Quick-Start Guide
Everything you need to start using your Lively Mobile.
Determine where your Lively Mobile was purchased

**STEP 1**

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

OR

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

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

OR

If you purchased your Lively Mobile from any other retailer, such as Amazon, 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 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 Turn on your Lively Mobile to complete set up

- Remove the “DO NOT POWER ON BEFORE ACTIVATING” sticker from the back of your device, 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

<table>
<thead>
<tr>
<th>Color</th>
<th>Pattern</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Solid</td>
<td>Battery is fully charged; ready to use</td>
</tr>
<tr>
<td>Green</td>
<td>Flashing</td>
<td>Battery is charging</td>
</tr>
<tr>
<td>Red</td>
<td>Flashing</td>
<td>Battery is low; needs to be charged</td>
</tr>
<tr>
<td>Off</td>
<td>N/A</td>
<td>Battery does not require charging or the device is off</td>
</tr>
</tbody>
</table>

#### Service Indicator

<table>
<thead>
<tr>
<th>Color</th>
<th>Pattern</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>Flashing</td>
<td>Good cellular coverage; ready to use</td>
</tr>
<tr>
<td>Red</td>
<td>Flashing</td>
<td>No cellular coverage; try another location</td>
</tr>
</tbody>
</table>
greatcall.com/support

(800) 463-5412