



# The Guardian Mediphone Personal Alarm

## Guide to using your alarm

**My pendant alarm phone number:**

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**Call Guardian on (08) 6336 9448**  
for any questions about your alarm

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## What is included in the packaging?

**Guardian Mediphone  
Personal Alarm**



**Lanyard**



**Charging Cradle**



**USB Cable**

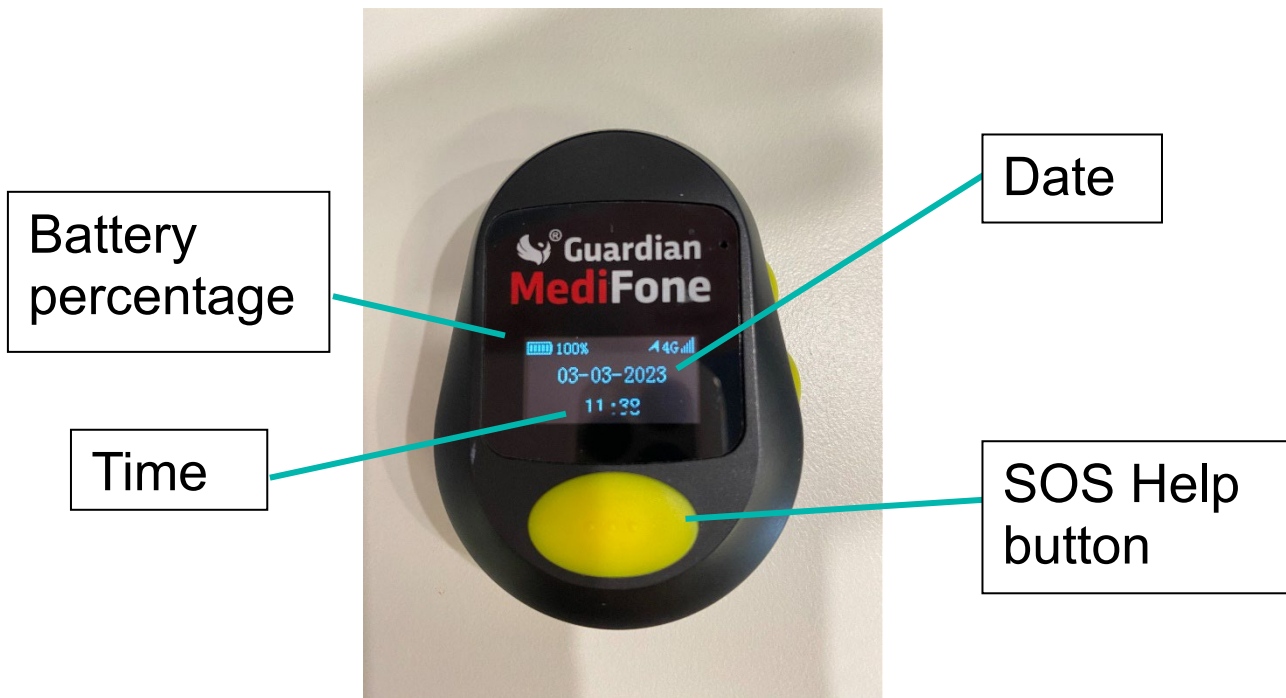


**Power adapter**

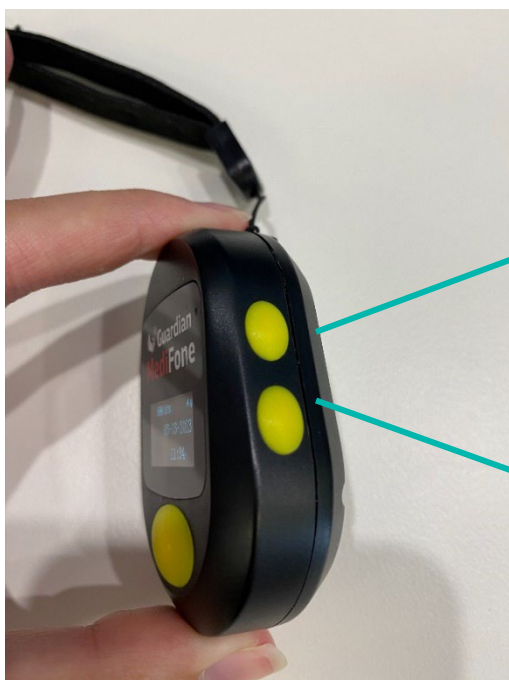


## Features of the alarm

### Front of pendant



### Side of pendant



**Speed dial contacts**  
Press for 2-3 seconds to see contact names on screen

**Volume up**  
During a call press to increase volume

**Volume down**  
During a call, press to decrease volume

## How to set up your alarm

**Step 1** Remove Guardian mobile alarm from the packaging

**Step 2** Connect alarm to the lanyard



Loop the string through both holes at the top of alarm



Loop the end of the lanyard through the small loop and tie

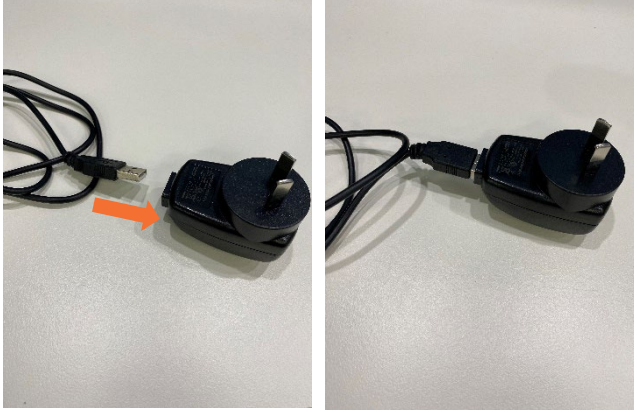





**Step 3** Charge the alarm

- The alarm will automatically turn on when charged

# How to charge your alarm

## Using the charging cradle

<b>Step 1</b>	Connect the USB end of the cable to the power adapter.	
<b>Step 2</b>	Connect the other end of the cable to the charging cradle.	
<b>Step 3</b>	Plug the power adapter into the wall socket.	

<b>Step 4</b>	Place the alarm into the charging cradle.	
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## Details about charging

- You will see an image of a battery appear on the screen when the alarm is charging
- You can leave the alarm on the charging cradle for as long as you like
- It is recommended to place your charging cradle by your bedside table and charge the alarm every night
- When the battery reaches 20% alarm will say “Battery is low please recharge your battery”

## How to use the alarm

### Completing a test run

- It is recommended to complete a test run of using your alarm when you first receive it
- Contact the people you have decided to save into your alarm to let them know that you are running a test
- If you have a monitored device, advise the monitoring centre that you are completing a test once they pick up

### Step 1 Press the button for help



#### **Press this button**

- Hold down for 2-3 seconds
- You will feel the button vibrate, see SOS on your screen and the alarm will beep

#### **To cancel the SOS call**

Quick press of the button again

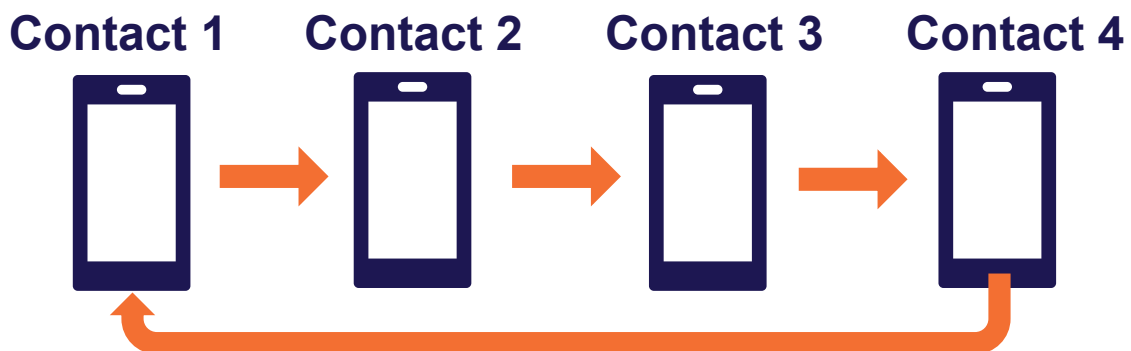


## **Step 2** Wait for the alarm to ring

Non-monitored option: Calls your nominated contacts

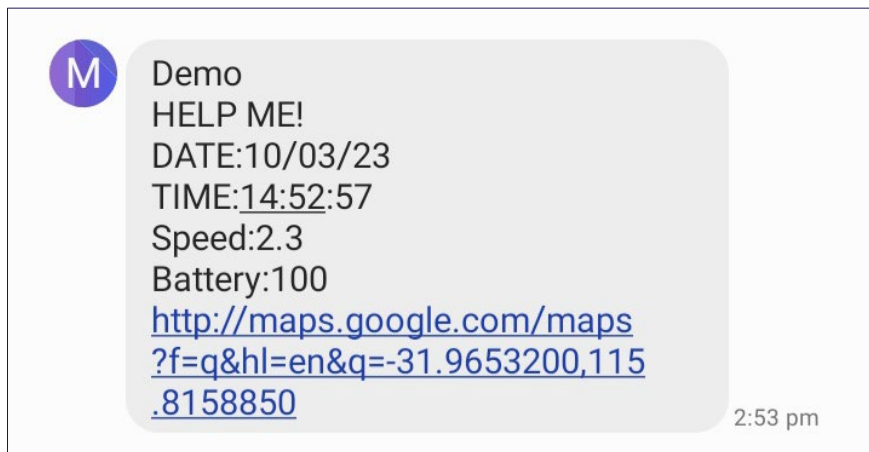
### **1. The alarm will then initiate a help call sequence**

- The alarm will ring your first contact number
- If this person doesn't answer the call, the alarm will ring the next number and this sequence continues until somebody on your contact list answers the call



### **2. After each answered call, the alarm will send a text message to your contact with the GPS location of the pendant**

This is an example of the text message your contacts will receive:



### Monitored option: Calls the monitoring centre

- The alarm will call the 24-hour monitoring centre and someone will be available to answer your call

### Step 3 Speak into the alarm

- Once your contact or the monitoring centre has answered your call speak directly into the alarm without having to press any buttons

### Step 4 End the call sequence

- Click the SOS button to end the call sequence after you have spoken to your contact

## Other features and considerations

### **Calls to the pendant alarm**

- If your contacts were to miss the call from your alarm, they are able to call it back
- The alarm has a phone number which your contacts can call to get in contact with you immediately

### **Automatic falls detection**

- The falls detection feature is activated when the device falls at least 100cm and then suddenly stops
- The alarm will beep several times and you can choose to cancel before the call sequence begins by holding down the SOS button until the screen shows “Fall alert cancelled”
- If not cancelled, the alarm will initiate the call sequence for your contacts without having to press the SOS button

## Creating an action plan

- If you were to become unconscious after a fall, although the falls detection feature would ring your contacts, you would not be able to speak to them
- It is important to create an action plan with your contacts in the event this happens. For example, your contact could use the location provided on the text alert to call an ambulance for you

## Monitored alarm action plan

- You will need to create an action plan with the monitoring centre for steps to take if you fall
- Call Guardian on (08) 6336 9448 to organise a plan
- For example, the monitoring centre could use the location provided on the text alert to call an ambulance for you or call your nominated emergency contact

## Bed time use of alarm

- It is recommended to charge your alarm overnight or leave it on the side table next to your bed.
- Do not wear the alarm in bed as moving around in bed can activate the pendant.
- If getting up in the night, you should take the alarm with you in case of falls.

## Information for Saved Contacts

### **Saving the personal alarm number**

- When a contact received a call from the personal alarm, it will present on the screen as an unknown number.
- It is recommended that all saved contacts save the number of the personal alarm number into their phones.
- When receiving a call, the contact must press 1 on their phone keypad within 30 seconds to prevent the MediFone from hanging up and dialling the next contact.
- Saved contacts can set up a group chat so they can communicate with each other when someone has spoken to the user.
- If you miss a call from the personal alarm, you are able to return the call to the missed number.

## Finding the location of the person wearing the personal alarm (non-monitored alarm)

- Family and friends can text “123456F” to the pendant wearer’s device
- Once “123456F” is sent to the pendant alarm mobile number, you will receive a text message with a link to the person’s GPS location.
- This is an example of the text message saved contacts will receive:

