

Guardian

SAFETY PENDANTS

MEDIFONE

Quick Start User Guide



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Download the full User Guide by scanning this image with a QR Code Reader or call the office on (08) 6336 9448.



Your Device

1. Speaker
2. Microphone
3. Speed-dial button
4. On/Off button
5. LED Screen
6. SOS button



Acquiring Location

To know where the device is, text **123456F** to the MediFone's phone number. It will automatically respond with a link to Google Maps. Example return texts will read:

GPS OK! Date: dd/mm/yy Time: (24 hour time)Speed: km/h

Battery Level: % maps.google.com/maps?q=xxx

(Current Location)

NO GPS Fix Date: dd/mm/yy Time: (24 hour time)Speed: km/h

Battery Level: % maps.google.com/maps?q=xxx

(Last Known Location. This is sometimes given when the device is indoors or in areas with poor GPS signal.)

Procedures

Turning the Device On/Off

Press and hold the On/Off Button (image 1) until the device beeps, then release the button. Alternately, when the MediFone is placed into the charging cradle, it will automatically switch on.



1.

Charging the Device

Connect the smaller end of the charging cable (image 2) to the port at the back of the cradle (image 3), and the larger end of the charging Cable (image 2) to the Power Adapter (image 4).



2.



3.

Lie the MediFone flat onto the cradle. (image 5). You will see a small lightning bolt appear over the battery



4.

Speed Dial Emergency Contacts

Press and hold the top Button until it beeps. The screen will display the list of emergency contacts (image 6). Use both side buttons to scroll up and down the list until the contact you wish to call is highlighted. Briefly press the SOS button to call that individual contact. They will not receive a GPS link and no one else will be called.



5.



6.

Procedures

Testing the SOS Button

- Family Monitored:** Inform the contacts of the test.
Professionally Monitored: Move to step 2.
- Press and hold the SOS button until it vibrates and beeps.
- Family Monitored:** A call will be made to Contact Number 1.
Professionally Monitored: The Monitoring Company will receive an alert and call the MediFone within a few moments. The MediFone is set to auto-answer so you do not need to press anything to receive the call. Move to step 5.
- The contact must press 1 on their phone keypad within 30 seconds of answering. This will stop the MediFone from hanging up and calling the next contact.
- Family Monitored:** After the call is connected, confirm both parties can hear each other.
Professionally Monitored: Confirm you can hear each other and let them know you're performing a test.
- Either party can end the call but when testing, the pendant user should hang up with a short press of the SOS button.

It is recommended to test the MediFone every 1-3 months.

Procedures

Testing the Fall Detection

- Family Monitored:** Inform contacts of the test.
Professionally Monitored: Move to step 2.
- Drop the MediFone from chest height over a soft area. The MediFone will begin beeping, informing the user that a fall has been detected.
- Cancel by pressing and holding the SOS button until the beeping stops and the screen displays 'Fall Cancelled'.
- Repeat step 2 but do NOT press SOS to cancel. The emergency sequence will begin shortly after the MediFone stops beeping. Following this, move to step 5.
- Family Monitored:** A call will be made to Contact Number 1.
Professionally Monitored: The Monitoring Company will receive an alert and call the MediFone within a few moments. The MediFone is set to auto-answer so you do not need to press anything to receive the call. Move to step 7.
- The contact must press 1 on their phone keypad within 30 seconds of answering. This will stop the MediFone from hanging up and calling the next contact.
- Family Monitored:** After the call is connected, confirm both parties can hear each other.
Professionally Monitored: Confirm you can hear each other and let them know you're performing a test.
- Either party can end the call but when testing, the pendant user should hang up with a short press of the SOS button.

FAQ

Question	Answer
What should the emergency contacts do if they are called? (not relevant if professionally monitored)	They will be prompted to, "Press 1 on your phone keypad to continue." Then listen to provide help as needed.
What should I do if the alarm activates accidentally?	Press and hold the SOS button to cancel the alarm. The screen will show 'SOS Cancelled' or 'Fall Cancelled' accordingly.
How do I request phone number changes or other adjustments?	Your lifetime support includes this. Just call us on 08 6336 9448.
Why is the GPS not working?	GPS requires a straight line view of the sky. Take the MediFone outside for 2-3 minutes and retry acquiring location (see page 2).
Why is the device not charging?	Confirm the MediFone is laying in the Charging Cradle with the screen facing upwards (refer to page 3). If any of the connection points on the MediFone become dirty or discoloured, order Guardian's special cleaning kit.
Why didn't Fall Detection sound after a fall?	Due to the varied nature of falls, some falls may not register. We can adjust the sensitivity if necessary. However, in the event of a fall, do not wait for the Fall Alert alarm sound but press and hold the SOS button if you are conscious.

Thank you for choosing
Guardian Safety Pendants!



G u a r d i a n
S A F E T Y P E N D A N T S

*New Technology, Old Fashioned Service
Where You're Treated Like Family*

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