

How to reconnect the Lively Skill on your Jitterbug Flip2

If the Lively skill has recently stopped working on your Jitterbug Flip2, you may need to turn the skill off and then turn it back on through the Amazon website to get it working again. Use the steps below to disable the skill, enable it again, and complete the account-linking process.

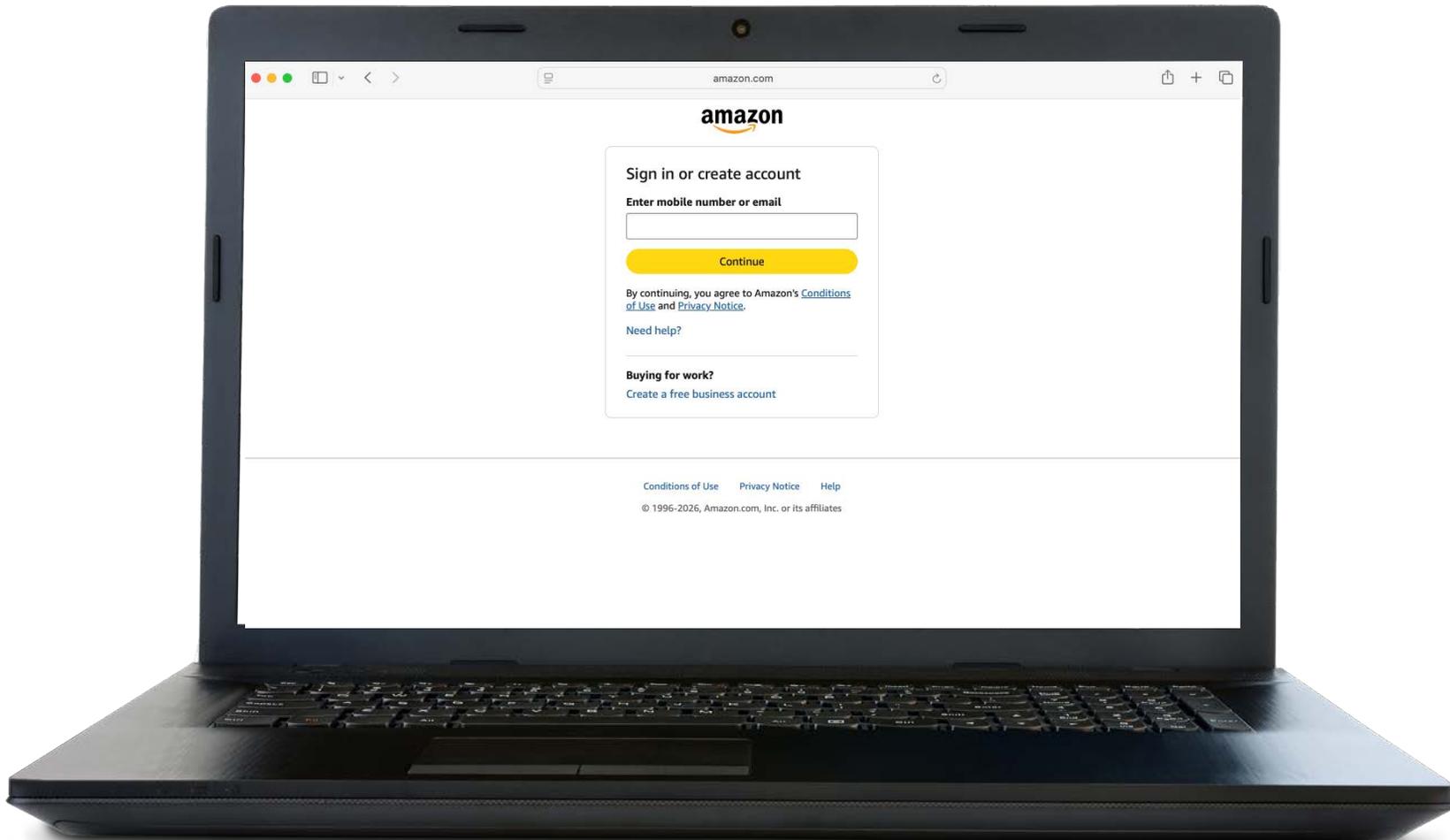
You will need:

- Access to a computer or tablet with an internet browser
- The Amazon account your device was set up with

NOTE For any issues you encounter while completing these steps, refer to the “Troubleshooting” on the last page.

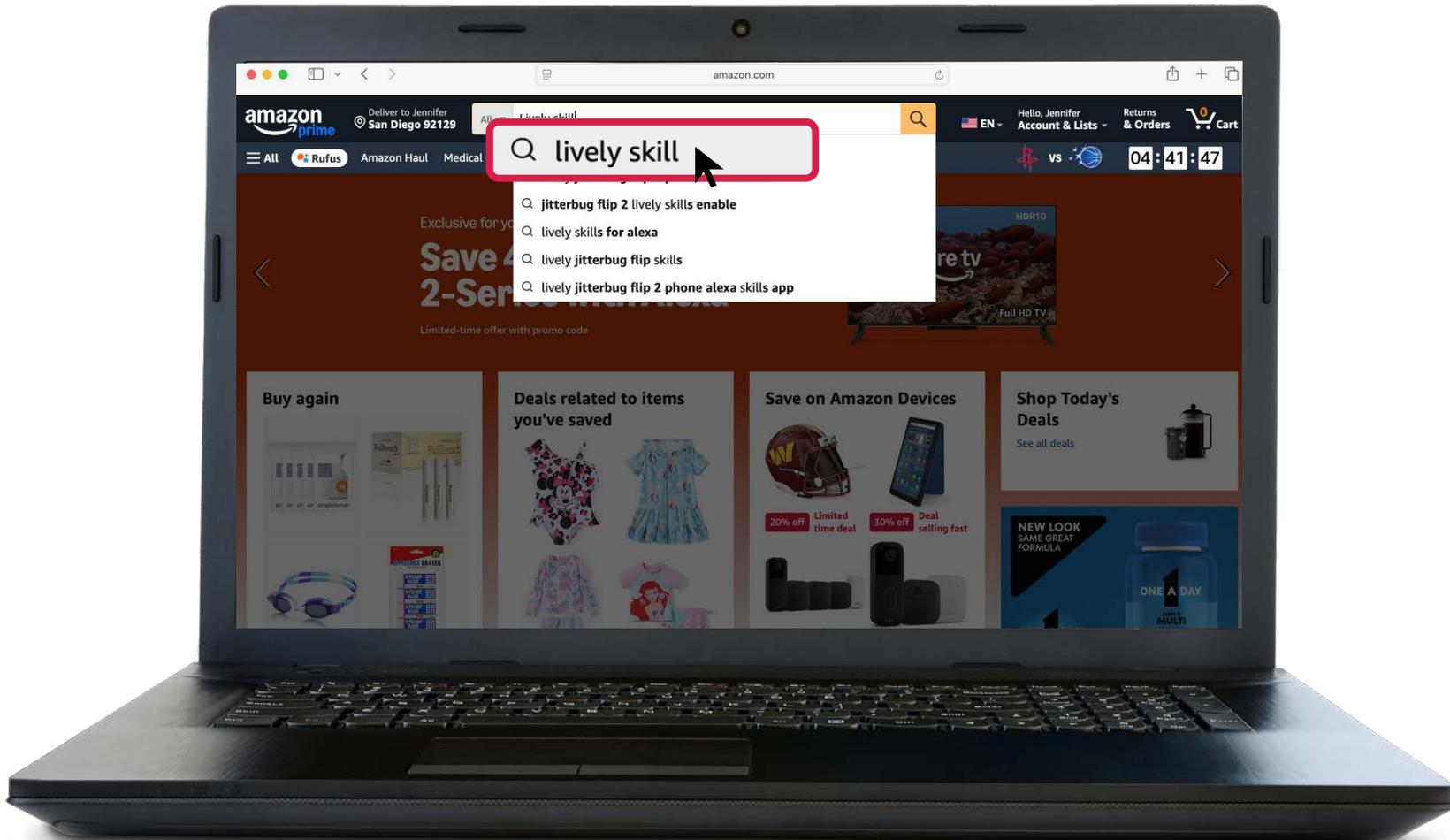
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- 1 Open an internet browser and go to **Amazon.com**, then sign into your Amazon account.



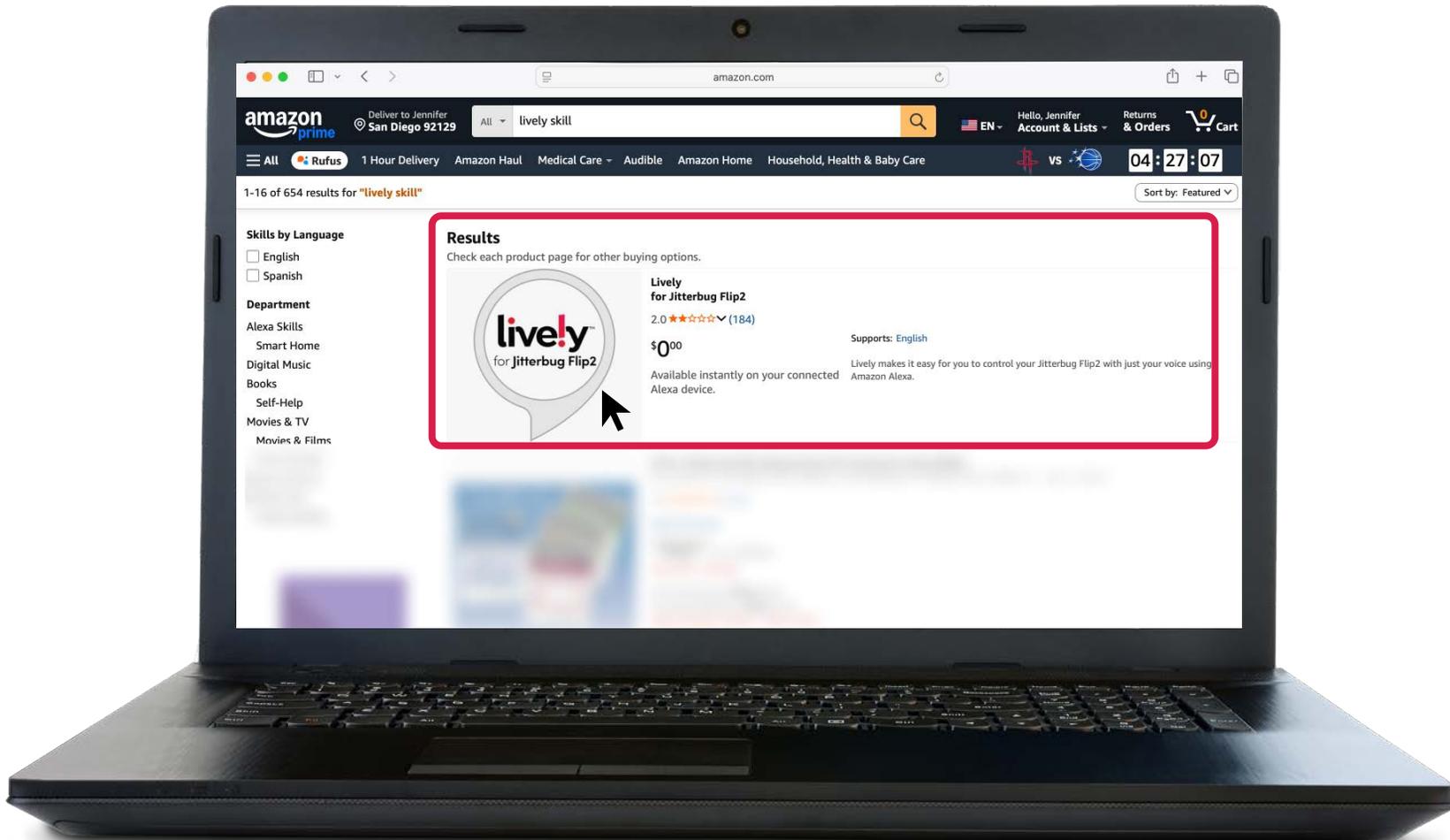
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- 2 Type “Lively skill” into the search bar and press Enter.



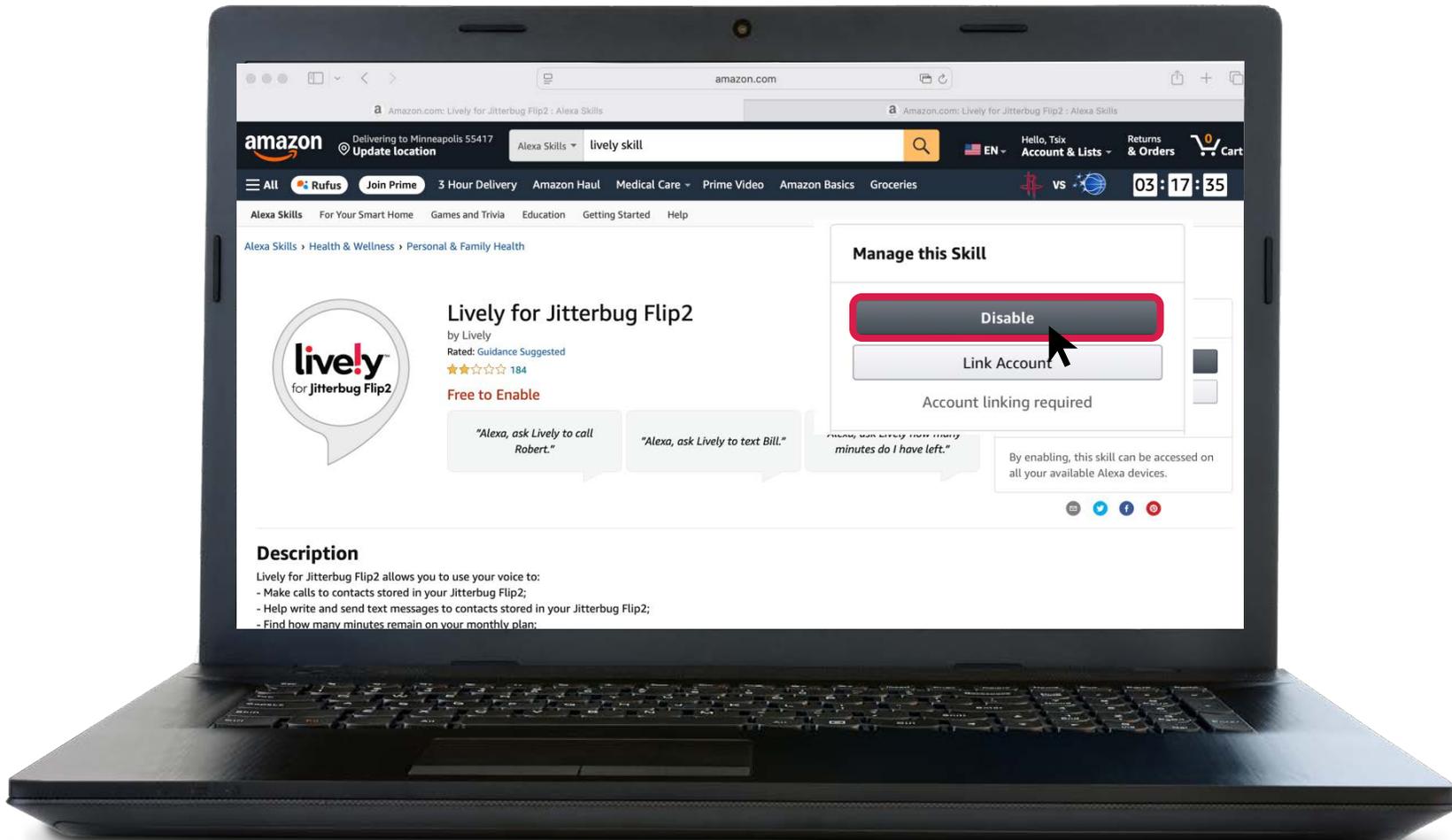
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- 3 The list of search results displays. Locate and click on **Lively for Jitterbug Flip2**.



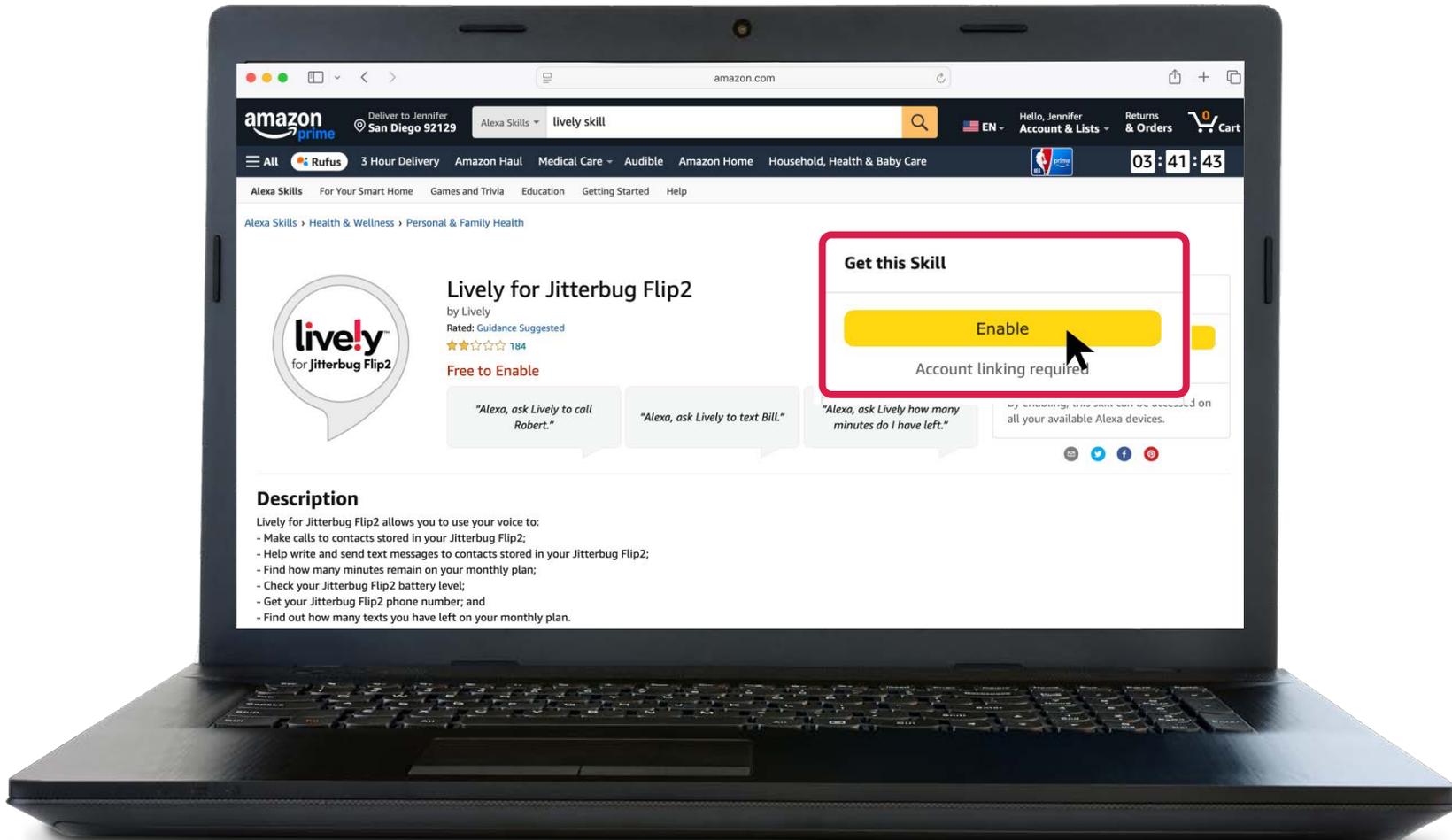
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- 4 The Lively skill description displays. Click **Disable**.



How to reconnect the Lively Skill on your Jitterbug Flip2 (cont.)

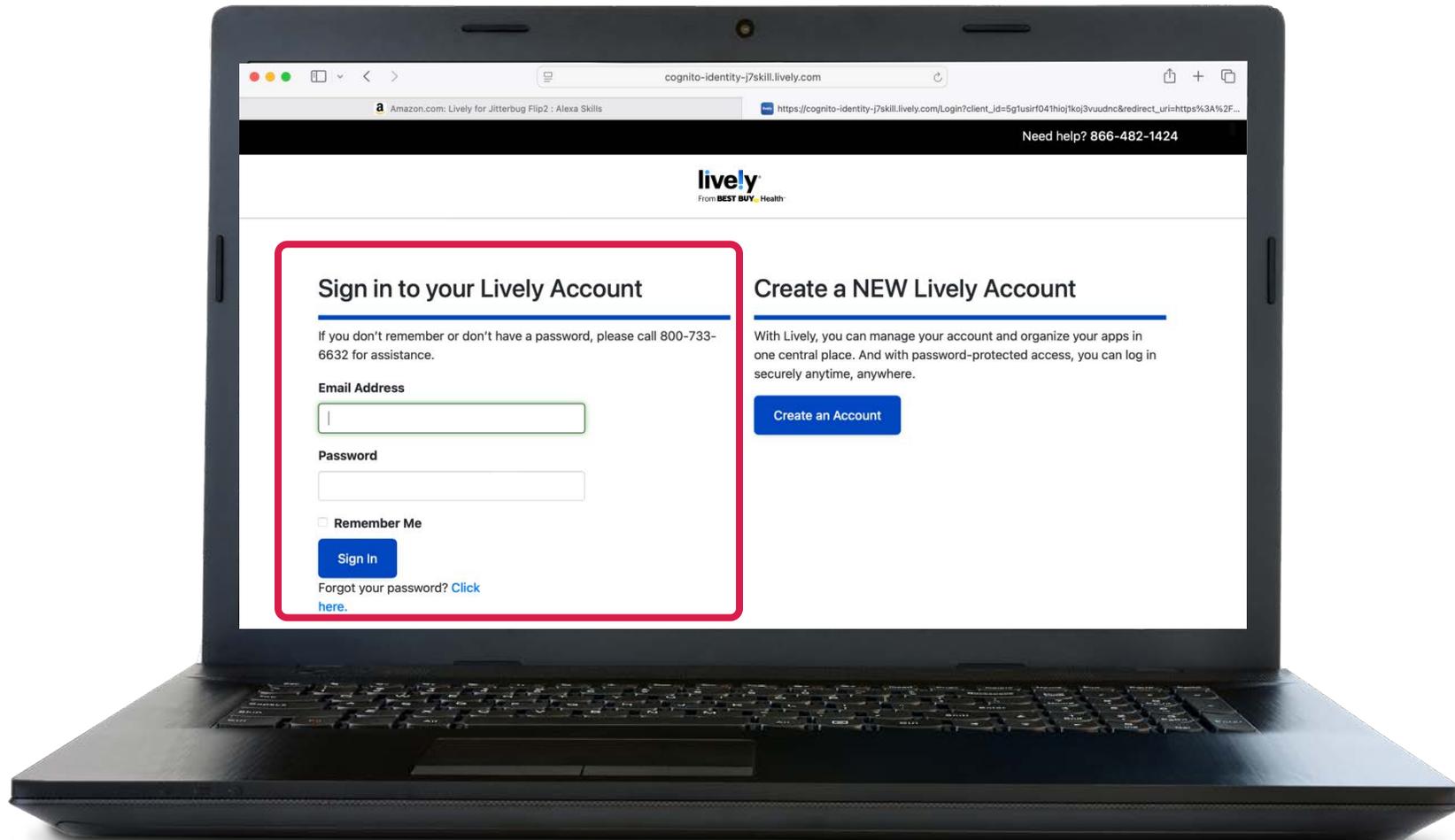
5 Click **Enable**.



How to reconnect the Lively Skill on your Jitterbug Flip2 (cont.)

- 6 A second window opens to the Lively account sign-in page. Sign into your Lively account using your Lively credentials.

NOTE If you don't remember your password, click **Forgot your password? Click here** and follow the on-screen instructions.

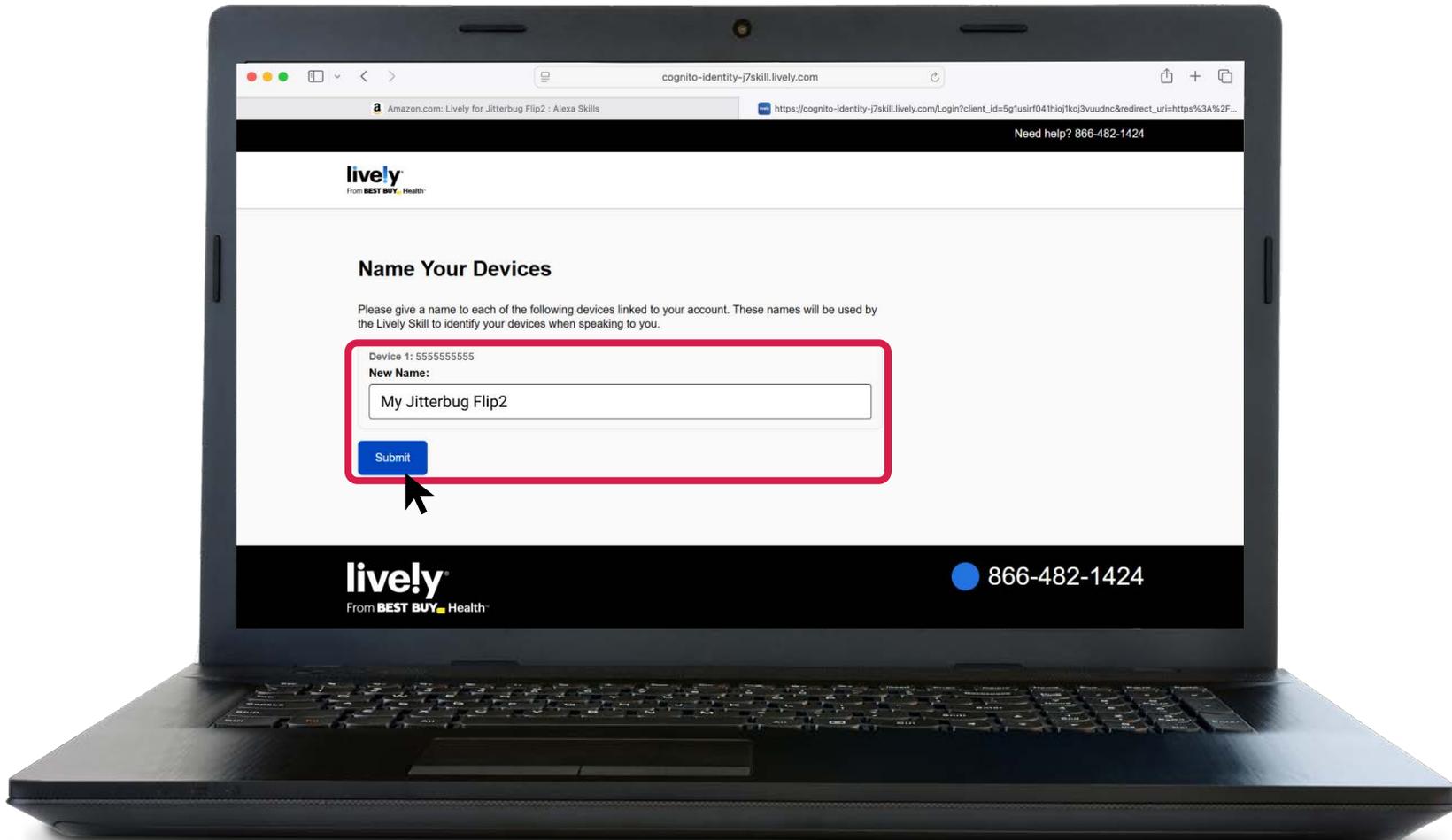


How to reconnect the Lively Skill on your Jitterbug Flip2 (cont.)

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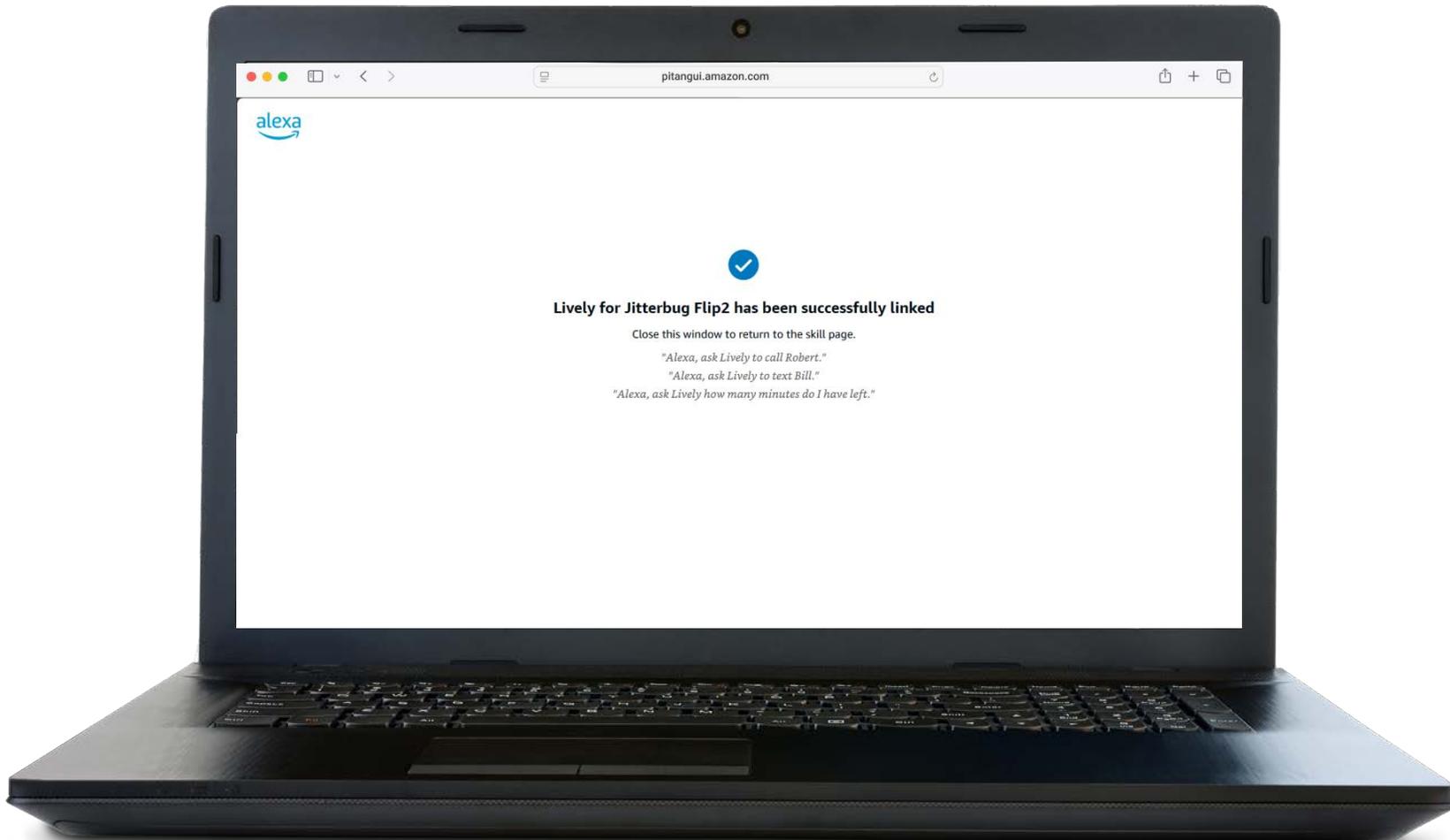
The Name Your Devices page displays. Create a nickname for your device and type it in the box under “New Name.” Click **Submit**.

NOTE Alexa uses this nickname to identify the device. For example, with a nickname, Alexa can say “Jane’s phone has 30 minutes remaining this month.”



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- 8 The confirmation page displays to inform you that your device was successfully linked. You can close the browser.



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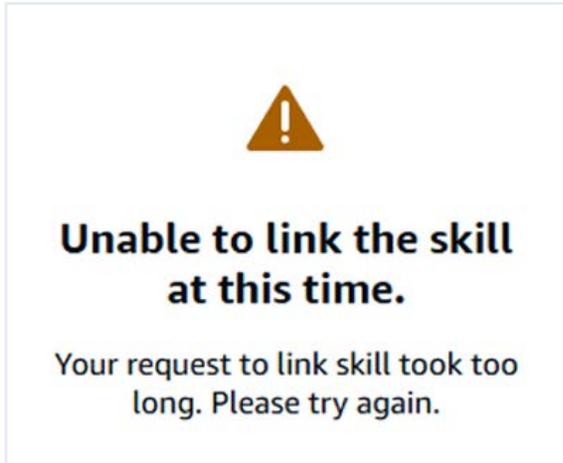
To confirm the Lively works correctly, make sure your Jitterbug Flip2 is flipped open and say “Alexa open Lively.”

- Lively skill: “Welcome to Lively! I don’t recognize the device you’re using. It’s either new, or something has changed on it. When you created your account, you provided a name for each phone. This allows it to place calls or send a text. Is this a phone you want to set up to place calls or send texts?”
- You say “Yes.”
- Lively skill: “Is this the phone for: <nickname you provided for your Jitterbug Flip2>?”
- You say “Yes.”
- Lively skill: “Alright! This phone is now assigned to <nickname> Do you want to learn what you can do with Alexa on your phone?”
- You say “Yes.”

The Lively skill on your Jitterbug Flip2 is now fixed and ready to be used.

Troubleshooting

- If you run into the following error on the web browser when relinking the Lively skill, repeat the steps using an incognito browser.



To open an incognito browser from your computer:

1. With your browser open, click **File** in the window at the top of your computer screen.
 2. Click **New incognito window** or **New private window**.
- If a command doesn't go through on your Jitterbug Flip2 right after you relink the Lively skill, try saying it again. The device may miss the first command after relinking, but will respond normally on the next attempt.