Legal Disclaimer

The MediFone is designed for communication and GPS tracking. 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 product.

Warranty

The MediFone is warrantied 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 or earthquake.

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

MEDIFONE

User Guide

CONTENTS

Your Device

Screen Showing:
– Date
– Time
– Battery Percentage
– Phone Network (3G, 4G)

(More Info on pg 5)

SOS Button/ Hang Up Phone Call/ Select Speed Dial/ Answer Incoming Calls

Speed Dial Contacts/ Volume Up

Power On and Off/ Volume Down

TURNING THE DEVICE ON/OFF

To turn on the device:

Press and hold the Bottom Side Button for 2-3 seconds. The unit will vibrate briefly and beep.
"GSM Init Now" will appear on screen

To turn off the device:

Press and hold the Bottom Side Button for 4 seconds. The unit will vibrate and beep. "POWER OFF NOW" is momentarily shown on the screen.

CHARGING THE BATTERY

• Connect the smaller end of the charging cable to the port at the back of the cradle, and the larger end of the charging cable to the Power Adapter.

• Lie the MediFone flat onto the cradle.

• You will see a small lightning bolt appear over the battery % bar

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 where 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 warrantied 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.

Safety Precautions

The MediFone 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 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 the availability of unobstructed line of sight to the available satellites.

It is highly recommended that the user periodically test their unit every 1-3 months by pressing 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 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 it's 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.

Product Features

FEATURE	DESCRIPTION
Emergency Operation	Press the big (SOS) button for 2-3 seconds to call/text your emergency contacts.
Fall Detection	Automatically notifies contacts if a fall is detected (pg 7)
Cancelling the SOS/ Fall Alert	Press and hold the SOS Button to stop the calls/texts from occurring.
Speed-dial any of 8 Contacts	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 Bottom Side Button to decrease the volume
Realtime GPS Location	MapsShows your location to your contacts using Google
3G&4G	The MediFone will find the strongest available network. Works indoors and outside, wherever a mobile phone works.
Water resistant (IP65)	Water may be splashed on it. The MediFone is showerproof but NOT chemical proof. Care must be taken while showering. (see page 10 under KEY POINTS)
Blocking unknown numbers	The MediFone can be made to receive calls from anyone (the default) OR only from the Emergency Contacts.
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	An image of a battery will appear on the device's screen indicating it is charging when placed in the cradle. Please charge the MediFone daily.

Calls

In an emergency:

In an emergency, press 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. The contact will hear a message to press button 1 on their 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. After the call, they will receive a text message with a link to Google Maps identifying the location of the user. This occurs whether the contact presses on on their keypad or not. The MediFone user can hang up/end the call sequence 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. 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:

If you want to end the phone call at any time, press the SOS button just once briefly (DON'T hold it down). 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.

Troubleshooting

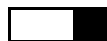| ISSUE	COMMONLY KNOWN CAUSES	POTENTIAL SOLUTION
Emergency Contacts press 1 after answering but the call stops	The MediFone takes a couple seconds after you answer to register that the phone call has connected.	After answering, wait until the voice prompt finishes the sentence instructing you to press 1, and then press 1 on your keypad.
False SOS alert or unwanted activation occurred	User accidentally pressed the SOS button when leaning against something, holding an object up to the chest or was trying to turn device off and did so incorrectly.	When you hear the SOS sound, press and hold the SOS Button. This will cancel the calls and texts from being sent. The screen should read "SOS Cancelled".
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. Refer to page 8.	When you hear the fall detection sound, press and hold the SOS Button . This will cancel the calls and texts from being sent. The screen should read "Fall Alert Cancelled".
User fell but Fall Detection did not activate	The MediFone's fall detection triggers only when certain criteria of its sequential algorithm is met. The technology is inherently accurate approximately 90% of the time.	The sensitivity of the fall detection can be changed - refer to page 8 in this guide or simply call us. By wearing the device closer to your body, the device can better pick up a fall.
GPS location is incorrect on Google map	1. GPS was not in 'search mode' at the time of activation 2. GPS could not see the satellites at the time (e.g. in a rural area) 3. User is likely indoors	GPS works best outside where there is a direct line to the satellites. If greater GPS consistency is needed, the GPS can be set to be on all the time.
The device does not seem to be charging	Device isn't being placed in the charging cradle properly. The battery shows on the screen when charging.	Ensure cradle red light is lit and the MediFone is displaying the battery charging symbol.

Useful Codes

By sending the following 'codes' in a text message to the MediFone, you can make the following changes or receive important information.

Note: You must use the PASSWORD before sending any code, which is 123456. For example, send the text code 123456F to locate the device.

CODE	RESPONSE
F LOCATING DEVICE	Click the link on the incoming text to open Google Maps and see the user's location. An example return text will read: GPS OK! Date: dd/mm/yy Time: (24 hour time)Speed: km/h Battery Level: % maps.google.com/maps?q=xxx
KLxxx FALL DETECTION	The default is that Fall Detection is on and set at sensitivity 050. (KL001 = least sensitive, KL255 = most sensitive) Sensitivity can be adjusted by replacing xxx with any number from 001 – 255. For example, text: KL060 To turn off Fall Detection, text: KL000
L5,xx:xx DAILY ALARM	Use this code to set a daily alarm. Replace xx:xx with a time of day using 24 hour time. For example, for the alarm to be at 9:30am, text: L5,09:30 For the alarm to be at 9:30pm, text: L5,21:30
Q2,x WHITELISTING	Whitelisting means only the emergency contacts can call the MediFone. Replacing x with 0 turns on whitelist (only contacts can call); 1 turns off whitelist (anyone can call) For example, to allow anyone to call the MediFone (whitelisting off), text: Q2,1
Q3,x AUTO-ANSWER	Auto answer means the MediFone will ring once when called and then automatically answer. Replacing x with 0 turns on auto answer (which is the default setting); 1 turns off auto answer. If auto answer is switched off, then the user must press the SOS Button to answer the call

LED Indicators

GPS Active

Battery Percentage

Phone Network and Reception

Current Date

Current Time
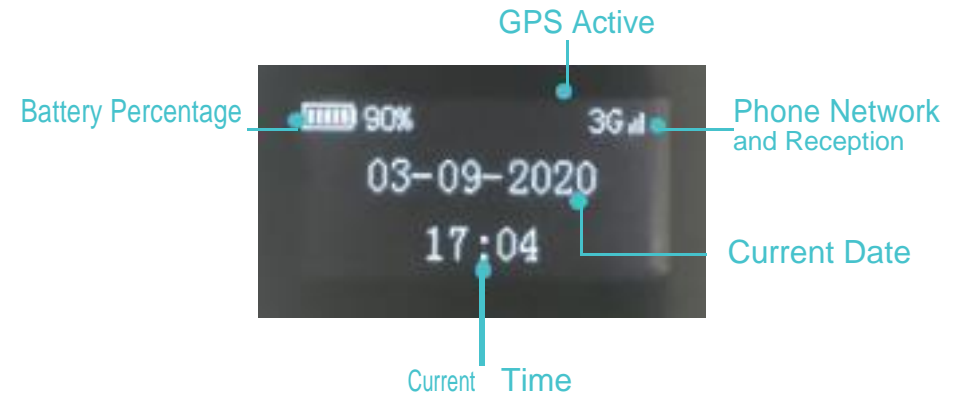
SCREEN	WHAT IT MEANS
GSM Init Now	This means that the Pendant is beginning it's boot up sequence. Once the percentage shown at the bottom of the screen reaches 100% it will proceed to the home screen
SOS	This means that the SOS button has been pressed and the MediFone is getting ready to call the emergency contacts.
Fall Alert	This means that the MediFone has detected a fall and is getting ready to call the emergency contacts.
Battery Symbol	This shows the battery is charging. When the symbol is full and not flashing the battery has been fully charged.
The Contacts List	This shows the emergency contacts that are programmed into the MediFone. You can scroll through these by pressing the side buttons. Press the SOS button to then call the selected contact as a normal phone call. see page 4 for more details.

Testing your Device

Performing the Test

1. Inform the emergency contacts that the unit is being tested.

2. Press and hold the SOS button for 2-3 seconds until 'SOS" is shown on the screen and it vibrates and beeps.

3. Texts will be sent to your emergency contacts after each call letting them know you need help, providing a Google Maps link to your location.

4. Contact #1 will be called first. After answering, confirm both parties can hear each other.

5. The contact must press 1 on their keypad within 30 seconds after answering their phone. This tells the MediFone that a real person has answered instead of a machine, eliminates the time limit on the call, and ceases calls to the other contacts. The MediFone will proceed to call the next contact if number 1 isn't pressed by the emergency contact.

Fall Detection

Automatic fall detection will measure your orientation and impact with a surface. Generally, the MediFone must drop at least 100cm, then stop suddenly to activate. If the unit senses what may have been a fall, it will beep several times. During this warning period, you may cancel the Fall Alert before the call sequence begins. To cancel the alarm, firmly press and hold the SOS Button until the screen displays "Fall Alert Cancelled".

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It's easy to turn fall detection off or on. Refer to the Useful Codes (pg 8) or call us and we'll make the change for you. It is NOT recommended that you test the fall alert function while wearing the device.

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 the device. Beeping will sound almost immediately. When the beeps are heard, firmly press the SOS Button to cancel the calls and texts before they're sent.

DO NOT throw the device.

The fall alert works best when the MediFone is worn on a lanyard. Most of the time when someone falls they are not unconscious. If you are conscious, don't wait for the beeps to be heard. Press and hold the SOS button to be assured that your emergency contacts are notified.

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