number** which can be found on the back of your device or on the side of the retail box.

If you don't have Internet access, you can call our Activation Line at **(888) 900-1369**.

OR

If your Lively Mobile is already activated and you have questions about your device or service, please call Customer Service at **(800) 463-5412**.

STEP 3

Power on your Lively Mobile to complete set up

- Press the **Power Button** and place your device into the **Charging Dock**.
- You will hear “Setting up device, please wait”. This process may take several minutes.
- Once complete you will hear “Welcome to 5Star” and the **Service Indicator** behind the **Call Button** will begin flashing white.
- You will receive a test call on your Lively Mobile. When the device rings, press and release the **Call Button** to answer.



Your Lively Mobile is now activated and ready to use!

Using Your Lively Mobile

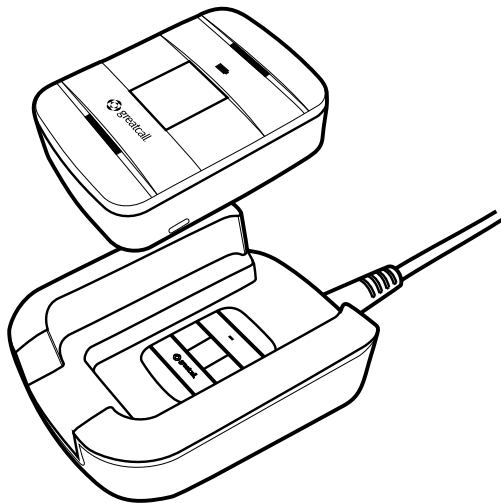
- Calling 5Star for help in any situation
Press the **Call Button** briefly.
You will hear “Calling 5Star.”
- Calling 9-1-1 in case of a critical emergency
Press and hold the **Call Button** until you hear
“Calling 9-1-1 now”, then release.
- To end any active call
Press the **Call Button** briefly.
You will hear “Call Ended.”



See reverse for important information.

Using the Charging Dock

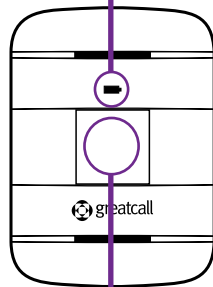
1. Align the Lively Mobile with the **Charging Dock**.
2. Lower your Lively Mobile in the **Charging Dock** until you hear a tone from the **Speaker** indicating that the device is placed properly and charging.
3. The **Battery Indicator** will flash green during the charging process. Once fully charged, the **Battery Indicator** will remain solid green.



About the Indicator Lights

Battery Indicator

Color	Pattern	Meaning
Green	Solid	Battery is fully charged; ready to use
Green	Flashing	Battery is charging
Red	Flashing	Battery is low; needs to be charged
Off	N/A	Battery does not require charging or the device is off



Service Indicator

Color	Pattern	Meaning
White	Flashing	Good cellular coverage; ready to use
Red	Flashing	No cellular coverage; try another location



greatcall.com/support



(800) 463-5412