

LivingWell Companion™ Go

Getting Started Guide



 **TELUS®** Health



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How does the service work?

LivingWell Companion Go is a wearable personal safety device that provides access to 24/7 emergency support in case of a medical emergency.

To use:



1. Press and hold the button.



2. Speak to a trained operator.



3. Receive medical help.

Tips:

- **Press and hold the button** until you hear a voice confirmation: “Calling your response team now.”
- Always **provide your location** if possible
- Position the **microphone near your mouth** so that the operator can hear you clearly.
- Accidental **false alarm?** No problem, simply let the operator know you are safe.

The trained operator will call your **emergency contacts** and dispatch an **ambulance** where needed.

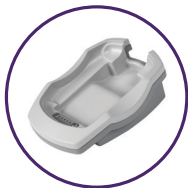
What equipment is included?



Water-resistant device



Lanyard,
belt clip and
protective cozy



Charging
cradle

What features are included?



Integrated speaker
to speak with
trained operators



Location
tracking¹



Coverage across
Canada where
wireless coverage
is available



Automatic fall
detection



Access to 24/7
support with
a press of the
button



Water-resistant so
you can wear it in
the shower, where
falls are common

¹ Capabilities are approximate and may not always be possible.

Wearing your device

There are two ways to wear your device:



Around your neck
with the lanyard



On your hip
with the belt clip

Note: Only use the provided lanyard which is designed for safety. The device will not work if it is simply carried in your pocket or purse.

Wear your device all day so you are protected.

- The only time we recommend taking your device off is when you are **in bed**, so that you can **charge the device**.
- If you get out of bed in the middle of the night, **put your device back on** for protection.
- The device is water-resistant up to 1 metre so you can **shower and bathe with it safely**.



Charging your device

Set up the charging stand on a **table near your bed** so that you can easily access the device when getting in and out of bed. Make sure it is not plugged into an outlet controlled by a light switch.

Charge your device every night when you are sleeping for a minimum of **4 hours** to get a full battery.

- Place the device in the charging station.
- You will hear an **audio beep** and see a stable **coloured light** when it starts to charge.

The colour of the light indicates battery level:

Red:
0-10%

Yellow:
10-30%

Green:
30-100%



If there is no audio cue or light:

- Check if your device is **properly mounted.**
- Check if your station is **plugged** into an outlet.

Testing your device

We recommend **testing your device once a month** by pressing the button.

- If the call connects, kindly let the operator know that it is a test call.
- If the call does not connect, call **1-888-505-8008** for support.



Turning your device on and off

You are encouraged to leave the unit on at all times, even while charging. However, follow these instructions to turn the device on/off for situations where transmitters are not permitted (e.g. on an airplane).

Turn on:

1. Press and hold the button until the battery indicator flashes.
2. Listen for audio message: “Your personal mobile responder is ready.”

Turn off:

1. Press the button twice, holding the second press until prompted to press the button a third time to confirm.
2. Press and hold the button for a fourth time until you hear the audio message: “Powering off now, Goodbye.”

Frequently asked questions

How accurate is the location fix?

The GPS may not always properly determine your exact location. Therefore, **always verbally provide your location when possible.**

Apartment buildings, parking garages, and dense urban areas can make it difficult for the technology to locate your location with accuracy.

Can my family see my location?

No, your location can only be accessed by our trained operators to use when contacting an ambulance if you are unable to give your location.

Can I use the device away from home?

Yes, the LivingWell Companion Go device can be used outside your home anywhere in Canada where cellular coverage is available.

How does automatic fall detection work?

The automatic fall detection function collects and analyzes data to predict whether a fall has been triggered. Since a fall can happen in many different ways, the technology currently cannot identify all falls with complete accuracy.

The fall detection function is meant to provide additional safety for instances where you may not be able to press the button for help. **If you do fall, do not wait for the automatic call, always press**

and hold the button for help when possible.

If you encounter a false alarm from the automatic fall detection, simply let the operator know you are safe.

Can I wear the device in the shower or bath?


Yes, the device is water-resistant up to 1 metre, so you can wear it safely while showering or bathing. The device is not water-proof so we recommend against swimming with it and suggest drying it from any excess water.

Can I cancel a call?

No, you won't be able to cancel a call on

the device for safety reasons. Instead, simply tell the operator it is a false alarm and you are safe.

Can I still use the device if it is not fully charged?

Yes, you can still use the device if it is partially charged. If there is a **red light**  you will want to charge the device soon.

A fully charged battery lasts up to 36 hours based on activity.

What do the audio prompts mean?

“A fall is detected. Calling your response team now.”

If this is a real fall, stay on the line to get connected with the operator for help.

If you don't get connected after 30 seconds, press the button.

If this is a false alarm, kindly let the operator know that it was a false alarm.

“Calling your response team now.”

You will be connected with the operator shortly for help.

“Powering off now, goodbye.”

The device is out of battery. Charge your device immediately.

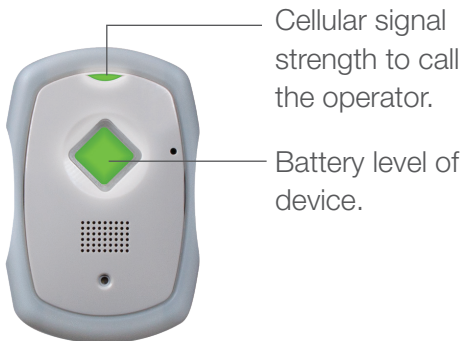
“No cellular coverage. Your personal responder cannot contact your response team but will continue to attempt a call.”

A fall has been detected but you are




beyond cellular range. If possible, try to move into a stronger cellular range by checking that the light at the top of the device is flashing green or yellow. Then attempt to press the button again.



What do the two flashing lights mean?



Cellular signal strength of your location

-  **Green:** Cellular signal is strong.
-  **Yellow:** Cellular signal is moderate.
-  **Red:** Cellular signal is low. Check your home to familiarize yourself with any coverage dead spots by looking at the cellular strength indicator.

Current battery level of device



Green: Battery level is between **30% to 100%** full and ready for use.



Yellow: Battery level is between **10% to 30%** full. No action required.



Red: Battery is below **10%**.

Charge your device very soon.

For more information about your TELUS account, visit telus.com/LWC or call 1-888-505-8008

- Updating your emergency contacts
- Questions about billing
- Changes to your account
- Moving addresses

Terms of Use

BY ACTIVATING YOUR NUMERA Libris 2 ("Libris 2"), YOU ("User") AGREE TO THESE TERMS OF USE ("Terms of Use"), WHICH GOVERN YOUR USE OF NUMERA Libris 2. PLEASE READ THEM AND THE IMPORTANT SAFETY INFORMATION IN THIS USER GUIDE CAREFULLY. Numera Libris 2 contains software code that is protected by U.S. and international copyright laws. NSC retains ownership to all copyrights. Users have a limited license to use Libris 2 only in accordance with the Terms of Use in this user guide. Any modification, copying, reverse engineering, or other use that is not authorized by law, by this license, or by the express written consent of NSC is strictly prohibited. Unauthorized reproduction or distribution of copyrighted materials in the United States is subject to civil and criminal remedies pursuant to Title 17 of the United States Code. Libris 2 provides User's location to your Dealer Service Provider and Monitoring Response team in order to respond to an event requiring assistance. By activating the Libris 2 product, User agrees to allow Libris 2 to provide the Dealer Service Provider and Monitoring Center Response team with the User's location. Similarly, if User subscribes to EverThere® service, by activating Libris 2, User consents to response team providing location information to those members of the User's EverThere® network/team. By activating Libris 2, User consents to the use of their personally identifiable information as described in NSC's privacy policy and notice, located at www.numera.com/privacy. Your consent will be valid for the duration of your relationship with Libris 2 unless you revoke it. You may revoke your consent by contacting your dealer. If you do not consent or you revoke consent, we may be unable to provide you with assistance during an alert event. NSC reserves the right to revise and update these Terms of Use at any time. User should review these Terms of Use periodically as your continued use of Libris 2 means you accept such changes and additional terms that may apply.

General Disclaimers

(i) For proper operation, Libris 2 requires adequate cellular coverage. Poor cellular coverage may result in the inability to place a call and automatically detect a fall. (ii) In an emergency, User should provide the response team with as much information as possible about their location. (iii) Libris 2 is not a replacement for User's regular contact with caregivers or access to an alternative means of placing an emergency call. (iv) While the fall detection system performs well, no such system is 100% reliable. If User experiences a fall that causes actual or potential injury, do not wait for the automatic call. User should always press the Call Button manually if able. (v) Libris 2 requires adequate battery charge for proper operation. Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate User automatically during an emergency. (vi) Libris 2 utilizes both Global Positioning System (GPS) and network Location Based Services (LBS) in order to find User's current location. By activating the Libris 2 product, User agrees to allow NSC and their affiliates to use this information to provide services to them in the case of an emergency response. (vii) Libris 2 provides User's location to a response team in order to respond to an event requiring assistance. By activating the Libris 2 product, User agrees to allow Libris 2 to provide the response team with User's location. (viii) Libris 2 lanyards are designed to break apart under certain conditions; however, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death. (ix) Libris 2 does not provide medical advice. User should always consult his or her physician or other healthcare professional with any question regarding any medical or mental health condition, or for specific guidance regarding nutrition or physical activity.

Disclaimer of Warranties and Limitation of Liability

Numera Libris 2 and all information, content, materials, products (including software) and other services included on or otherwise made available to user through Libris 2 are provided by Nortek Security and Control LLC (NSC) on an "as is" and "as available" basis, unless otherwise specified in writing. NSC makes no representations or warranties of any kind, express or implied, as to the operation of Libris 2, or the information, content, materials, products (including software) or other services included on or otherwise made available to user through Libris 2, unless otherwise specified in writing. User expressly agrees that your use of Libris 2 is at your sole risk to the extent permissible by applicable law. NSC disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. NSC does not warrant that the Libris 2, information, content, materials, products (including software) or other services included on or otherwise made available to user through Libris 2, or electronic communications sent from NSC, are free of viruses or other harmful components. NSC will not be liable for any damages of any kind arising from the use of Libris 2, or from any information, content, materials, products (including software) or other services included on or otherwise made available to user through Libris 2, including, but not limited to direct, indirect, incidental, punitive, and consequential damages, unless otherwise specified in writing. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the above disclaimers, exclusions, or limitations may not apply to you, and you might have additional rights. User understands that NSC IS NOT AN INSURER and that (a) the amounts due under these Terms of Use are based upon the value of the services provided by NSC, and the scope of liability as herein set forth and are unrelated to the value of the User's property, cost of medical care, loss of life or physical impairment or injuries; (b) the system utilized and relied upon by NSC may not always operate properly for various reasons beyond NSC's control; accordingly, NSC makes no guarantee or warranty, including any implied warranty of merchantability or fitness that the Libris 2 system supplied hereunder will avert or prevent occurrences or the consequences there from which they are designed to detect and/or respond to; (c) it is difficult if not impossible for NSC to determine or control how quickly and adequately police, fire, paramedics, emergency personnel or others may respond to an alarm signal or dispatch. THEREFORE USER AGREES THAT even if NSC should be found liable for loss, damage or injury due to a failure of service or equipment in any respect, NSC's liability shall be limited to ten percent (10%) of the annual fees paid by User pursuant to these Terms of Use or \$500, whichever is greater, as the agreed upon damages and not as a penalty, as the exclusive remedy, and that the provisions of this paragraph shall apply if loss, damage or injury irrespective of cause or origin, results directly or indirectly to person or property from performance or nonperformance of obligations imposed by these Terms of Use or from negligence, active or otherwise, of NSC, its agents or employees.

Indemnification

User agrees to indemnify and hold harmless NSC, its officers, directors, shareholders, agents, employees, subsidiaries, parent and affiliate corporations, against any and all liability, claims, damages, suits, demands, expenses, and costs (including but not limited to court costs and reasonable attorneys' fees) of every kind arising out of or in consequence of NSC's breach of these Terms of Use and/or of the negligent errors and omissions, and/or willful misconduct of NSC, its agents, servants, and employees in the performance of, or conduct related to, these Terms of Use. User acknowledges that NSC is providing a device which depends on the cellular network which is out of the control of NSC and may fail causing the User's Service Provider response team not to receive a call for help including, but not limited to, the failure of the User to actually activate the device.

Warranty

Nortek Security and Control LLC (NSC) is a wholesaler and does not offer a consumer warranty for Libris 2; however, your dealer or reseller may offer a consumer warranty at the time of purchase. Call your customer service number to determine warranty status and obtain further information. You may need to furnish the IMEI number found on the back of the device and proof of purchase.

Documentation

The information in this document is subject to change without notice and does not represent a commitment on the part of NSC. No warranty or representation, either expressed or implied, is made with respect to the quality, accuracy, or fitness for any particular purpose of this document. NSC reserves the right to make changes to the content of this document and/or the devices associated with it at any time without obligation to notify any person or organization of such changes. In no event will NSC be liable for direct, indirect, special, incidental, or consequential damages arising out of the use or inability to use this device or documentation, even if advised of the possibility of such damages.

FCC Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and the Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. We, Nortek Security & Control, LLC of 5919 Sea Otter Place, Carlsbad, CA 92010, declare under our sole responsibility that the device 000e, Libris 2.0 complies with Part 15 of the FCC rules.

FCC & IC

Notice This device complies with Part 15 of the FCC Rules and Industry Canada license exempt standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference received that may cause undesired operation. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician to help.

WARNING: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Package Disposal

External Packaging: Cardboard, Recycle

Internal Packaging: Blister Pack, Polyethylene terephthalate, Recycle

Battery Guidelines

Improper battery use may result in a fire, explosion or other hazard.

- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery with a charging system that is supplied with the product. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not disassemble, open, crush, bend, deform, puncture or shred battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Avoid dropping the device or battery. If the device or battery is dropped, especially on a hard surface, and you suspect damage to the battery, call your customer service number for instructions.
- The device may only be charged via the charger's power port using the Libris 2 Charger included with the product

