



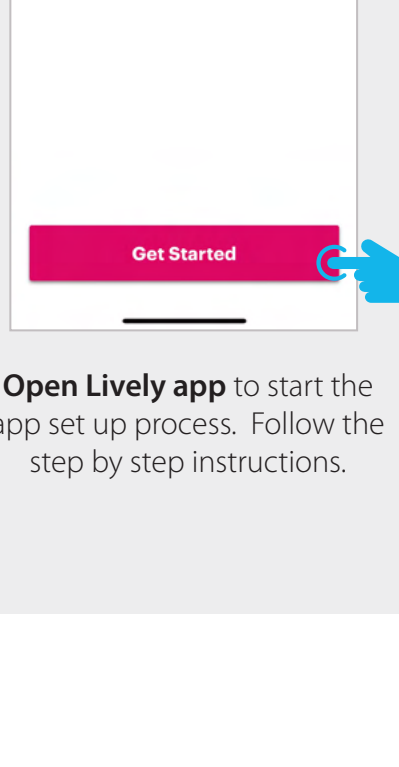
tips and tricks

# Getting started with the Lively app and Apple Watch

## Install Lively app.

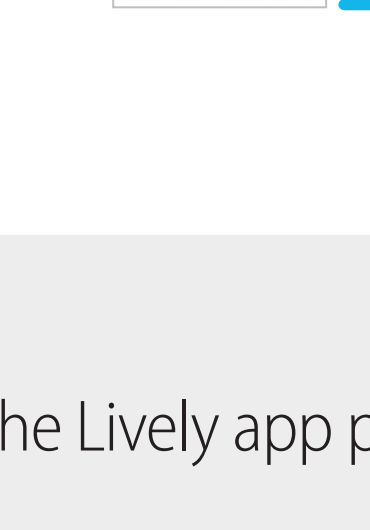


Go to the Apple App Store and download the Lively by GreatCall app to your iPhone.

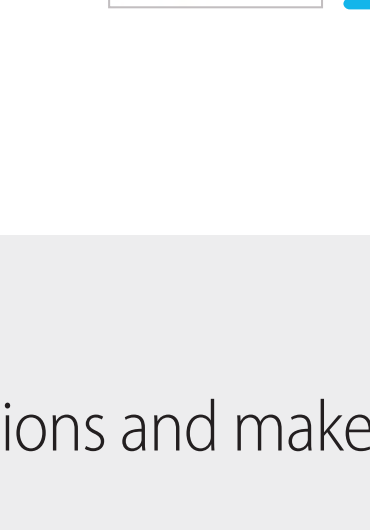


Open Lively app to start the app set up process. Follow the step by step instructions.

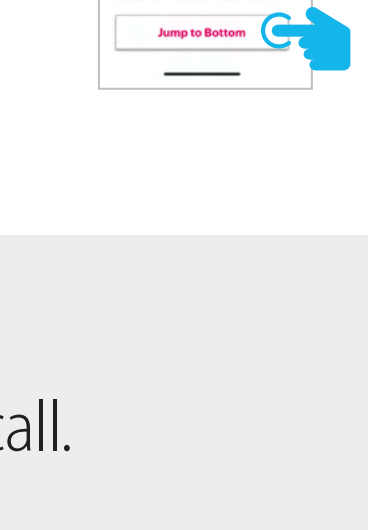
## Verify account.



Enter the number associated with your Health & Safety account. Tap "Submit".

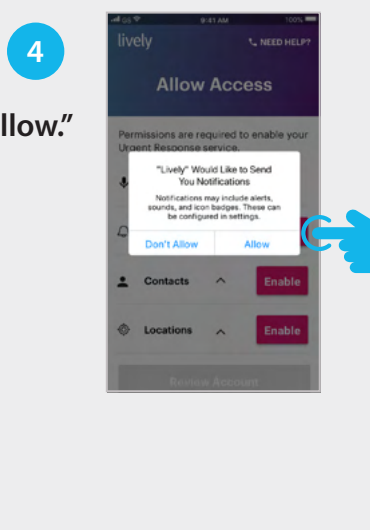


Enter the one-time code sent via text message and tap "Continue".

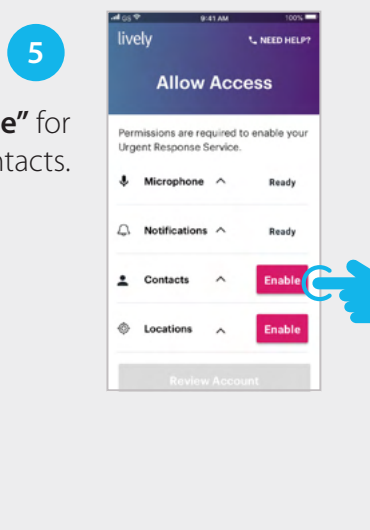


Scroll to read Lively app's terms and conditions or Tap "Jump to Bottom", then tap "Accept".

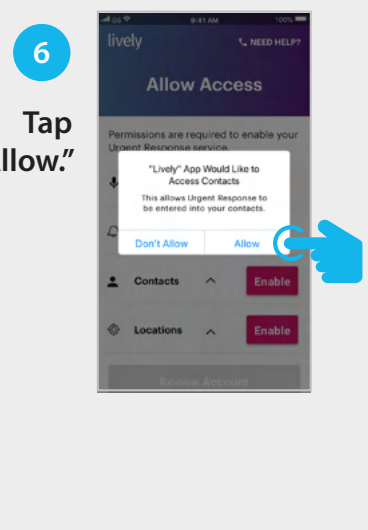
## Accept the Lively app permissions and make a test call.



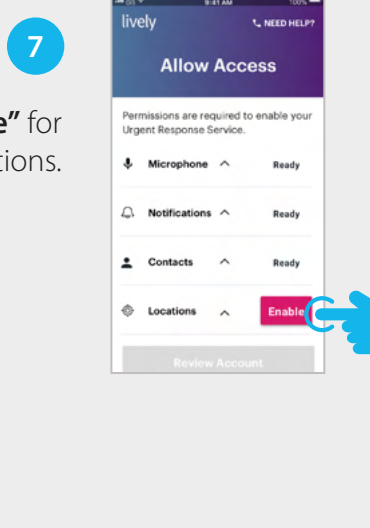
Tap "Enable" for Microphone.



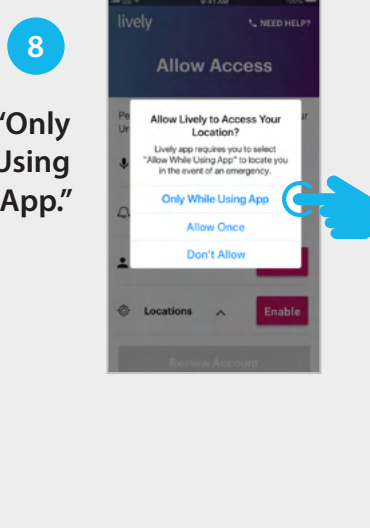
Tap "OK."



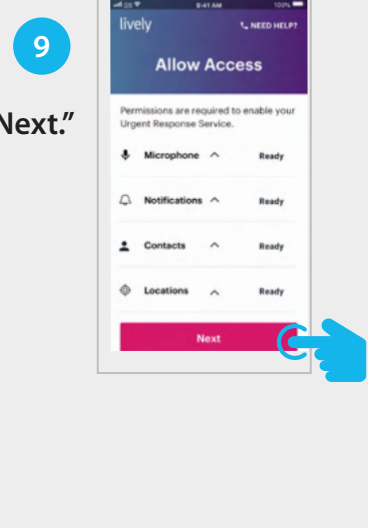
Tap "Enable" for Notifications.



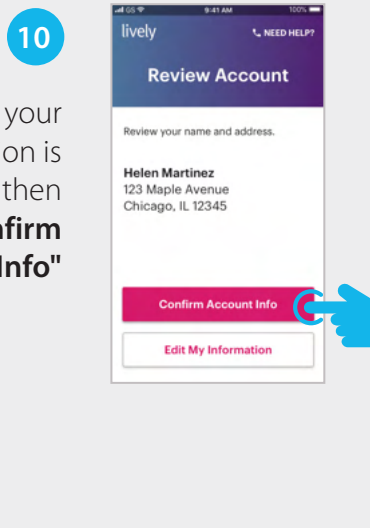
Tap "Allow"



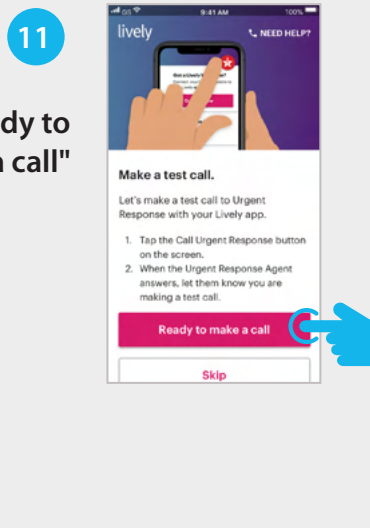
Tap "Enable" for Contacts.



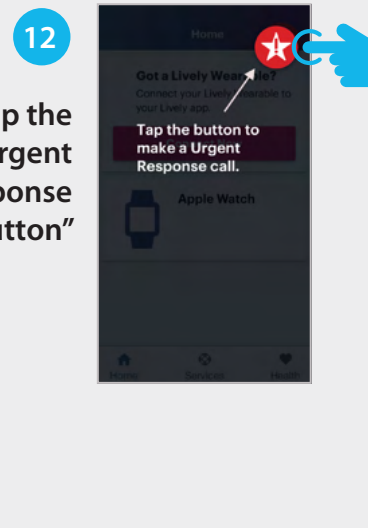
Tap "Allow."



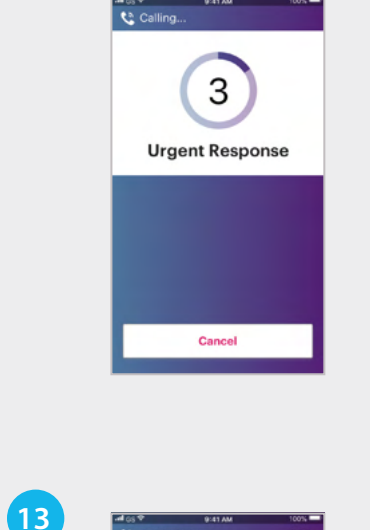
Tap "Enable" for Locations.



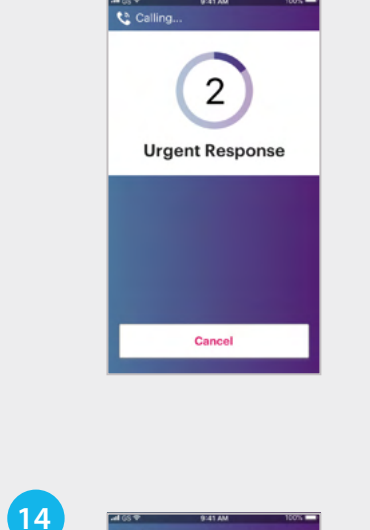
Tap "Only While Using App."



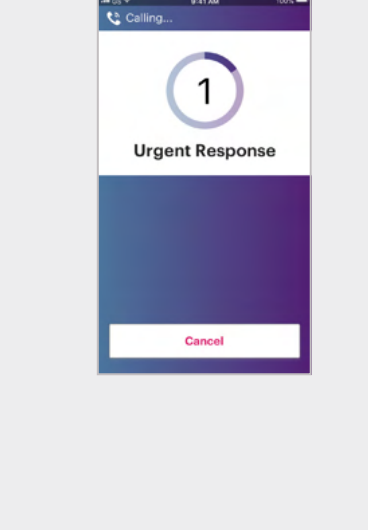
Tap "Next."



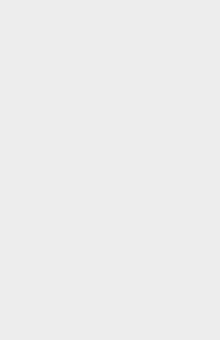
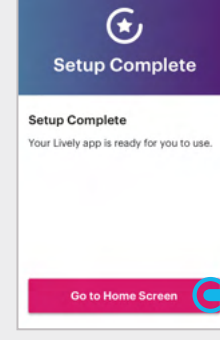
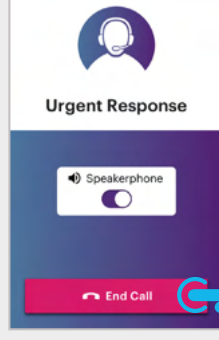
Confirm your information is correct and then Tap "Confirm Account Info"



Tap "Ready to make a call"



Tap the "Urgent Response button"



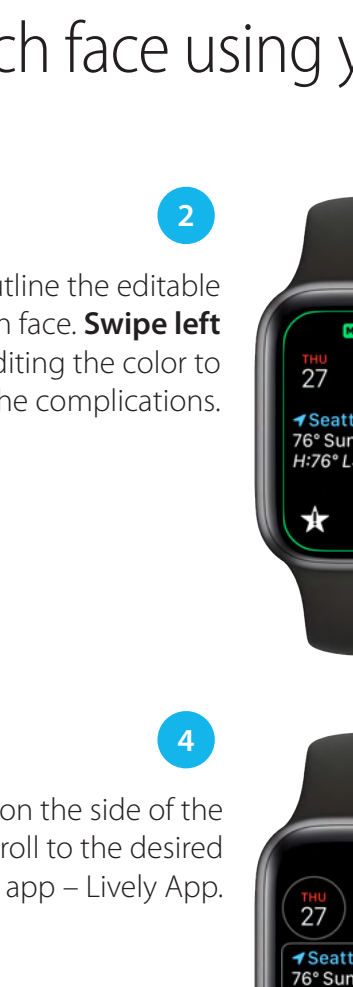
You're now connected to Urgent Response. Simply tap Agent you are making a test call.

The Lively app setup is complete. Tap on "Go to Home Screen" if you haven't completed pairing your devices.

## Pair the watch.

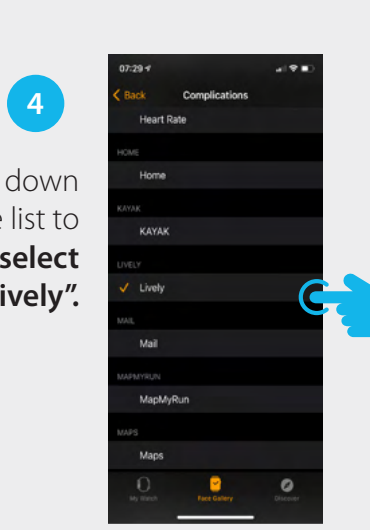


If your Apple Watch and iPhone are already paired you will see this screen. This step is complete.

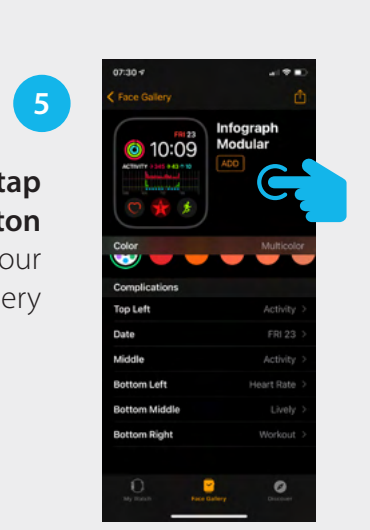


IF NOT Apple Watch and iPhone are NOT paired you will see this screen. Tap on "Connect now" to pair your Apple Watch and your iPhone.

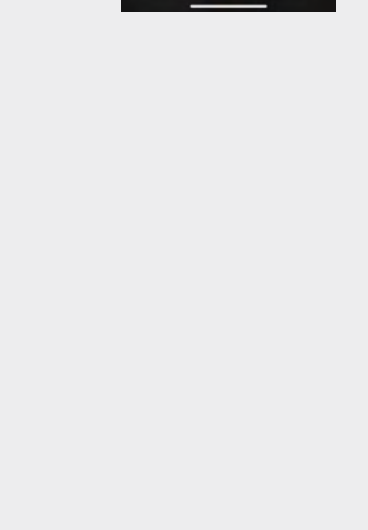
## Add Urgent Response button to your watch face using your iPhone.



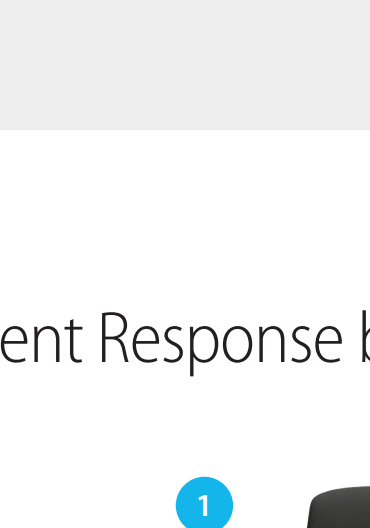
Open the "Watch" app on your iPhone and tap on the "Face Gallery" tab at the bottom of your screen.



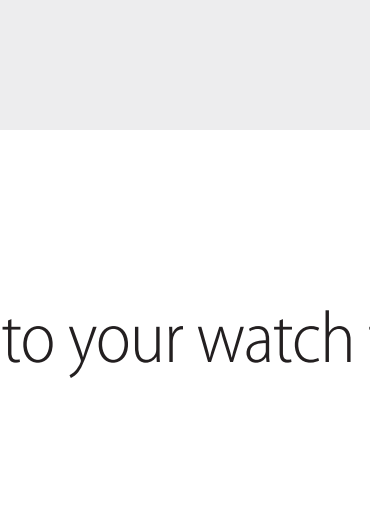
Select a watch face compatible with Lively app. We recommend: Infograph Modular - Utility -XL Large



Scroll down to "Complications", select the location you want the app.

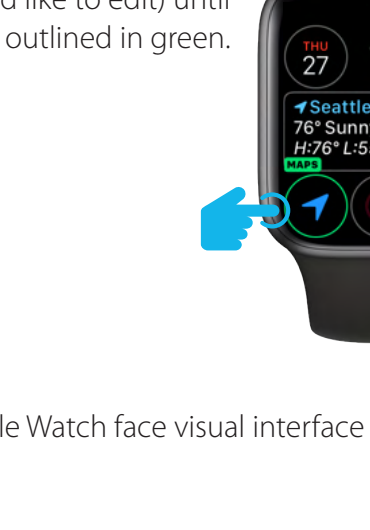


Scroll down the list to select "Lively"

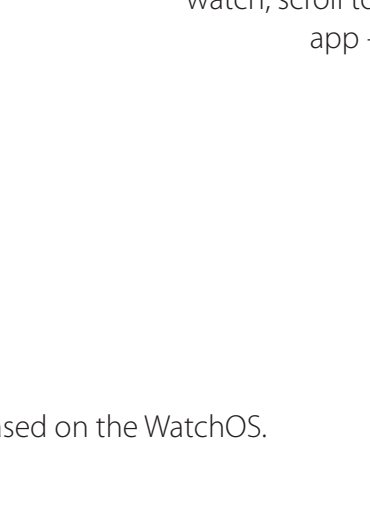


Scroll up, tap "ADD" button to add to your gallery

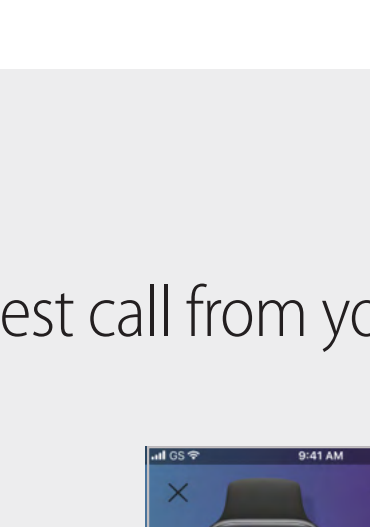
## Add Urgent Response button to your watch face using your Apple Watch.



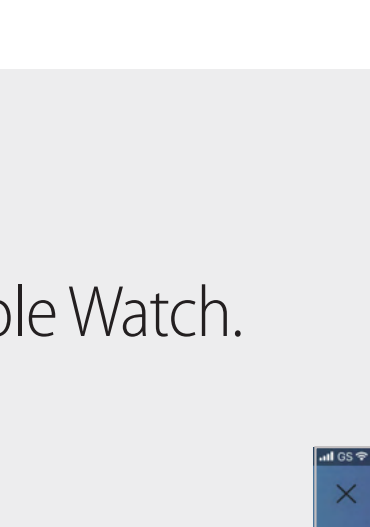
Firmly press and hold the face of the watch until the "Customize" button appears. Tap "Customize".



A green box will outline the editable areas of the watch face. Swipe left to switch from editing the color to the complications.



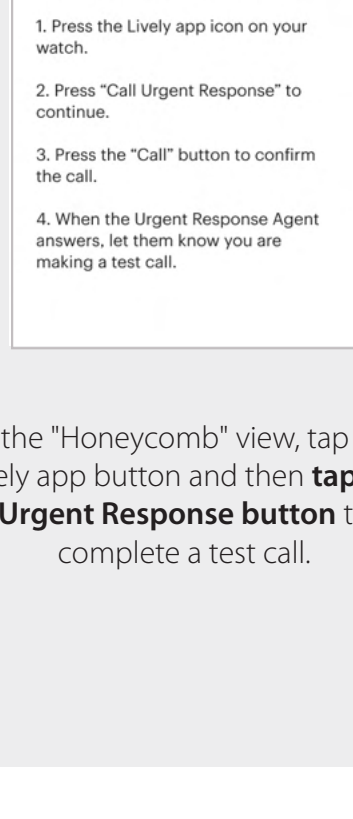
Tap on the complication (app that you would like to edit) until it is outlined in green.



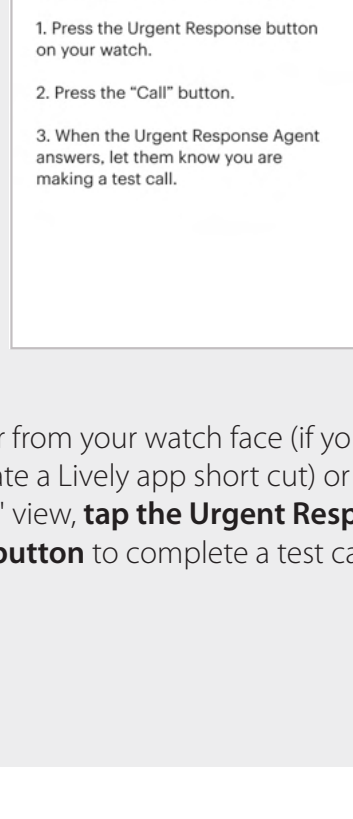
Using the dial on the side of the watch, scroll to the desired app - Lively App.

Note: Apple Watch face visual interface might vary based on the WatchOS.

## Make a test call from your Apple Watch.



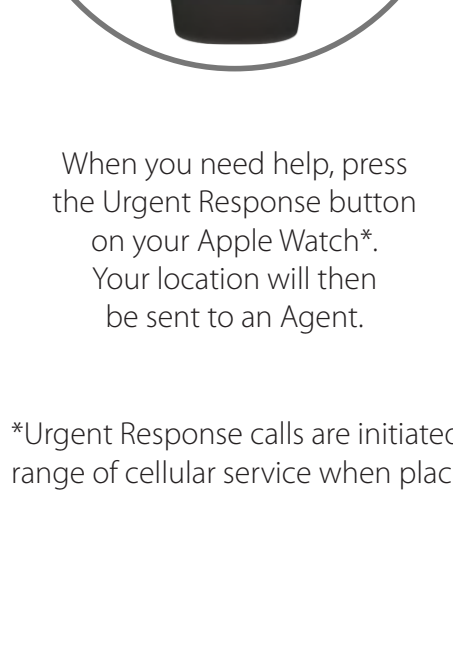
OR



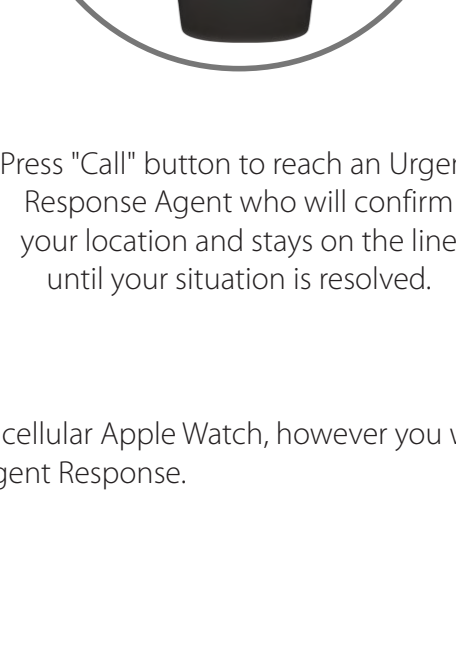
In the "honeycomb" view, tap the Lively app button and then tap the Urgent Response button to complete a test call.

Either from your watch face (if you have created a Lively app short cut) or from "List" view, tap the Urgent Response button to complete a test call.

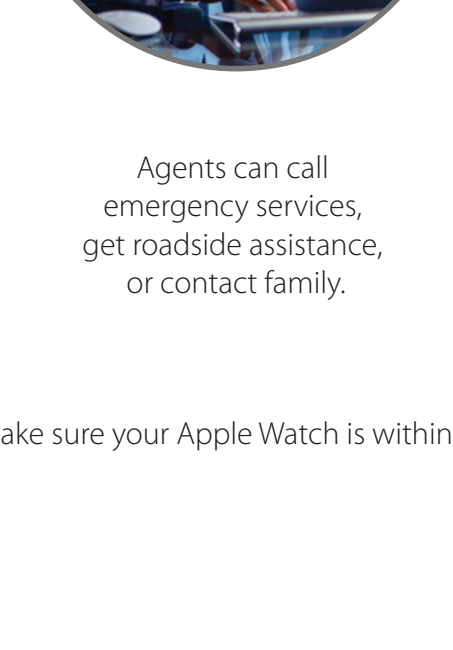
## How Urgent Response works on your cellular watch.



When you need help, press the Urgent Response button on your Apple Watch\*. Your location will then be sent to an Agent.



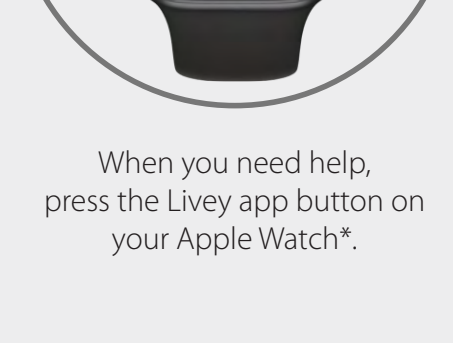
Press "Call" button to reach an Urgent Response Agent who will confirm your location and stays on the line until your situation is resolved.



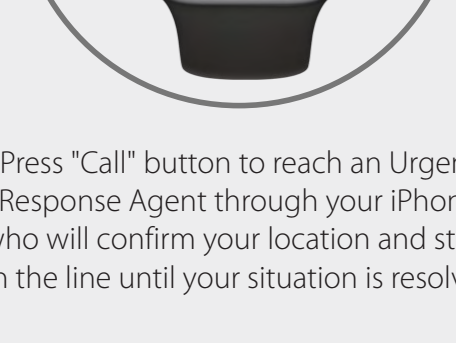
Agents can call emergency services, get roadside assistance, or contact family.

\*Urgent Response calls are initiated through your cellular Apple Watch, however you will need to make sure your Apple Watch is within range of cellular service when placing a call to Urgent Response.

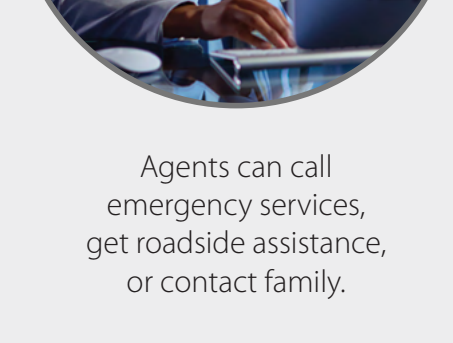
## How Urgent Response works on your GPS watch



When you need help, press the Lively app button on your Apple Watch\*.



Press "Call" button to reach an Urgent Response Agent through your iPhone who will confirm your location and stays on the line until your situation is resolved.



Agents can call emergency services, get roadside assistance, or contact family.

\*Urgent Response calls are initiated through your WiFi enabled Apple Watch, however you will need to make sure your iPhone is within range of your watch and your phone has cellular service when placing a call to Urgent Response.