



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

P E R S O N A L   A L A R M S

**MEDIWATCH**

User Guide

# Ready to Use

Your MediWatch has been custom programmed just for you.

Simply turn it on.

If you need any changes made, just call us on 08 6336 9448  
or email us via [info@guardianpa.com.au](mailto:info@guardianpa.com.au).

## Key Information

### Turning On/Off

Press and hold the SOS Button (image 1) until the "Welcome" screen appears, then let go. Alternatively, when the MediWatch is placed into the charging cradle it will automatically switch on. To turn off, text the word **off** to the phone number of your MediWatch. To turn off via the Settings menu, select System > Power off > confirm (wait approximately 30 seconds).

### Charging Your Device

Insert the large end of the cable (image 2) into the wall plug. Insert the small end of the cable into the cradle (image 3). Put the wall plug (image 4) into the power point and then switch the power point on. Lie the MediWatch flat onto the cradle (image 5). The watch will announce "your alarm is charging" when placed the correct way.

**Charge your device \*every day.**

**\*Note:** do not regularly leave your device on charge for more than 24 hours at a time; this can damage the electronics. Similarly, do not leave your device on 0% for more than 1 month.

### Restarting Your Device

Press and hold the SOS button for 10-15 seconds. Keep holding it down even while the SOS voice prompt plays and don't let go until you see the 'Welcome' screen appear.



# Test Your Device

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

## SOS Press

1. **Family Monitored:** Inform the contacts of the test.  
**Professionally Monitored:** Move to step 2.
2. Press and hold the SOS button until **SOS** appears on the screen.
3. **Family Monitored:** A call will be made to Contact Number 1.  
**Professionally Monitored:** The MediWatch will shortly be connected with the monitoring company. Skip to step 5.
4. The contact must answer within 15 seconds, otherwise the MediWatch will call the next contact. The user can press the SOS button in between calls to stop it from 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 watch user should hang up by tapping the red phone icon.

## Fall Detection

Repeat the steps above to test the Fall Detection but instead of pressing the SOS button, drop the device from chest height onto a soft surface, such as carpet. Cancel the SOS/Fall Detection by briefly pressing the SOS button.

**Note:** Fall Detection is not perfect. Please read Disclaimer section.

# Your Device



- 1. Speaker
- 2. Microphone
- 3. Charging Points
- 4. SOS button



### 1. Speaker

All sounds will come from here. The speaker is set quite loud so even those with difficulty hearing should be able to manage a 2-way conversation with the watch without bringing it directly to their ear.

### 2. Microphone

You can bring the MediWatch closer to your mouth if you wish but it's not necessary as the microphone is quite sensitive.

### 3. Charging Points

These need to line up with the charging cradle as the MediWatch can only sit in it one way. You will know it's charging properly when you hear the voice prompt "your alarm is charging".

### 4. SOS Button

Press and hold for about 3 seconds to activate. Press once briefly to cancel the emergency sequence.

### Touchscreen (If Apps Installed)

Press the SOS Button once briefly (do not hold) to turn the screen on/off. Swipe from right to left to access various apps. Once you see an app you wish to open, tap the centre of the screen. To exit an app, press the SOS button once briefly again and you'll be taken back to the home screen, showing the time. If you want to add/remove apps, contact us and we can do this remotely for you.

### Wrist Straps

The wrist straps are 22mm wide and can be exchanged for any other strap of your choosing. Your local watch shop may have the custom strap you prefer. Examples include the folding clasp, butterfly clasp, or stretching wristband. We have a number of MediWatch strap accessories on our website.

# Text Codes

You can send an SMS to the MediWatch's SIM number (shown on the inside of the box it came in) to either receive information about the device or reprogram it.

Guardian PA provides lifetime reprogramming for free but you're welcome to make any changes yourself.

Code Name	Code Text	More Info
Location Request	loc (l is lower case L)	Example Response: It's John...maps.google.com/maps?q=...(tap link to view location)
Fall Detection Sensitivity	fl1,x,1 (l is lower case L)	Replace x with a number between 0-9. The higher the number the more sensitive Recommended setting is somewhere between 4-7 To turn it off, send code fl0,1,0
Low Battery SMS Notification	low1,x (l is lower case L)	Replace the x with either: 1 = turn on SMS notifications to go to Emergency Contacts 0 = turn off SMS notifications
Turn Off the Device	off	You would only need to turn off the device when travelling on a plane. No need to ever turn the device off otherwise.
Power Off SMS Notification	poweroffalertx,1,1	Replace x with 0 or 1 1 = power off alert ON 0 = power off alert off

# Settings Menu

If your MediWatch does not have a Settings app installed and you want it made available, call or email us and we can install it remotely for you.

## Watch Faces

Tap 'Select the dial' and swipe left/right until you see the desired watch face style, then tap the screen. You'll be taken back to the 'Watch Faces' settings list.

Time service (best to keep it switched off) is a feature that announces the time every hour.

## Display

From here, you can adjust several settings:

- Brightness (adjust levels from 1 to 10)
- Screen off (adjust how long the screen is on untouched before it automatically goes dark)
- Raise wrist to display (when on reduces battery life and can lead to accidental watch usage)
- Tap to display (same as 'Raise wrist to display')

## System

There are some key options in here. See below:

- Date and Time > Timezone settings (ensure it's set to your timezone)
- Date and Time > Use 12-hour format (e.g. 1:00pm instead of 13:00)
- Power off
- Restart (turns the watch off and then on again)
- About watch (provides a wealth of information)

## Language

Choose from a range of common languages for the watch to display in. Please note that this will not affect the voice prompt language.

**Note:** Do not change from English if your device is professionally monitored as this will affect the SOS notifications the monitoring company receives.



# FAQ

Question	Answer
Why did the MediWatch not call the next emergency contact?  (not relevant if professionally monitored)	The User can end the SOS sequence by briefly pressing the SOS button in between calls to emergency contacts. If this button is pressed, the next contact will not receive a call.
What should I do if the alarm activates accidentally?	Briefly press the SOS button to cancel the alarm. The watch will announce that the alarm has been cancelled.
How do I request phone number changes or other adjustments?	Call 08 6336 9448 or email <a href="mailto:info@guardiansp.com.au">info@guardiansp.com.au</a> .
Why is the GPS not working?	GPS requires a straight line view of the sky for increased accuracy. Take the MediWatch outside for 2-3 minutes and retry acquiring location (see page 2).
Why is the device not charging?	Confirm the MediWatch is laying in the charging cradle the correct way. The watch will announce when the device charging. A quick press of the SOS button will also show the screen with the charging symbol. Ensure the charging points are cleaned regularly (see "Disclaimers").
Why didn't Fall Detection sound after a fall?	Due to the varied nature of falls, some falls may not register. We can adjust the sensitivity if necessary. However, in the event of a fall, do not wait for the Fall Alert alarm sound but press and hold the SOS button if you are able.



# Safety Precautions

## GPS & CELL SIGNAL

This device is reliant on the SIM 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 MediWatch 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.

## REGULAR TESTING

It is highly recommended that the user test their unit every 1-3 months by pressing and holding the SOS button. Warn contacts first (if family monitored). Unless using a Guardian SIM, it is the User's responsibility to ensure that their own SIM has sufficient credit to use their device.

## KEY POINTS

It is NOT RECOMMENDED to wear the device while sleeping due to false SOS activations.

- Switch off your MediWatch 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 MediWatch. 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 minimise the potential of over-heating the battery, which may cause damage.

# Disclaimers

## Fall Detection

The accelerometer detects increases in speed followed by a quick stop. Every fall is different so this feature is NOT 100% accurate. Never wait for fall detection to activate. If help is needed the SOS button should be pressed and held.

## Waterproof Rating

The MediWatch is waterproof rating IP67. It can be worn in the shower but should be pat-dried when finished, reducing wear and tear and damage to charging points. Do not submerge in water.

## Cleaning Your Device

Clean your device weekly. We recommend using an alcohol wipe and a soft brush, particularly on the circular charging pins. Failure to clean may result in charging issues.

# Warranty

The MediWatch is warranted for 1 year from the date of purchase when appropriately cared for and maintained. At the discretion of Guardian Safety Pendants 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 (cannot be submerged in water);
- 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, or act of God.