

lively[®]

Quick-Start Guide

Everything you need to
start using your Lively.



STEP 1

Determine where your Lively was purchased



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

OR



If you purchased your Lively 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](https://www.GreatCall.com/Activate) to activate your account. You will be asked to enter in your Lively **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 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 to complete set up

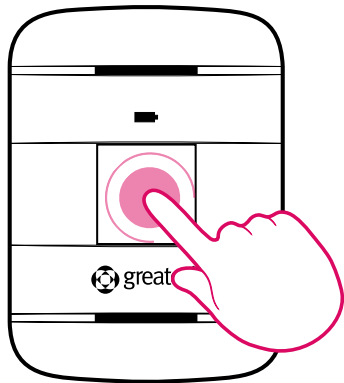
- Remove the “DO NOT POWER ON BEFORE ACTIVATING” sticker from the back of your device, press the **Power Button** and place your device into the **Charging Dock**.
- You will hear “Setting up device, please wait”. This process may take several minutes.
- Once complete you will hear “Welcome to 5Star” and the **Service Indicator** behind the **Call Button** will begin flashing white.
- You will receive a test call on your Lively. When the device rings, press and release the **Call Button** to answer.



Your Lively is now activated and ready to use!

Using Your Lively

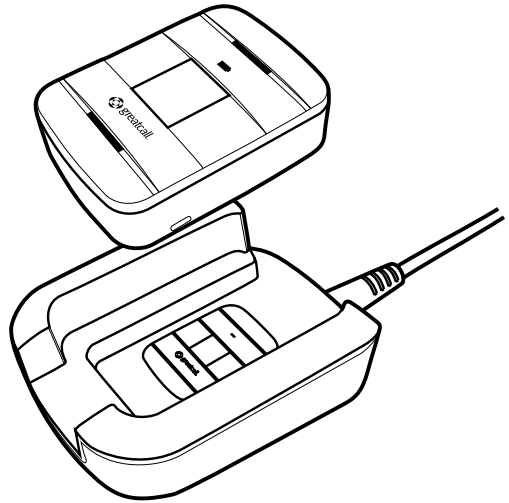
- Calling 5Star for help in any situation
Press the **Call Button** briefly.
You will hear “Calling 5Star.”
- Calling 9-1-1 in case of a critical emergency
Press and hold the **Call Button** until you hear
“Calling 9-1-1 now”, then release.
- To end any active call
Press the **Call Button** briefly.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



See reverse for important information.

Using the Charging Dock

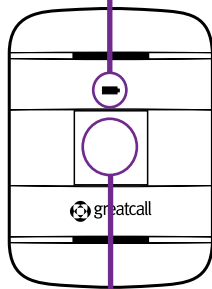
1. Align the Lively with the **Charging Dock**.
2. Lower your Lively in the **Charging Dock** until you hear a tone from the **Speaker** indicating that the device is placed properly and charging.
3. The **Battery Indicator** will flash green during the charging process. Once fully charged, the **Battery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

5STAR3-QSGV2