

LivingWell Companion™ Go

User Manual



Welcome and thank you for choosing LivingWell Companion.

TELUS is proud to offer you this personal safety device that will keep you connected to 24/7 live emergency support.

This user manual will show you how to use your device. Please keep the manual in a safe place for easy reference.

For more information, visit telus.com/LWC or call **1-888-505-8008**.



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What equipment is included?



Water-resistant device



Lanyard, belt clip and protective cozy



Charging cradle and power cord

What features are included?

- 24/7 access to live emergency support
- Emergency help button
- Automatic fall detection¹
- 2-way speaker on device to speak with trained operators
- Operates anywhere in Canada where cellular coverage is available²
- Water-resistant, so you can wear the device the shower



- 1) The automatic fall detection feature might not detect all falls. If you fall, do not wait for the automatic call, always press and hold the button for at least 3 seconds for help when possible.
- 2) GPS capabilities are approximate and may not always be possible.

How does the service work?

If you need help:



1. Press and hold the button for at least 3 seconds.



2. Speak to a trained operator through your device.



3. The trained operator can call your emergency contacts and dispatch an ambulance if needed.

Note: Test your device once a month by completing the steps above. When the operator answers, inform them that this is a test call.

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're safe.
- The fall detection feature may provide additional safety for instances when you can't press the button, but always **press and hold the button if possible**.



Wearing your device

There are two ways to wear your device:



Around your neck
with the lanyard



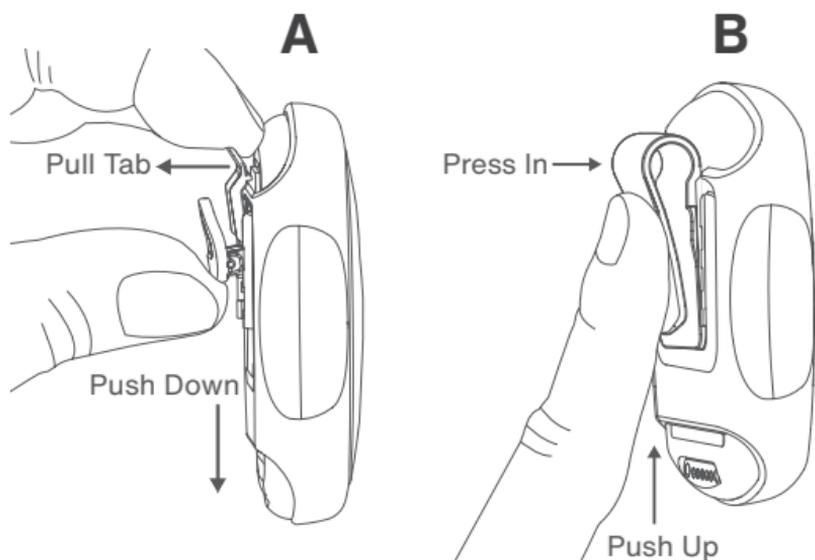
On your hip
with the belt clip

Tips:

- Only use the provided lanyard, which is designed for safety. The device won't work if it's carried in your pocket or purse.
- If you wear the device around your neck, please ensure that the device remains close to your chest; you can also tuck the lanyard under your clothing.

If you would like to swap the lanyard for the provided belt clip:

- A.** Remove the lanyard by pulling on the tab and pushing down.
- B.** Install the belt clip by pressing the clip in and up to secure.



Wear your device all day so you're protected. The only time we recommend taking your device off is when you charge the device.

Charging your device

Charge your device for a minimum of 4 hours daily.

1. Place the device in the charger.
2. You will hear an audio beep and see a stable light when it starts to charge.

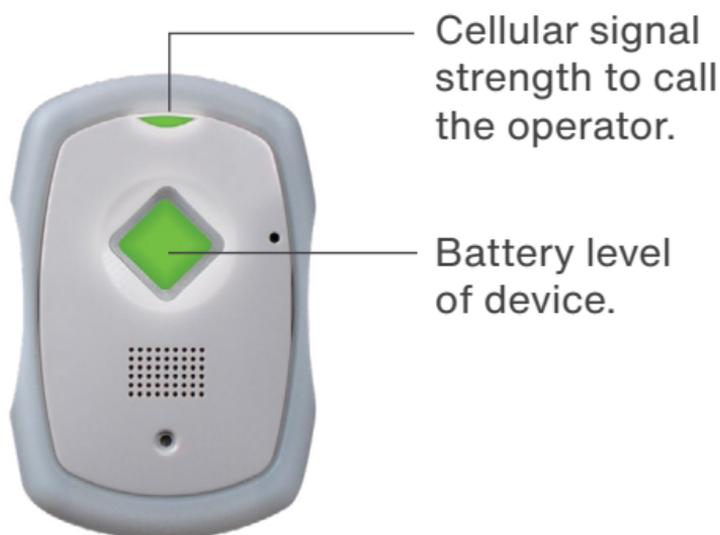
Note: A full charge can last roughly 36 hours.

If there is no audio beep or light:

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



What the flashing lights mean



Battery level:

-  **Green:** No action required. (30-100%)
-  **Yellow:** Plan to charge soon. (10-30%)
-  **Red:** Charge your device. (0-10%)

Cellular signal strength:

-  **Green:** No action required. (Strong)
-  **Yellow:** No action required. (Moderate)
-  **Red:** Check your home for coverage dead spots. (Low)

Frequently asked questions:

How does automatic fall detection work?

The automatic fall detection function collects and analyzes data, such as orientation change, impact intensity and impact speed, to predict whether a fall has occurred.

The automatic fall detection feature might not detect all falls.

If you fall, don't wait for the automatic fall detection, always press and hold the button at least 3 seconds for help when possible.

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



Can I wear the device in the shower?

Yes, the device is water-resistant up to 1 metre, so you can wear it safely while showering or bathing. The device is not waterproof, so we don't recommend swimming with it.

Can I use the device away from home?

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

Other adjustments needed?

Please contact us at
1-888-505-8008 to:

- 1.** Change frequency of flashing lights from every 30 seconds to every 10 minutes.
- 2.** Adjust the speaker volume.

Should I turn off my device?

You're 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 diamond button until the battery indicator flashes.
2. Listen for the audio message: "Your personal mobile responder is ready."

Turn off:

1. Press the button twice, holding the second press until you hear an audio message requesting confirmation.
2. Press and hold the button for a third time until you hear the audio message: "Powering off now, goodbye."



What does the operator do?

1. Emergency alert received

Our trained operators are alerted when the emergency button is pressed or if the optional fall detection feature detects a fall.

2. Trained operator contacts customer

When the alert is received, an operator contacts you through the 2-way speaker in the device to confirm the emergency status prior to initiating the emergency protocol.

3. Family or friends contacted

If you can't be reached or an emergency is confirmed, the operator first contacts up to 3 family members and/or friends.

4. Emergency services contacted

If family or friends are unavailable or if the situation warrants, the operator will then contact emergency services.

Can my family see my location?

No, your location is only accessed by our trained operators when contacting an ambulance if you're unable to give your location.

Can I cancel an alarm?

No, you can't cancel an alarm for safety reasons. Instead, simply tell the operator it's a false alarm and you're safe.

How accurate is the location fix?

Your location may not always be possible to determine. 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.

What do these 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.

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

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

Numeria 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, 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.

