



4G Fall Detector Pro & Pro II User Guide



This guide applies to both models.

**For alterations or amendments, consult this manual
or call us on 1300 665 322.**

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What's in the Box

- Medi Alarm PRO 4G with SIM card pre-installed.
- Charging cradle, power adapter & USB cable.
- Lanyard accessory.

Accessories including a wireless charger, beltclip and wristband are also available from Medi Alarm.

Overview

The Medi Alarm PRO 4G Fall Detector is a waterproof (IP67) GPS tracker equipped with two-way communication and Fall Detection.



1. **SOS Button**
2. **Call Button**
3. **Power Button**
4. **Display**
5. **Microphone**
6. **Charging contact points**
7. **Wireless Charging Receiver (Interior)**
8. **Lanyard loop**
9. **Speaker**
10. **Charging cradle contact points**
11. **Charging cradle connection port**

When you receive your Alarm, take it outside before switching it on and leaving in an area with open sky (but away from direct sunlight) for 10 minutes to connect to the GPS system. Charge your Alarm to 100% (as shown on the display) before wearing it.

Powering the Alarm On and Off

Press and hold the Power button until you hear the Alarm beep. The unit will begin its start up sequence as shown with a progress indicator on the display. Allow some time for the Alarm to make its initial connections to mobile (**GSM**), time code (**UTC**) and GPS networks.

To turn the Alarm off, press and hold the Power button until it beeps and the display turns off.

About the Screen

The screen displays the current Date, Time, Battery Charge level and Mobile Signal strength. The display can rotate vertically depending on the angle of the alarm.



Power Saving Mode

To save battery power, the Alarm's screen switches off when not in use. Press the Call button to reactivate the screen.

If you prefer the screen to stay on continuously, Emergency Contacts can send the command **L2,00** via SMS. See more on **page 5** about programming the Alarm via SMS.

If Power Saving Mode is disabled you will not see the battery symbol filling up when charging. A lightning bolt on the battery symbol in the top left corner of the screen indicates the Alarm is charging.

If you wish to revert to Power Saving Mode send the command **L2,05**.

Charging Your Medi Alarm

The Medi Alarm can be charged using the included charging cradle or optional wireless charger.

Place the Alarm on the cradle. The display will show a battery icon filling up.

We recommend charging for one hour once a day.



What Happens When the Alarm is Activated

When the SOS button is held down, or a Fall is detected, all stored Contacts will be sent an SMS advising the Wearer's location and when the Alert was triggered.

This is then followed by the phone call sequence. The Medi Alarm will telephone your Emergency Contacts will be called one at a time in the order they have been set, until a Contact answers and follows the voice prompt to press '1' on their phone's keypad to acknowledge the call.

```
MediAlarm
GPS LAST KNOWN!Before!
DATE:08/06/20
TIME:15:43:55
Speed:0.4
Battery:100
http://maps.google.com/maps?
f=q&hl=en&q=22.7614316,114.
3613400
```

After the receiver presses 1 they will be speaking to the Wearer of the Medi Alarm. The call sequence will be stopped at this point.

If a False Alarm occurs or the Wearer feels they do not wish to begin the phone call sequence, they can press and hold the SOS button to cancel the alert. Canceling the alert will send an SMS to Emergency Contacts advising the SOS or Fall alert was a false alarm.

Programming the Medi Alarm

Setting the Programming Number (A1)

Make sure Alarm is turned on, then send the command '**A1,xxxxxxxxxx,Name**' via SMS to the Alarm's phone number.

For example, text: **A1,0411123123,JohnSmith**

The Alarm will reply with '**1TEL OK! 0411123123**'

The phone number stored in **A1** can send SMS commands to the Alarm to change **Emergency Contacts** and other settings, such as adjustments to **Fall Detection** (*see page 7*).

Note that commands are case-sensitive. Only Upper Case letters will work.

Setting Your Emergency Contacts

Emergency Contacts are generally preset prior to shipping your Medi Alarm. Refer to the accompanying letter with your shipment for more information. Text '**G**' to the Alarm to receive an SMS list of all programmed numbers.

The Alarm can store up to eight Contacts, referred to as **A1** to **A8**. Setting Emergency Contacts works the same way as setting **A1**. For example, to set the second Emergency Contact, send the SMS command '**A2,0412345678,JaneSmith**'.

Be aware that phone numbers belonging to other Medi Alarm devices can not be added to an Emergency Contacts list.

A1 can replace Contacts simply by overwriting them with new details. A Contact can be also deleted by **A1** by sending the command '**AX,D**', where **X** is the place on the list of the Contact, eg. **A7,D** will delete the seventh Contact on the list.

How to Set the Alarm's Time Zone

A1 can send the command **L+XX:XX**, where **X** represents the correct hour and minute offset from the Universal Time Code (**UTC**).

See the below table for common Time Zone commands.

Time Zone	Command
AEST (NSW, VIC, QLD, TAS, ACT)	L+10:00
AEDT (NSW, VIC, TAS, ACT)	L+11:00
ACST (SA, NT)	L+09:30
ACDT (SA)	L+10:30
AWST (WA)	L+08:00

The Alarm will respond with '**Set Time Zone OK!**' to confirm it has successfully updated. Please allow a few minutes for the Alarm's display to show the correct time.

How to Change the Alarm's Name

A1 can send the command **Z2,XXXXXXXXXXXXXX**, where **XXXX** represents the Wearer's name or other information up to 26 characters in length. By default, Alarms are programmed to show the Wearer's first name followed by 'MediAlarm', eg. **JohnMediAlarm**.

The name is not indicated any where on the device and is only visible in the SMS responses it sends when replying to other commands or when an SOS is activated.

Resetting the Alarm to Factory Defaults

*To reset the Alarm to factory default settings, send the SMS command **RESET!** Note that this will erase all Emergency Contacts and other programming. The Alarm will restart.*

About Fall Detection

The Alarm will detect a Fall and send an Alert if it senses sudden changes in **Angle**, **acceleration** and an **impact**.

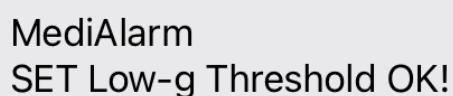
Adjusting Fall Detection Sensitivity

Medi Alarms are shipped with a pre-programmed Fall Detection sensitivity of **065**. **A1** can adjust the sensitivity level if the Alarm is frequently being set off in error.

A1 can send the command '**KLxxx**' to set the Fall Detection threshold, where **xxx** is a three-digit number from **001** to **255**.



KL065



MediAlarm
SET Low-g Threshold OK!

The Alarm will reply with '**SET Low-g Threshold OK!**'

Note **001** is the least sensitive and **255** is the highest sensitivity.

We recommend Fall Detection to be sensitive enough to detect a low impact fall, such as the Wearer falling and sliding down a wall to the floor.

How to Disable Fall Detection

A setting of **000** will completely disable Fall Detection (i.e. **KL000**)

The Alarm will reply with '**Disabled Low-g OK!**'

For more information about resolving issues related to Fall Detection please see Troubleshooting on page 10.

Can it be worn with a pacemaker?

The Medi Alarm is a magnetised, cellular mobile device. Do not wear around the neck with a lanyard if you have a pacemaker. Please check with your doctor if it is safe to wear with our wristband and belt clip accessories, as far away from your chest as possible.

About Phone Calls

Making a Phone Call

Press and hold the Call button to see a list of your Alarm's stored Contacts. Tapping the Call button or the Power button will scroll up and down the Contacts list. Pressing the SOS button will dial the selected number. Press the SOS button again to hang up.

Press and hold the Call button again to return the display to the Home screen.

Note that your Medi Alarm is designed for emergency purposes only.



Receiving a Phone Call

Only stored Emergency Contacts can make Calls to your Medi Alarm.

If a Contact phones the Alarm it will answer automatically. The call will end when the caller hangs up.

How to Adjust the Call Volume

While on a call, tap the Call button to turn the volume up. Tap the Power button to it down. Do not press and hold the Power button as this may turn the Alarm off.

About Battery Alerts

Medi Alarms are pre-programmed to alert the **A1** Contact if the battery charge falls below 30%.

This value can be adjusted by sending the SMS command '**N1,yy**', where **yy** is the battery level percentage that will activate an alert to **A1**.

How to Turn the Low Battery Alert Off

Send the command '**N0,yy**' via SMS eg. **N0,30**. The **A1** Contact will no longer receive this alert.

Turn the Battery Full Alert On

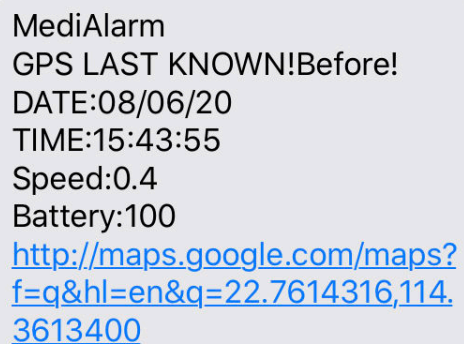
If the **A1** Contact wishes to receive an alert when the battery is completely charged, they can send the SMS command **N2,1**.

Turn off the Battery Full Alert

A1 can send the command **N2,0** if they no longer wish to receive an alert when the battery is completed charged.

How to Check the Alarm's GPS Location

Emergency Contacts can send '**F**' via SMS to find the Alarm's current GPS location, sent as a Google Maps link. If the Alarm cannot be located due to a poor connection, it will reply with '**GPS NG**' (Not Good) and show the last known location.

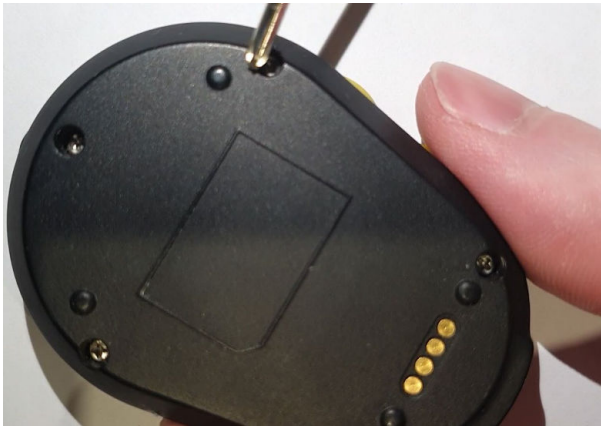


MediAlarm
GPS LAST KNOWN!Before!
DATE:08/06/20
TIME:15:43:55
Speed:0.4
Battery:100
<http://maps.google.com/maps?f=q&hl=en&q=22.7614316,114.3613400>

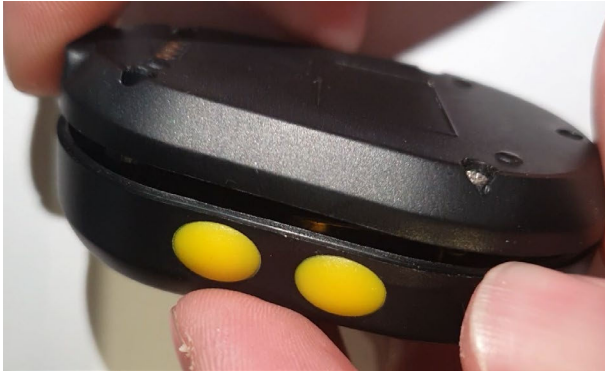
Note that GPS 'drift' can occur due to signal strength, weather, surrounding structures and other factors, and the location may not always be current or accurate.

How to replace the SIM

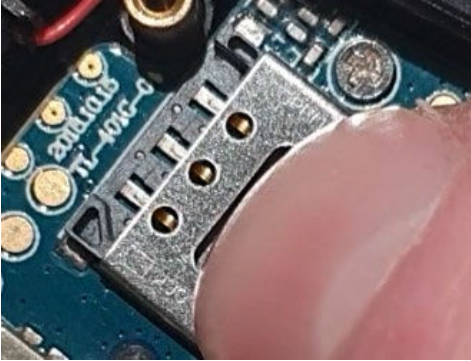
1. Turn off the device, then Remove the 5 screws on the back of the device.



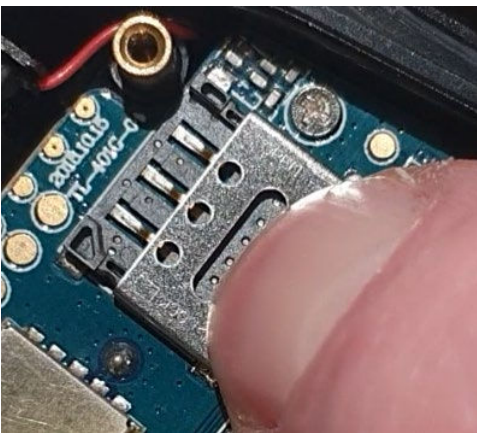
2. Open the device starting with the edge where the buttons are.



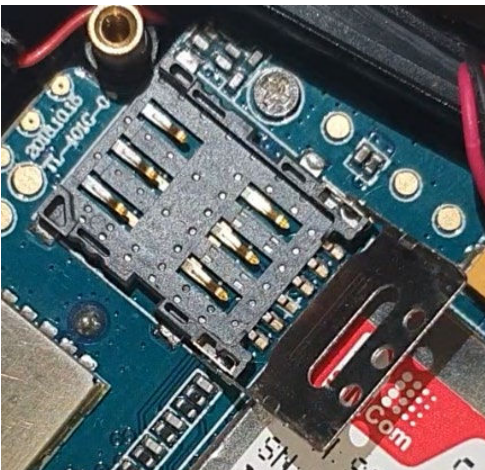
3. Slide the sim card tray down to unlock and open
- a. This is locked



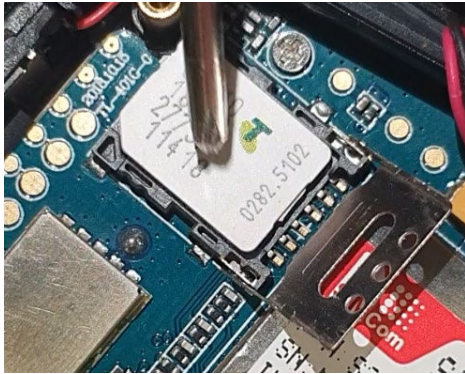
- b. This is unlocked



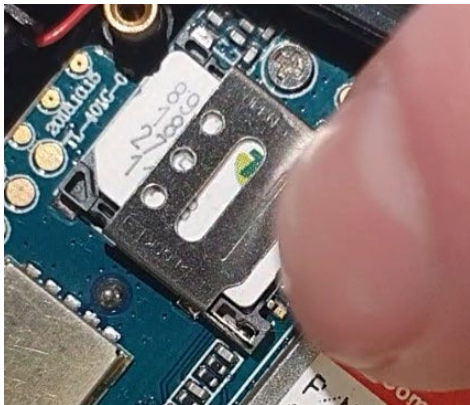
- c. This is open



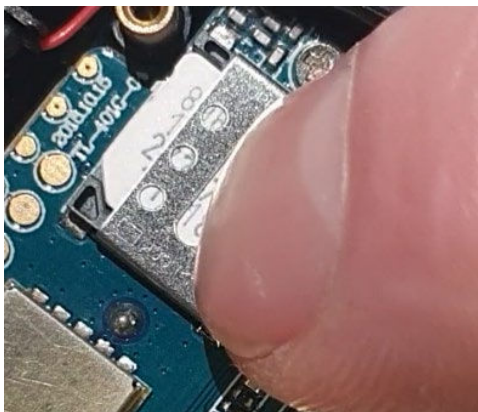
4. Ensure the SIM is placed correctly, this photo shows the 4G, the SIM card orientation is different on the 4G Pro II. Make sure the cut off corner is matched to the correct position.



5. Put the SIM clip back on and slide up.
 - a. This is unlocked



- b. This is locked



6. Carefully close the device again and insert screws

Troubleshooting

A False Alarm occurred.

- The SOS button may have been pushed or pressed by accident.
- To cancel an SOS, press and hold the SOS button when the Alarm is beeping. Note the SMS messages will usually have already been sent to your Emergency Contacts.

A Fall Alert was activated unexpectedly.

- Fall Detection sensitivity can be adjusted or the feature disabled. Refer to *About Fall Detection* on page 8.

The Wearer fell but Fall Detection did not activate.

- Fall Detection sensitivity can be adjusted. *See page 8.*
- We recommend the Wearer know how to activate an SOS using the button in case the Alarm does not activate after a Fall.

Contacts did not receive SMS messages or Calls when an SOS was activated.

- Check the Emergency Contacts are programmed correctly. See page 6.
- Emergency Contacts should also check their mobile reception and that they have not blocked unknown or specific contacts.

The SOS SMS shows an incorrect GPS location.

- GPS location data relies on clear and continuous contact with positioning satellites to get an accurate location. Factors such as cloud cover, being in a heavily built up or hilly area can impact GPS accuracy.
- Restart the Alarm and place it in an area with open sky for 10 minutes so it can recalibrate its GPS location.

The Alarm does not charge or the battery depletes quickly.

- We recommend charging every day for at least one hour.
- Depending on the Wearer's activity and location, GPS location updates can cause excess battery drain.
- *Check the charging pins on the back of the Alarm and on the charging cradle for debris or corrosion (see images). Clean with alcohol wipes or vinegar if the contacts look dull or dirty.*
- Check the cradle is correctly plugged in at the wall and its red light is on.



Sound quality is poor when speaking to the Wearer.

- Alarm and Contact's phone are in close proximity, causing feedback.
- Check the Wearer is not holding down the Call button.
- The microphone is sensitive to background noise such as a high wind.
- Check that the microphone is clear of debris such as dust.

Taking Care of Your Medi Alarm

- Many functions of the Alarm are activated by a long press of the buttons, never a hard press. Using excessive force when pressing the buttons can damage the Alarm.
- Do not remove the screws, tamper with, or disassemble the Alarm. This may damage circuitry and it will void your warranty.
- Do not leave the unit in direct sunlight or very cold places.
- If the Alarm comes into contact with water, clean it with a dry cloth. Do not use chemicals or detergent.
- Do not paint or otherwise add colour to the Alarm as this may cause damage the Alarm.
- Use only the battery and charger provided. Using other batteries and chargers will void your warranty.

About Our Warranty

Our One Year Warranty applies only to the original purchaser. For more information please check our web site, medialarm.com.au.

Legal Disclaimer

The Medi Alarm 'User Guide' is a general informative guide only. It is not medical advice and should not be relied upon as such.

Do not rely on your Medi Alarm as a complete solution for your health and welfare. This Alarm should be used in conjunction with an already established emergency plan that has been formulated with your friends, family and healthcare professionals.

Always seek advice from your health care professional to determine if the Medi Alarm is right for you.

The product has position tracking and listen-in functions. The user must be aware of the potential for an invasion of privacy. If used illegally, the consequences are solely the user's responsibility.

Contact Us

For any enquiries, please get in touch with us during Australian Eastern States' business hours.

- **Email:** support@medialarm.com.au
- **Phone:** 1300 665 322



**Thank You for Supporting an
Australian Family Owned
Business.**

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How to use the Medi Alarm Pro 4G - put me on your fridge or wall!

Microphone

Please DO NOT COVER!



POWER BUTTON
Hold for 2 seconds to turn on

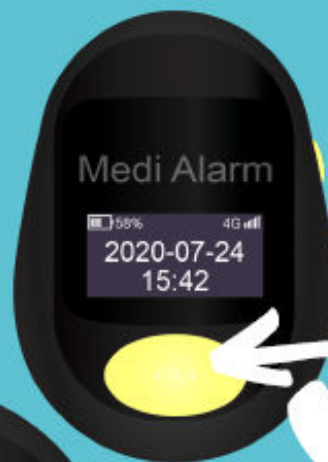


SOS button

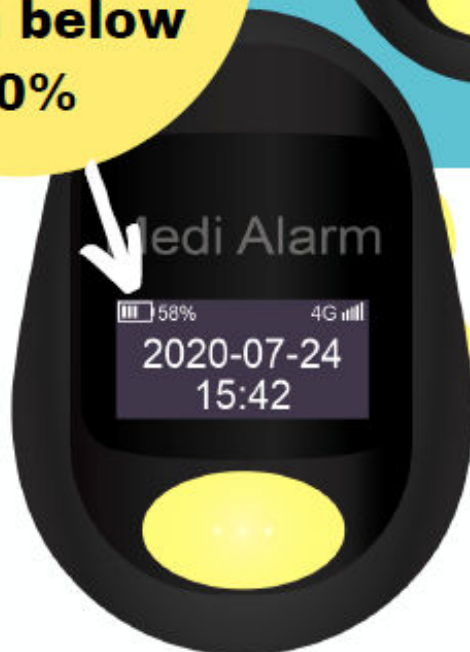
PRESS if you have had an accident without a fall/ if you DONT FEEL BUZZING WHEN YOU'VE FALLEN
PRESS FOR 2 SECONDS TO CANCEL

Keep an eye on the battery and **CHARGE** when below **30%**

CALL YOUR CONTACTS



- 1 PRESS to bring up list
- 2 PRESS to scroll through list
- 3 PRESS to call chosen contact!



We include the SIM card, programming and Express Post! Everything is done for you and we offer a 14 day money back guarantee.

To order or for more information

Call 1300 665 322
or visit
www.medialarm.com.au