



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

# MediFone

## User Guide



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# What's in the Box

1) **MediFone** with pre-installed rechargeable battery (charge daily)



5) 1x Charging Cradle



2) 1x Wall Power Adapter



3) 1x Charging Cable



4) 1x Black Lanyard (lanyard may look different from the ones shown here)



# MediFone Product Features

Feature	Description
<b>Emergency Operation</b>	Press the big (SOS) button for 2-3 seconds to call/text your emergency contacts.
<b>Fall Detection</b>	Automatically notifies contacts if a fall is detected (pg 7)
<b>Cancelling the SOS/Fall Alert</b>	<b><u>Press and hold the SOS Button</u></b> to stop the calls/texts from occurring.
<b>Speed-dial any of 8 Contacts</b>	Press the <b>Top</b> Side Button for 2-3 seconds to see contacts' names. Scroll down by pressing the <b>Bottom</b> Side Button or scroll up by pressing the <b>Top</b> Side Button. Call the selected contact by pressing the SOS Button.
<b>Volume Control</b>	During a call, press the Top Side Button to increase the volume or the Bottom Side Button to decrease the volume.
<b>Size and Weight</b>	65mm x 48mm x 19mm; 56grams
<b>Realtime GPS Location</b>	Shows your location to your contacts using Google Maps.
<b>3G &amp; 4G</b>	The <b>MediFone</b> will find the strongest available network. Works indoors and outside, wherever a mobile phone works.
<b>Water resistant (IP67)</b>	Water may be splashed on it. <b>The MediFone is showerproof but <u>NOT</u> chemical proof. Care must be taken while showering. (see page 10 under KEY POINTS)</b>
<b>Blocking unknown numbers</b>	The <b>MediFone</b> can be made to receive calls from anyone (the default) OR only from those who are listed as contacts.
<b>Auto Answer</b>	Incoming calls are automatically answered (the default) OR the device can be made to manually answer with the press of a button.
<b>Battery Charging Indicator</b>	An image of a battery will appear on the device's screen indicating it is charging when placed in the cradle. <b>Please charge the MediFone daily.</b>

# Your Device

Screen showing:

- Date
- Time
- Battery Percentage
- Cell Network (3G/4G)



Speed-dial Contacts/  
Volume Up

Power On & Off/  
Volume Down

SOS Button/  
Hang Up Phone Call/  
Select Speed-dial Contact/  
Answer Incoming Calls

## 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.
- An image of a battery will appear on the **MediFone**'s screen indicating it is charging.

## 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. The word "Guardian" will appear on the screen followed by "GSM Init Now" until it's finished powering on.



**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.

# Emergencies / Phone 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.

**Note:** Emergency Contacts should wait a few seconds after answering to press 1 as the **MediFone** sometimes takes a few seconds to complete the connection.

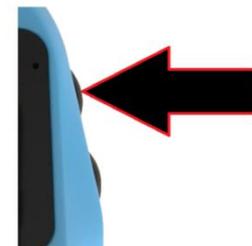
If an emergency contact presses 1, the **MediFone** will not call anyone else and there will be no time limit in their conversation with the user. After the call, they will receive a text message with a link to Google Maps identifying the location of the user (but only if the Contact has pressed one on their keypad). The **MediFone** user can hang up/end the call sequence by pressing the SOS button.

By default, the **MediFone** calls up to 8 contacts just once. If you wish for the **MediFone** to keep attempting to call contacts until someone answers, please call us so we can program this remotely.

**Note:** this feature is only available for **MediFone**'s with less than 8 emergency contacts.

## 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 (default setting)

Calls can be received on your **MediFone** from any number. It will ring once then automatically answer. If you have elected for manual answer, do so by pressing the SOS Button.

# Testing Your Device

It's recommended to test the ProTec every 1-3 months.

Periodically check the credit on the SIM card, topping it up when it drops below \$3.00 or before \*expiry date.

**\*Guardian SIMs do not need to be checked, we manage it for you.**

## **Before Performing the Test**

This Guardian Safety Pendant has been programmed and is ready to use. Please read the 'Quick Start User Guide' to become familiar with the unit.

## **Performing the Test**

1. Inform the emergency contacts that the unit is being tested.
2. Press and hold the emergency button for 2-3 seconds until it vibrates and beeps.
3. Contact #1 will be called first. After answering, confirm both parties can hear each other.
4. The contact must press 1 on their keypad within 30 seconds after answering the call after hearing the voice prompt. This prevents the unit from hanging up and calling the next contact.
5. Whoever successfully answers the call will receive a text message showing the User's location.

Note: Failing to press 1 (e.g. if it goes to voicemail) will automatically disconnect the call in 60 seconds.

# 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.

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.**

# Useful Codes

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

Code	Response	
<b>F</b>  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: <b>GPS OK!                      Date: dd/mm/yy                      Time: (24 hour time)                      Speed: km/h</b> <b>Battery Level: %</b> <b>maps.google.com/maps?q=xxx</b>	
<b>Ax,y,z</b>  PROGRAM EMERGENCY CONTACTS	Use this code to (re)program emergency contacts one at a time. - Replace <b>x</b> with the contact number (i.e. 1-8) - Replace <b>y</b> with the phone number of the contact - Replace <b>z</b> with the name of the contact For example, to reprogram emergency contact 1, text: <b>A1,0411111111,John</b> To reprogram emergency contact 2, text: <b>A2,0422222222,Mary etc.</b>	To delete an emergency contact, <ul style="list-style-type: none"> <li>• Replace <b>x</b> with the contact number (i.e. 1-8)</li> <li>• Replace <b>y</b> with the letter <b>D</b> (must be capitalised)</li> </ul> For example, to delete emergency contact 1, text: <b>A1,D</b>
<b>KLxxx</b>  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 <b>xxx</b> with any number from 001 – 255. For example, text: <b>To turn off Fall Detection, text:</b> <b>KL060</b> <b>KL000</b>	
<b>L5,xx:xx</b>  DAILY ALARM	Use this code to set a daily alarm. Replace <b>xx:xx</b> with a time of day <u>using 24 hour time.</u>  For example, for the alarm to be at 9:30am, text: <b>L5,09:30</b> For the alarm to be at 9:30pm, text: <b>L5,21:30</b>	<b>NOTE: Only 1 alarm may be programmed into the device. When the alarm goes off, press the SOS button once to stop it from beeping.</b>
<b>Q2,x</b>  WHITELISTING	Whitelisting means only the emergency contacts can call the <b>MediFone</b> . Replacing <b>x</b> with <b>0</b> turns on whitelist (only contacts can call); <b>1</b> turns off whitelist (anyone can call) For example, to allow anyone to call the <b>MediFone</b> (whitelisting off), text: <b>Q2,1</b>	
<b>Q3,x</b>  AUTOANSWER	Auto answer means the <b>MediFone</b> will ring once when called and then automatically answer. Replacing <b>x</b> with <b>0</b> turns on auto answer (which is the default setting); <b>1</b> turns off auto answer. <b>If auto answer is switched off, then the user must press the SOS Button to answer the call.</b>	

# Troubleshooting

Issue	Commonly known cause	Potential Solution
<b>Emergency Contacts press 1 after answering but the call is not maintained</b>	The <b>MediFone</b> 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 <b>then</b> press 1 on your keypad.
<b>False SOS alert or unwanted activation occurred</b>	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, <b>press and hold the SOS Button</b> . This will cancel the calls and texts from being sent. The screen should read "SOS Cancelled".
<b>Fall Detection was activated by mistake</b>	The <b>MediFone</b> 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 to learn how to adjust the fall detection's sensitivity level.	When you hear the fall detection sound, <b>press and hold the SOS Button</b> . This will cancel the calls and texts from being sent.
<b>User fell but Fall Detection did not activate</b>	The <b>MediFone's</b> 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.
<b>GPS location is incorrect on Google map</b>	<ol style="list-style-type: none"> <li>1) GPS was not in 'search mode' at the time of activation</li> <li>2) GPS could not see the satellites at the time (e.g. in a rural area)</li> <li>3) User is likely indoors</li> </ol>	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. More frequent recharging of the <b>MediFone</b> would be necessary in this case.
<b>The device does not seem to be charging</b>	<ol style="list-style-type: none"> <li>1) Device isn't being placed in the charging cradle properly. The battery shows on the screen when charging.</li> </ol>	<ol style="list-style-type: none"> <li>1) Ensure cradle red light is lit and the <b>MediFone</b> is displaying the battery charging symbol.</li> </ol>

# Safety Precautions

This **Guardian Safety Pendant** (Guardian SP) 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 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 Guardian SP.

## KEY POINTS

- It is NOT RECOMMENDED to wear with the lanyard while sleeping.
- Care must be taken with the Guardian **MediFone** while showering because **soap or shampoo can infiltrate and damage the electronics**. However, if you decide to take it into the shower, we recommend you hang it on a hook or place it onto a low ledge above drain level where you can easily reach it. **Be aware that chemical infiltration (e.g. soap/shampoo), even soapy water, may permanently disable this product and void your 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 Guardian SP. 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.

# 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 SP 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.

Guardian SP 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 Guardian SP. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by Guardian SP.

Furthermore, Guardian SP cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by Guardian SP 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.

Guardian SP 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 Guardian SP 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 Guardian SP other than those expressed herein.

Guardian SP 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, Guardian SP 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 and GPS tracking. Guardian SP 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, Guardian SP 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 Guardian SP and/or the phone service providers used in conjunction with the Guardian SP. If you are dissatisfied with the Guardian SP and/or any related services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the Guardian SP.

## 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 Guardian SP, 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 - 14 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 (\$60) 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.

*Thank you for choosing*

**G u a r d i a n**

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