



Guardian

SAFETY PENDANTS

MEDIFONE

User Guide



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Your Device

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



Turning the Device On/Off

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

Charging the Battery

- Connect the smaller end of the charging cable to the port at the back of the cradle (top right image), and the larger end of the charging cable to the Power Adapter (bottom right image).
- Lie the MediFone flat onto the cradle. You will see a small lightning bolt appear over the battery % bar



Default Programming

Your device comes with automatic fall detection, whitelisting (blocks unknown callers), and automatic answering turned on. If you would like any of these features changed, please call us on 08 6336 9448.



Product Features

Feature	Description
One Touch Operation	Press and hold the SOS button (for 2-3 seconds) until vibration is felt. The same button also cancels an alert, cancels fall detection, and ends a call.
Fall Detection	Automatically notifies contacts if a fall is detected.
Cancelling the SOS/ Fall Alert	Press and hold the SOS button to stop the calls/texts from occurring.
Speed Dial up to 8 Contacts (family monitored only)	Press the Top Side button for 2-3 seconds to see contacts' names. Scroll down by pressing the Bottom Side button or scroll up by pressing the Top Side button. Call the selected contact by pressing the SOS button.
Volume Control	During a call, press the Top Side button to increase the volume or the Side Bottom button to decrease the volume.
Realtime GPS Location	Shows your location to your contacts using Google Maps
3G or 4G	The MediFone will find the strongest available network. Works indoors and outside, wherever a mobile phone works.
Water Resistant	Fine in any weather, but if you want to wear it while showering, we recommend the Guardian Shower Bag.
Auto Answer	Incoming calls are automatically answered (the default) OR the device can be made to manually answer by pressing the SOS button.
Battery Charging Indicator	On the screen, a small lightning bolt appears over the battery indicating it is charging when placed in the cradle. Please charge the MediFone daily.

Emergencies/Phone Calls

In an emergency:



In an emergency, press and hold the SOS button for 3 seconds and release when you feel it vibrate. The screen will display "SOS". A call will first be made to Contact #1. That person will be instructed to press 1 on their phone keypad.

If Contact #1 presses this button, the MediFone will not call anyone else and there will be no time limit in their conversation with the user. If the contact does not respond to the instruction, the call will disconnect in 30 seconds and the next contact will be called; and so on until someone answers. Whoever first responds to the emergency call will receive a text message with a link to Google Maps showing the user's location. The MediFone user can hang up/end the call sequence at any time by pressing the SOS button.

When calling any of the 8 emergency contacts:



Press the Top Side Button for 2-3 seconds to see the contacts' names. Scroll down by pressing the Bottom Side Button or scroll up by pressing the Top Side Button. Call the selected contact by pressing the SOS Button briefly. When the person you want to call is highlighted, press the SOS button to call that person. The screen will then show "Call out (name of the contact you selected)", for example "Call out Mary".

Hanging up:

To end the phone call, briefly press the SOS button. Hanging up during an emergency sequence will stop the MediFone from calling the other emergency contacts.



Receiving calls:

Calls can be received on your MediFone from any number. It will ring once then automatically answer.



Testing Your Device

Performing the Test

1. **Family Monitored:** Inform the contacts of the test.
Professionally Monitored: Move to step 2.
2. Press and hold the SOS button until it vibrates and beeps.
3. **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.
4. 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.
5. **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.
6. Either party can end the call but when testing, the pendant user should hang up with a short press of the 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.)

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



Fall Detection

Automatic fall detection will measure the pendant's orientation and impact with a surface. Generally, the device needs to drop at least 100cm to activate.

If the MediFone senses that the User may have fallen, it will beep and the screen will say 'Fall Detected'. Cancel by pressing and holding the SOS button. The screen will show 'Fall Alert Cancelled'.

DO NOT throw the device.

It is NOT recommended to test the fall alert function when the device is worn. If fall detection is on and you want to hear what happens when a fall alert is triggered, hold the device at CHEST HEIGHT over a soft surface (e.g. a carpeted area) and drop it. The beeps will be heard after a brief delay .

The Fall Detection works best when the MediFone is worn on a lanyard. Most of the time, when someone falls, they are not unconscious. While this may happen, it is always best to press the SOS button in the event of a fall to be assured that the emergency contacts are notified.

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It's easy to turn fall detection off or on. Call us and we'll make the change for you.

NOTE: Fall detection is NOT 100% accurate; false alarms may occur. It's also possible that a fall may not be detected.

Troubleshooting

Issue	Commonly Known Causes	Potential Solutions
Emergency Contacts pressed 1 after answering but the call stops	Pressing 1 on the phone keypad before or during the voice prompt.	After answering, the voice prompt must finish the sentence before pressing 1.
False SOS alert or unwanted activation occurred	The SOS button may have been accidentally pressed or leaned on.	If you hear or see 'SOS' on the screen, firmly press and hold the SOS button to stop calls and the text from being sent. 'SOS Cancelled' should appear on the screen.
Fall Detection was activated by mistake	The MediFone may trigger the fall alert when it senses what may have been a fall. If the fall alert warning sound is easily activated by accident, it's likely that a setting adjustment is needed.	If fall detection beeps are heard, firmly press and hold the SOS button to stop calls and the text from being sent. 'Fall Alert Cancelled' should appear on the screen.
User fell but Fall Detection did not activate	The MediFone's fall detection triggers only when certain criteria of its sequential algorithm is met.	Fall Detection activates when a specific sequence of events occurs. It's easy to adjust the sensitivity setting. Feel free to call us for an adjustment, however be aware that regardless of sensitivity setting, not all falls automatically trigger the alarm.
GPS location is incorrect on Google maps	<ol style="list-style-type: none"> 1. GPS was not in 'search mode' at the time of activation. 2. User is likely indoors. 	<ol style="list-style-type: none"> 1. The GPS can be set to be on all the time. 2. With the sky overhead, turn the device off and on. Wait 2 minutes then request the location again.
The device does not seem to be charging	<ol style="list-style-type: none"> 1. Power may not be getting to cradle. 2. The unit may not have been put into the cradle with the screen side up. 	If there is no lightning symbol over the unit's battery icon, confirm power is on and the cord between the plug and cradle is firmly connected.



Safety Precautions

This Guardian Safety Pendant (GSP) is reliant on the cell phone service provider's network coverage to make phone calls, to send SMS text messages and to transmit information regarding GPS positioning. These services may vary between providers and locations throughout the world. GPS location is often not available when the Guardian MediFone is inside a building. Also, outdoor location performance can sometimes deliver inaccurate coordinates if the device is unable to get a fix on a minimum number of satellites. The accuracy of GPS positioning is determined by having a clear line of sight to the available satellites.

It is highly recommended that the user test their unit every 1-3 months by pressing and holding the SOS button. Warn contacts first. It is the user's responsibility to assure that their phone service provider is notified before their credit or debit card expires or if credit needs to be added to the SIM card used in their Guardian Safety Pendant.

KEY POINTS

- It is NOT RECOMMENDED to wear with the lanyard while sleeping.
- Care must be taken with the MediFone while showering because soap or shampoo can infiltrate and damage the electronics. We recommend using a Guardian Shower Bag which will eliminate the possibility that chemicals used while bathing could disable your MediFone and void its Warranty.
- Switch off your MediFone when instructed to turn off all mobile phones on commercial aircraft.
- Avoid using a damaged power cable. This may cause overheating or a potential fire hazard.
- Never use any chemical or detergent to clean the MediFone. This may erode its surface.
- In order to eliminate the risk of electric shock, do not touch the ends of the power cable, charging plug or the metal parts on the inside of the charging cradle with wet or damp hands.
- Avoid direct prolonged exposure to sunlight and high temperatures to negate the potential of over-heating the battery, which may cause damage.
- A pacemaker and any personal alarm should always be separated by at least 15 centimetres. Your GSP can be worn with a longer lanyard, on a wrist strap or belt pouch. Visit your GP for specific advice.



Terms and Conditions

Operation of the MediFone is the sole responsibility of the User. It is the User's exclusive responsibility to test all functions and ensure the equipment is in good working condition. Guardian Safety Pendants Pty Ltd (GSP Pty Ltd) is not responsible for misuse or improper operation of the unit. Before using, test the MediFone to determine the effectiveness of the unit's operation at the location(s) where it will be used. Failing to test the unit may mean the user is at risk of not receiving necessary medical attention. The information in this User Guide is not a substitute for advice from medical or health professionals.

GSP Pty Ltd is not responsible for the reliability or quality of the cell phone service with which its products are used. It is the User's sole responsibility to determine where the MediFone will operate. It is understood by both User and Purchaser that any signals transmitted are totally beyond the control of GSP Pty Ltd. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by GSP Pty Ltd.

Furthermore, GSP Pty Ltd cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by GSP Pty Ltd that fails to transmit signals from the unit to User's emergency contacts.

User and Purchaser both understand and acknowledge that the MediFone requires AC power and Cell Phone Service. It is User's responsibility to provide electrical service in order for the MediFone to recharge and function.

GSP Pty Ltd neither warrants nor represents that the MediFone will prevent any damage, injury, or loss to either person or property, or that the MediFone will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that GSP Pty Ltd is not an insurer, and that the User assumes any and all risk of loss or injury to the User's property or person. No representation or warranties express or implied are made by GSP Pty Ltd other than those expressed herein.

GSP Pty Ltd warrants this product and all parts, thereof, only to the original purchaser to be free from defective materials and workmanship from the date of the original purchase for the period of one year. If your product is found to be defective within the warranty period, GSP Pty Ltd will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Parts used for replacement are warranted only for the remainder of the Warranty Period. If your product is found to be defective, please contact the business you purchased your product from for warranty repair instructions.

Legal Disclaimer

The MediFone is designed for communication. GSP Pty Ltd and/or its distributors assumes no responsibility for the accuracy, reliability, or completeness of the information of its products or services, whether express or implied. To the maximum extent permissible by applicable law, GSP Pty Ltd and/or its distributors shall in no event be liable for any direct, indirect, punitive, personal injury or death, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use arising out of or in any way connected with the use or performance of the GSP Pty Ltd and/or the phone service providers used in conjunction with GSP Pty Ltd. If you are dissatisfied with the GSP Pty Ltd and/or any related services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the product.

Warranty

The MediFone is warranted for 1 year from the date of purchase when used under normal conditions and appropriately cared for and maintained. At the discretion of GSP Pty Ltd, repair or replacement may include new and/or refurbished parts to at least the value of the replaced unit.

The warranty does not apply if there is:

- Evidence of water infiltration;
- Damage to the recharge insertion point due to the charging cord being forcibly and/or incorrectly inserted and/or recklessly removed;
- Damage caused by accident, abuse ,misuse ,flood, fire, earthquake.

Use of the MediFone indicates that you have read, understood and you agree to the conditions as stated in the Disclaimer & Warranty Policy.

Return / Refund Policy - 30 Day Guarantee

If for any reason you are not happy with your purchase you can return it to us and receive a full refund minus the cost of SIM card credit, postage and programming (\$50) or if you prefer you can exchange it for another model of the same value. Exceptions apply under extreme circumstances. Call your local support office for additional information.

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