

Lively and Jitterbug, Honestly

THE QUICK VERSION

- 1 Flip2 — best for someone who wants a phone, not a computer. Buttons, not a screen to tap.
- 2 Smart4 — best for someone who wants the internet, a camera, and video calls, but simpler than a regular smartphone.
- 3 Both have a loud speaker and work with most hearing aids.
- 4 Both have the Urgent Response button, which we cover next.

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Lively and Jitterbug — The Simple-Phone Option, Honestly Reviewed

A straight-talking review of Lively, the Jitterbug phones, and the separate safety package — plus honest alternatives.

————— **An Extended Guide · No. 1706 · LIVELY** —————

Tech Made Simple. Service Made Personal.

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1. What Lively Really Is, In Plain English

A phone company built around seniors.

Lively is a company that sells simple cell phones and safety services aimed squarely at older adults. You may remember it by its older name, GreatCall. The phones are sold under the Jitterbug name, and the two you will see today are the Jitterbug Flip2, which is a flip phone, and the Jitterbug Smart4, which is a touchscreen phone. Both are designed to be larger, louder, and simpler than a regular smartphone.

Here is the part the ads do not spell out clearly. Lively does not own any cell towers. It rents space on Verizon's network, which makes it what the industry calls an MVNO. That is actually good news for coverage in most of Ohio, because Verizon's network is strong around Portage County. The phones themselves carry Verizon's signal.

The other thing to understand up front is that Lively sells two different things, and they are billed separately. One is the phone service, the talk, text, and data. The other is a health and safety package, which is where the famous help button, the family app, and the nurse line live. You can have the phone without the safety package, but the safety features are the whole reason many families choose Lively in the first place.

GOOD TO KNOW

Lively is not a medical device company and the phone is not a medical alert necklace. It is a simple phone with safety help built in. For some folks that is exactly right. For others, a dedicated medical alert makes more sense. We will cover both.

Over the next pages I will walk you through both phones, how the safety button truly works, what it costs to stack it all together, who it fits, and a couple of honest alternatives I set up for customers who want more freedom.

2. The Two Phones — Flip2 And Smart4

One flips, one is a touchscreen. Both are simple.

The Jitterbug Flip2 is a classic clamshell flip phone. You open it to answer, close it to hang up, and the buttons are big, raised, and well spaced. There is a large, bright screen inside, a simple yes-or-no menu, and a speaker that gets genuinely loud. It has a magnifier and a flashlight built in, which folks use far more than you would guess. If the person you are shopping for finds a touchscreen frustrating, the Flip2 is the gentlest phone on the market.

The Jitterbug Smart4 is a touchscreen phone, but it is not laid out like a normal Android. Instead of a wall of tiny app icons, it uses a single list menu, one choice per line, in large type. Call. Text. Camera. Each item is big and clearly labeled. It has voice typing so you can speak a text instead of pecking at letters, and a video chat feature so you can see the grandkids.

- Flip2 — best for someone who wants a phone, not a computer. Buttons, not a screen to tap.
- Smart4 — best for someone who wants the internet, a camera, and video calls, but simpler than a regular smartphone.
- Both have a loud speaker and work with most hearing aids.
- Both have the Urgent Response button, which we cover next.

GOOD TO KNOW

If you are unsure, hold the person's current phone and watch how they use it. If they struggle to tap small things, the Flip2 wins. If they already text and look at photos, the Smart4 will feel natural.

One honest note. These are deliberately basic phones. The cameras are modest, the Smart4 cannot run every app a regular Android can, and neither is fast. That is the trade for simplicity, and for most buyers it is the right trade. Just go in knowing it.

3. The Big Red Button — How Urgent Response Really Works

The headline feature, explained honestly.

The feature everyone asks about is the help button, which Lively calls Urgent Response. On the phone you will see a dedicated button, often marked with a star, that connects you to a trained agent when you press and hold it. These agents are certified in emergency dispatch. They can talk you through the situation, stay on the line, contact a family member, or get emergency services sent to you.

Here is the honest, important part. Urgent Response is part of the paid health and safety package. It is not automatically on just because you bought the phone. If you have the phone without that package and you press the button, the phone will typically start a short countdown and then simply dial 911 for you. That is still useful, but it is not the same as reaching a Lively agent who knows your profile.

WATCH OUT

The help button is not a replacement for 911. In a true emergency — chest pain, a fall with injury, a fire — calling 911 directly is always right. Urgent Response is a helpful extra set of hands, not a reason to skip the ambulance.

The button is most valuable for the gray-area moments. You feel unwell but are not sure it is an emergency. You have fallen but think you are okay. You are lost or confused. In those moments having a calm, trained person a button-press away is genuinely reassuring, and the agent can escalate to 911 if needed while staying on the line with you.

On the higher safety tiers, Lively can also pair the phone with a wearable pendant that detects falls and calls for help on its own. If falls are the real worry, ask about that specifically — it is a different product from the phone button.

4. The Health & Safety Package — A Separate Monthly Cost

What you are really paying for each month.

This is the chapter I most want you to read before you buy. Lively's safety features are not included in the basic phone plan. They come as a separate monthly package, sold in tiers, and the price climbs as you add features. You are really signing up for two monthly charges that sit on top of each other.

The basic phone plan gives you talk, text, and some data. Add the safety package and you unlock Urgent Response, the Lively Link family app, and a feature called Ask Lively, where an agent can help you use the phone, look something up, or even place a call for you. Move up a tier and you can add a nurse and doctor line you can call any time for health questions, plus a personal care advocate.

- Basic tier — mostly the phone itself, limited safety.
- Middle tier — adds Urgent Response and the family app.
- Top tier — adds a nurse-and-doctor line and a care advocate.
- A ride service (through Lyft) is often available across tiers.

GOOD TO KNOW

I am keeping prices general on purpose because Lively adjusts them. But as a rule of thumb, the safety package can cost about as much as the phone plan itself, sometimes more on the top tier. Two bills, not one. Budget for both.

None of this is a scam — the services are real and the agents are trained. The point is simply that the monthly cost is higher than the phone price suggests, and you should decide whether you will actually use the nurse line and the family app, because those are what you are paying the premium for.

5. Lively Link — How Family Stays In The Loop

The app that lets your kids keep an eye out.

Lively Link is a free app that family members install on their own phones. It connects to the Jitterbug and lets a son, daughter, or caregiver check in without being nosy. This is one of the genuinely strong parts of the Lively setup, and it is a big reason families choose it.

Through the app, a family member can see the phone's location, check the battery level, and get an alert if their parent uses the Urgent Response button. Some versions show recent activity, like whether the phone has been used today, which is a gentle, low-pressure way to know a loved one is up and about.

- See where the phone is — helpful if a parent wanders or gets lost.
- Get a notification when the help button is pressed.
- Check the battery so you can remind them to charge it.
- Works from anywhere — the family member can be across the country.

WATCH OUT

Lively Link needs the paid safety package to work fully. The free app on the family member's phone does not do much on its own — it leans on the subscription attached to the Jitterbug. This surprises people.

There is a dignity question worth raising at the kitchen table, too. Location sharing is wonderful for safety and can feel like surveillance to the person being watched. The best setups are the ones where everyone agreed to it together, out loud, rather than a feature switched on quietly. When I set these up for families, I always have that conversation first. It keeps the peace and keeps the phone from being resented.

Used with that understanding, Lively Link is a real comfort — it lets adult children relax a little, and it lets a parent keep living independently with a safety net they can actually feel.

6. Which Network It Runs On — Verizon, And The 4G Question

Good coverage, with one technical catch.

The Jitterbug phones run on Verizon's network. For most of Portage County that is good news. Verizon has strong coverage across Ravenna, Kent, Aurora, and the surrounding areas, and the signal reaches into most homes well. If Verizon has worked for your neighbors, it will almost certainly work for a Jitterbug at your house.

The technical catch is speed. Some Jitterbug models connect at 4G LTE only, not the newer 5G. For a simple phone used to call family, send texts, and check the weather, 4G is plenty — you will not notice a difference. But it is worth knowing, because the big carriers keep upgrading their networks, and the oldest connection types do eventually get retired.

GOOD TO KNOW

Lively has lived through this before. When Verizon shut down its old 3G network a few years back, older Jitterbug models had to be replaced. The current Flip2 and Smart4 are on 4G LTE, which has a long life ahead, but it is a reminder to keep the phone reasonably current.

Rural coverage is the one place to be careful. If the person lives out past Deerfield or in a pocket where cell signal is weak for everyone, no simple phone fixes that. Verizon is usually the best of the big networks in rural Ohio, but weak is weak. Before you commit, test the signal where the phone will actually live — the kitchen, the bedroom, the back porch.

If signal at the house is genuinely poor, the better answer may be Wi-Fi calling over home internet, which the Smart4 supports. I can set that up so calls come through clearly even when the cellular bars are low.

7. The Locked-Phone Catch — You Can't Take It Elsewhere

The one trade-off that catches people out.

Here is the biggest thing the commercials do not mention. Jitterbug phones are locked to Lively. They are built and sold to work with Lively's service and only Lively's service. You cannot take a Jitterbug to a different carrier the way you can move a regular unlocked phone from, say, Verizon to a budget carrier.

Think of it like a store-brand coffee maker that only takes that store's pods. The Jitterbug is a fine phone, but it lives inside Lively's world. If you ever decide Lively is too expensive, or the service is not what you hoped, the phone itself does not come with you. You would be shopping for a new phone, not just a new plan.

WATCH OUT

This is the opposite of how I usually recommend buying a phone. Normally I tell folks to buy an unlocked phone so they can switch carriers freely. The Jitterbug gives that freedom up in exchange for its simplicity and built-in safety. Know that going in.

Your phone number is a different story, and here the news is good. Your number belongs to you, not to Lively. If you leave, you can take your number to another carrier — that process is called porting, and it works fine. It is the physical phone that stays behind, not the number.

Whether the locked phone matters depends on the person. If you want a simple, safe phone and you do not plan to go hunting for a cheaper plan every year, the lock may never bother you. If you like keeping your options open, it is a real downside, and it is one of the main reasons I sometimes steer folks to the alternatives later in this guide.

8. Setting Up A Jitterbug — What You'll See

Out of the box to your first phone call.

The good news about setup is that Lively does more of it for you than most carriers. If you buy the phone and activate the plan, the phone usually arrives mostly ready to go, with your number and service already attached. That is a deliberate choice on their part, and it is one of the kindest things about the company.

- 1 Charge the phone fully before the first use. Both phones use a standard charging cable.
- 2 Turn it on by holding the power button for a few seconds until the screen lights up.
- 3 Follow the on-screen prompts. The Smart4 will ask about Wi-Fi; join your home network so it can get updates without using cellular data.
- 4 Make a test call to a family member to confirm you can hear and be heard.
- 5 Add your most-called people to contacts so they are one tap or one button away.
- 6 If you have the safety package, press and hold the Urgent Response button once to confirm it connects — tell the agent it is only a test.

TIP

Set the text size large and the volume loud right away, before you hand the phone over. On the Smart4 the text-size setting is in the menu under display or accessibility. A phone that is easy to see and hear gets used; one that strains the eyes gets left in a drawer.

If porting a number from an old carrier, do not cancel the old line first. Let Lively pull the number over, which closes the old line automatically. Canceling early can cause you to lose the number. We will cover that rule again in the mistakes chapter, because it trips up so many people.

If any of this feels like a lot, this is exactly the kind of thing I set up at the kitchen table in one visit — phone activated, contacts loaded, text size right, and a test of the help button so everyone feels sure it works.

9. Everyday Use — Calling, Texting, And The Camera

What living with a Jitterbug feels like.

Day to day, the Jitterbug does the ordinary things well. On the Flip2 you dial with the big keypad or scroll to a saved contact and press the green button. On the Smart4 you tap a large Call tile and pick a name from a list. Both make it hard to get lost, which is the whole point.

Texting is where the two phones differ most. On the Flip2 you type with the number keys, the old-fashioned way, which is slow but reliable. On the Smart4 you can tap letters on screen or, better, use voice typing — you press a microphone and simply say your message out loud, and the phone writes it. For many older folks voice typing is the feature that finally makes texting painless.

- Calling — simple and loud on both phones.

- Texting — slow on the Flip2, much easier by voice on the Smart4.
- Camera — fine for snapshots and sending photos to family, not for serious photography.
- Video calls — available on the Smart4 for seeing the grandkids.

GOOD TO KNOW

The Smart4 can do email, a web browser, and a handful of apps, but it is intentionally limited. Do not buy it expecting to run every app a grandchild has. Buy it for calling, texting, photos, and video chat — the things it does simply and well.

The flashlight and magnifier on both phones deserve a mention. Customers tell me they use the magnifier to read medicine bottles and restaurant menus more than they use half the other features. Small thing, big daily help.

10. Accessibility — Hearing Aids, Big Text, And Voice

Where the Jitterbug genuinely shines.

Accessibility is the Jitterbug's home turf. These phones were designed for eyes and ears that are not what they used to be, and it shows. The speakers are rated to work well with hearing aids, the volume goes genuinely loud, and the screens use large, high-contrast type by default rather than as an afterthought.

- Hearing-aid compatibility — both phones are built to pair well with most hearing aids.
- Loud, clear speaker — a real difference for folks who find other phones too quiet.
- Large text and simple menus — one choice per line, no clutter.
- Voice typing on the Smart4 — speak instead of type.
- Built-in magnifier — turns the camera into a reading glass.

It is worth knowing that a regular iPhone or Samsung phone also has deep accessibility settings — large text, a built-in magnifier, hearing-aid pairing, and voice typing are all there. The difference is that on a Jitterbug these things are the default and easy to find, while on a regular smartphone you or a family member have to dig into settings and switch them on.

WATCH OUT

If you already own a smartphone and find it hard to use, do not assume you must buy a Jitterbug. Let me spend twenty minutes turning on the accessibility features. Many folks discover their current phone becomes perfectly usable once the text is big and the clutter is gone.

That said, for someone who is truly overwhelmed by a modern phone, the Jitterbug's simplicity is not just a setting — it is the whole design. There is no wall of apps to accidentally open, no notifications piling up, no way to get badly lost. For the right person that calm, boxed-in design is worth more than any single feature.

11. Who Lively Is Right For

The person this phone was built for.

After years of setting up phones for folks all over Portage County, I have a clear picture of who Lively fits. If the person you are shopping for matches most of this list, a Jitterbug is a good, honest choice and I will happily set one up for you.

- Someone who finds a regular smartphone confusing or stressful, not just unfamiliar.
- Someone who mainly wants to call and text family and be reachable.
- Someone living alone where a one-button line to help brings real peace of mind.
- A family that wants the Lively Link app to gently keep watch from a distance.
- Someone who does not want to fuss with settings, app updates, or shopping for plans.

The safety angle is the clincher for many families. If a parent has had a fall, lives alone, or is starting to get confused, the combination of a simple phone, a help button, and an app the kids can check is a genuine comfort. You are buying reassurance as much as a phone, and for the right household that is money well spent.

GOOD TO KNOW

Lively is especially strong for the person who would otherwise have no cell phone at all. A Jitterbug in the pocket, even just for emergencies, is far safer than nothing. For that person, do not overthink it.

If this is your person, my only advice is to buy the phone and the safety package together, set the text and volume right, have the location-sharing conversation as a family, and test the help button once so everyone trusts it. Do those four things and the Jitterbug does exactly what it promises.

12. Who Should Look Elsewhere

When a Jitterbug is the wrong tool.

Just as important is knowing when Lively is not the right call. These phones are simple by design, and that simplicity becomes a wall for some people. If the person matches this list, I would steer you to one of the alternatives in the next two chapters.

- Someone who already uses a smartphone comfortably and just finds it a little hard to see — fix the settings, do not downgrade.
- Someone who wants to use lots of apps, online banking, a good camera, or games.
- A budget-minded person who likes to shop for cheaper plans — the locked phone fights you.
- Someone whose main worry is falls — a dedicated medical alert may serve better than a phone button.
- A snowbird or traveler who may want to switch carriers or use the phone abroad.

The cost is a real factor here. Between the phone, the monthly plan, and the separate safety package, Lively is not cheap once it is all stacked up. A plain phone on a budget carrier can cost a good deal less each month. If money is tight and the safety features would go unused, you may be paying a premium for peace of mind you are not actually collecting.

WATCH OUT

Do not buy Lively for someone who will feel insulted by it. Some folks bristle at a phone that announces it is for seniors. If that is your person, a regular phone set up simply keeps their pride intact and works just as well.

None of this means Lively is bad. It means the fit matters. A great phone for the wrong person ends up in a drawer. Spend five minutes being honest about who will actually hold this phone, and you will land on the right choice.

13. Honest Alternative One — A Plain Phone Plus A Budget Carrier

The setup I build most often instead.

Here is the alternative I set up most often for folks who want simplicity without the lock-in. You buy a regular, unlocked smartphone — a basic Samsung or an older iPhone works fine — and you put it on an affordable budget carrier. Then I set the phone up to be as simple as a Jitterbug using the accessibility features already built in.

The advantages are real. An unlocked phone can move to any carrier, so you are never trapped and you can chase a cheaper plan whenever you like. The monthly bill on a budget carrier is often well below Lively's combined phone-plus-safety cost. And the phone can grow with the person — if they want to try a new app or a better camera later, it is already capable.

- Buy an unlocked phone you own outright — no lock to any carrier.
- Choose a budget carrier that rides on a network strong at the house.
- Turn on large text, high contrast, and the built-in magnifier.
- Simplify the home screen down to just the apps they use.
- Add a free help-button or medical-alert app if safety is a concern.

GOOD TO KNOW

I have a whole separate guide on budget carriers that ride on the same towers as the big three for a fraction of the price. Ask me for it — it pairs perfectly with this approach.

The trade-off is honest, too. This setup needs someone to do the simplifying — that is the part the Jitterbug does for you out of the box. If no family member is handy and you do not want to call me, the Jitterbug's done-for-you simplicity is worth paying for. But if you have a little help, a plain phone set up well gives you most of what Lively offers and keeps your freedom and your money.

14. Honest Alternative Two — Accessibility Plus A Medical Alert

When safety is the real goal.

If the real reason you are looking at Lively is safety — a fall, living alone, a health scare — then it is worth separating the two jobs. The phone's job is to keep you in touch. A dedicated medical alert's job is to get help fast in an emergency. Lively bundles those together, but you do not have to.

A standalone medical alert is often better at the safety job than a phone button. These are the pendants and wristbands you may have seen advertised. The good ones have a real emergency button, automatic fall detection, their own long battery, and some work anywhere, not just at home. Because the device does one thing, it tends to do it very reliably.

- A medical alert pendant — a dedicated button, often with fall detection.
- Paired with a regular phone the person already likes, set up simply.
- The alert company monitors around the clock, like Lively's agents do.
- The phone stays a phone; the alert stays an alert. Each does its job well.

WATCH OUT

No button, pendant or phone, replaces 911. These devices get help coming and keep someone on the line, which matters enormously when you are alone and frightened. But for chest pain, serious injury, or fire, dial 911 directly and let the device be the backup.

This split approach can cost more than you would guess once you add it up, so it is not automatically cheaper than Lively. But it is often better where it counts. If falls are the genuine fear, do not settle for a phone button alone — look hard at a proper fall-detecting alert, and keep the phone separate and simple. I am glad to help you compare the two honestly.

15. The Safety, Honestly — What It Does And Doesn't Do

Clear expectations keep everyone safe.

I want to be very plain about what Lively's safety features can and cannot do, because fuzzy expectations are dangerous. The Urgent Response button connects you to a trained agent who can assess the situation, stay with you on the line, call a family member, and summon emergency services. That is genuinely valuable and I do not want to undersell it.

What it is not is a medical device or a substitute for emergency care. The agent cannot treat you. They cannot diagnose you. In a clear emergency their job is to get 911 to you quickly, which you can also do yourself by dialing 911 directly. The button's real gift is for the uncertain moments and for people who might freeze or fumble a phone in a crisis.

WATCH OUT

If you are ever unsure whether something is an emergency, treat it as one and call 911. Do not talk yourself out of help to avoid being a bother. That is the single most important sentence in this guide.

A few honest limits worth knowing. The safety features need the phone to have signal and battery. A dead phone helps no one, so charging it nightly is part of the safety plan, not optional. If the person wanders outside cell coverage, the button cannot reach an agent. And the nurse line on the top tier gives general health guidance, not a prescription or a diagnosis — think of it as a knowledgeable friend, not your doctor.

Used with clear eyes, the safety package is a real comfort. The danger is only in over-trusting it — in skipping a doctor visit or a 911 call because the button feels like enough. It is a net, not a cure. Keep that framing and it serves you well.

16. The Costs That Stack Up

Adding the pieces together before you buy.

Let me put the money picture together plainly, in words, so there are no surprises. There are three separate costs with Lively, and the ads tend to show you only the first one. Add all three before you decide.

- The phone itself — a one-time cost, modest for the Flip2, a bit more for the Smart4.
- The monthly phone plan — talk, text, and data, billed every month.
- The monthly safety package — Urgent Response, the family app, the nurse line, billed on top.
- A small activation fee and taxes, as with any carrier.

The piece people miss is that the safety package can cost about as much as the phone plan itself, sometimes more on the top tier. So the monthly total is roughly the phone plan doubled once you add safety. That is not outrageous for what you get, but it is well above a bare-bones budget phone plan, which can run under a third of it with no safety frills.

WATCH OUT

Decide which safety tier you will truly use before you buy. If nobody will ever call the nurse line, do not pay for the tier that includes it. Match the package to real life, not to the fear that sells the top tier.

One more honest note. Lively's prices move around, and they run promotions, so I am keeping figures general here on purpose. Before you sign up, write down the three numbers — phone, plan, safety — add them, and multiply the two monthly ones by twelve. Seeing the yearly cost in black and white is the best way to decide whether the peace of mind is worth it for your household. If you want a second set of eyes on that math, that is exactly what I am here for.

17. Privacy And Your Family's Access

Who can see what, and keeping it respectful.

Because Lively is built for families to help each other, it is worth a plain word about privacy. When the Lively Link app is set up, a family member can see the phone's location and some activity. That is a feature, not a bug, but it only works well when the person carrying the phone knows and agrees to it.

I always recommend making this an open, out-loud agreement. Sit down together and decide who gets access, what they can see, and why. A parent who agreed to location sharing feels looked after. A parent who discovers it was switched on behind their back feels spied on, and that resentment can sour the whole arrangement.

- Decide together who installs the Lively Link app.
- Be clear about what the family member can see — location, battery, activity.
- Keep the Lively account login secure, with a password the person trusts.
- Revisit the arrangement if circumstances change.

GOOD TO KNOW

Lively is a reputable company and handles health and location data under real privacy rules. The bigger privacy question is usually within the family, not with the company — it is about dignity and consent at home.

There is also the matter of scam protection, which applies to any senior's phone. Simple phones are not immune to robocalls and text scams. Teach the person never to give out account passwords, Social Security numbers, or bank details over the phone, no matter

who the caller claims to be. Lively's agents will never ask for those in an odd way. If a call feels wrong, hang up and call me or a family member. We cover scams in more depth in my other guides, and I am always glad to walk through a suspicious message with you.

18. Common Mistakes And Traps People Fall Into

The ones I see go wrong — all avoidable.

After setting up a lot of these phones, the same handful of mistakes come up again and again. None of them are dealbreakers if you know about them in advance.

- Buying the phone and forgetting the safety package, then wondering why the help button just dials 911 — the button's full power needs the paid package.
- Assuming the Jitterbug can move to a cheaper carrier later. It cannot. The phone is locked to Lively.
- Canceling the old carrier before porting the number, and losing the number for good.
- Buying the top safety tier for the nurse line, then never using it. Match the tier to real life.
- Not charging the phone nightly, so the safety features are dead when needed.
- Buying a simple phone for someone who was perfectly fine once their current phone's text was enlarged.

WATCH OUT

The number-porting rule is the one that hurts most. Never cancel your old line first. Let the new carrier pull the number over — that is what closes the old line. Cancel early and the number can be gone permanently.

There is also a quieter trap: buying out of fear. A health scare sends a family rushing to buy the most expensive safety bundle, and six months later nobody uses half of it. There is nothing wrong with taking a week to decide. The phone will still be there, and you will choose better with a clear head.

WATCH OUT

If you have already fallen into one of these, do not panic. Most are fixable with one phone call to Lively or to the old carrier. It just goes faster with someone who has untangled it before. That is a quick call to me.

Get these six right and the Jitterbug experience is smooth. Miss them and you end up frustrated with a good phone for the wrong reasons.

19. Questions I Get Asked About Lively

Straight answers to the common ones.

Here are the questions folks ask me most often about Lively and the Jitterbug phones, with honest answers.

Does the Jitterbug work in Portage County? Yes. It runs on Verizon's network, which is strong across most of the county. Test the signal where the phone will actually live, especially if the home is rural.

Can I keep my current phone number? Yes. Your number is yours. When you sign up, let Lively bring the number over rather than canceling your old line first.

Is the help button the same as a Life Alert necklace? Not exactly. It is a button on the phone that reaches a trained agent. For fall detection and a wearable pendant, you need the add-on wearable, and a dedicated medical alert may do that job better.

Can my kids see where I am? Only if you set up the Lively Link app together and you agree to it. It is meant to be a shared decision, not something done behind your back.

Is it cheaper than my regular phone? Usually not, once you add the safety package. A bare budget phone plan can cost much less. You are paying extra for the simplicity and the safety net.

Can I take the phone to a cheaper carrier later? No. The phone is locked to Lively. If keeping your options open matters to you, buy an unlocked phone instead.

Do I really need the nurse line? Only if you will use it. It offers general health guidance, not a diagnosis or prescription. Skip the tier that includes it if it would sit unused.

GOOD TO KNOW

If your question is not here, call me. I would rather answer a ten-minute question for free than have you spend money on the wrong phone.

20. Working With Bill — Your Support Plan

A real person, right here in Portage County.

I am Bill, and I have been fixing and setting up technology for folks for more than thirty years. Phones, computers, televisions, the works. I come to your home, sit at your kitchen table, and explain things in plain English without making you feel foolish for asking. That is the whole job, and I love it.

A home visit is a flat ninety-nine dollars. No hourly meter running, no surprise charges. Whether it takes me twenty minutes or two hours to set up your Jitterbug, load your contacts, and test the help button, the price is the same. And if the same problem comes back within thirty days, I come back free to make it right. That is my come-back-free guarantee.

- Flat ninety-nine dollars for an in-home visit — no hourly surprises.
- Thirty-day come-back-free guarantee on the same issue.
- More than thirty years of experience, explained in plain English.
- Local — right here serving Portage County, Ohio.

The number is (330) 200-8042. Call or text any time. If you reach me after hours, you will talk to Sophie, my friendly AI helper who answers the phone when I am on a job or asleep. Sophie takes down your name, number, and what you need, and texts it straight to me so I can call you back. She is a real help for making sure nothing falls through the cracks.

GOOD TO KNOW

If I have helped you and you are happy, the kindest thing you can do is leave a quick review at g.page/r/CSFv0jbCfFINEAE/review. It helps other folks in the county find me, and it means a great deal to a local one-person business like mine.

Whether you go with a Jitterbug or one of the alternatives in this guide, I am glad to help you set it up right the first time. There is no such thing as a silly question here.

21. Your Notes

A page just for your details.

Every setup is a little different. Here is where I write down the specifics for your phone, so you have them all in one place. I will fill this in before I leave, and you can keep this page by the phone.

- Phone model (Flip2 or Smart4): _____
- Phone number: _____
- Lively account email: _____
- Account PIN or password hint: _____
- Safety package tier chosen: _____
- Urgent Response tested on (date): _____
- Lively Link set up for (family member): _____
- Monthly cost, all in (plan plus safety): _____
- Port-in date, if moving a number: _____
- Things to revisit later: _____

GOOD TO KNOW

Keep this page somewhere you will find it — inside a kitchen drawer or taped inside a cabinet door. When something comes up, having these details handy saves a lot of time on the phone.

Bill Davis, Owner, Bill's Home Tech. Serving Portage County, Ohio. (330) 200-8042.
bill@billshometech.com. If anything here does not match what you see on your phone or your bill, that is on me — call and we will sort it out together.

AT A GLANCE

A Picture to Follow Along

Three Simple Choices

Two Jitterbugs and a plain phone



Pick the one that fits the person, not the ad.

Illustration — layout and details vary by model. Check your own device.

AT A GLANCE

A Second Look

Two Separate Bills

The phone plan and the safety package



The safety features cost extra every month.

Illustration — layout and details vary by model. Check your own device.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: billshometech.com/book · bill@billshometech.com

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.