

USER GUIDE

Users name:.....

Device number:.....

Network:.....



2024 Model
4G Medical Alarm for Seniors, Lone
Workers and People with Disability.



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Getting started/ checklist

Please go through this check list carefully before using the device for the first time.

1. Read pages 12 and 13 before use (Terms of use).
2. Turn device on by holding bottom side button for 3 - 5 seconds, or place it in the dock for automatic turn on.(See page 4)
3. Peel of screen protector sticker (optional).
4. Check contact list is correct by holding top side button and then scrolling the list with the side buttons. (More on page 4)
5. Charge device until 100%. (See page 5)
6. Attach lanyard or accessory. (See page 5)
7. Calibrate GPS by placing in shade outside for 20 mins. (See page 4)
8. Provide your contacts the device phone number which is written on the front cover of this booklet and warn them of step 9 test.
9. Test device by pressing the SOS button. After 10 second cancellation window, device will search for a GPS fix before sending SMS to first 4 contacts. Once SMS is sent it will call all 8 contacts in order. If contact does not answer, device will listen to voicemail for a maximum of 25 seconds before moving on when no human response is given. Test FALL detector by dropping onto a pillow or carpet from waist height. To cancel SOS or FALL hold the SOS button until it says canceled. You have to wait 10 seconds to activate a new emergency.

NEW FEATURE: This device supports a once a day alarm clock. This could be used as a charging reminder, medication reminder or morning alarm. To turn on please see commands on page 10. To stop scheduled alarm simply press the side top button.

Note: If you want to check the phone numbers on device, ask one of your contacts that is in the device to send an SMS to the device phone number (found on front cover) with only the letter **G** this will reply with the list.

Package Inclusions

1) NHA Life Alarm



2) 1x Charging Cradle



3) 1x Charging Cable



4) 1x Wall Power Adapter



5) 1x Black Lanyard



6) 1x Wristband



7) 1x Clip
(Belt/ Bag)



Getting to know your device

Built for simplicity and practicality!



Top Button - Call button. Hold for 2 seconds to access contact list. Scroll the list using the top and bottom buttons. If you wish to call the contact highlighted, press SOS button. You can also tap this button to wake up the screen and check battery, signal etc.

Bottom Button - Power button. Hold for 3 - 5 seconds to turn ON/OFF

LED display! When SOS has been pressed or fall detected it shows SOS or FALL! It also shows the time, date, signal and battery percentage when not an emergency. No more guessing like other alarms!

Big SOS button. Simply push this button to send GPS by SMS before calling all contacts for help!

Waterproof design with built in automatic fall detector

Turning the device on/off



Hold to turn ON/OFF

All new devices automatically turn on when placed into the powered charging dock. Alternatively, to turn your device on or off, simply hold the power button for 3 - 5 seconds. The power button is the bottom, side button. If correctly turned on, the device will beep, vibrate and show 'National Health' before showing GSM Init Now. This means the device is initialising and will stay on this screen for 30 - 40 seconds. When the device turns off by using the power button or when it runs out of battery, the device will say power off on screen. It will also send a message to the 1st contact notifying them the device has been switched off and why it turned off (eg. battery or off button), this is safety feature.

Calibrating the GPS

When you first receive the device, or if the device has been turned off for a week or more. It may be necessary to calibrate the GPS chip. Simply place the device outside in the shade for 15 - 20 minutes to fix the GPS to the satellites. Normal GPS position data drift may apply, which means the accuracy is usually within 2 - 10 metres.

Attaching the lanyard



At the top of the pendant is a small loop channel. Pick up lanyard, pinch the small loop and thread through the channel on device. Once the loop is through the channel, place the end of the lanyard through the loop and pull tight.

Charging the device

Note: Always ensure the 4 gold contacts on the back of device are dry, clean and visible before charging. We recommend wiping the back before every charge.



The NHA Life Alarm and NH-401 come with a charging dock, AU power plug and USB cable. Insert the cable into the dock and power plug. Insert the plug into a power point. The device can now be put into the dock for charging. Placing in dock will also turn device on.

On the home screen, the battery icon will now show a lightning bolt. This means it is charging and the percentage will increase. After some time the device may switch to a charging screen where the battery fills the screen and shows bars increasing.

NHA Life Alarm Features

SOS Button - The SOS button can be pressed to seek emergency help. It will immediately call the first contact while searching the user's GPS location to send by SMS. The first 4 contacts should receive the SMS within 30 seconds. Device will call and cycle up to 8 contacts until one answers and accepts the call.

FALL Detector - The FALL Detector is automatic and should detect harsh falls (see page 8). The sensitivity can be adjusted to suit. False alarm may occur if set too high.

Cancelling SOS/ FALL - Simply hold the SOS button in to cancel an active SOS or FALL alert.

Voice Prompts - NEW in 2024 Model. Device now has audible voice prompts. *Example 1.* When the SOS button is pressed, the device clearly says "Your alarm has been activated, cancel by pressing the SOS button", it then beeps 10 times and you can cancel in this period without it notifying the contacts. *Example 2.* When turning off, the device says "Your alarm is turning off". *Example 3.* When charging the device says, "Your alarm is charging". There are over 12 voice prompts, each clearly letting the user know what the device is doing.

Call Contacts - Hold the top side button to open contact list. Scroll contact list using the two side buttons. When the contact is highlighted press SOS button to call.

Volume Control - While on a call, the side buttons work as volume control.

Battery Life - Depending on use, the life span is 3 - 7 days however we recommend daily charging of around 30 minutes to keep the device topped up. Placing the device in dock will also turn it on.

Waterproof - The device is shower and splash proof with a fresh water IP67 rating. We recommend keeping the device dry when possible.

3G, 4G & 4GX - Device will use the strongest signal available in the area.

Locate by GPS - To locate the device, a contact should SMS an **F** for find. Device will reply GPS coordinates by Google link. Normal GPS data drift applies and is accurate to 10m.

Easily adjust settings - You can easily adjust things such as fall sensitivity or change contacts numbers. You do this by sending text messages to the device phone number from a mobile phone that is listed as a contact in the device. See page 10.

Set alarm clock/ charging reminder - The device can have a daily alarm reminder for medication or charging. See page 10.

Using the SOS Button

If you need emergency assistance, you can press the SOS button on the front of the device. Hold the button for 2 - 3 seconds it should then start beeping and screen will show SOS. This will start the emergency procedure. Device will immediately call the first contact and search for the user's GPS location. The first 4 contacts should receive a SMS with GPS location within 30 seconds (depending on network). Device will call and cycle up to 8 contacts until one answers and accepts the call.

When the contact answers the call it will say to them 'Alert from the NHA Life Alarm, please press 1 to answer'. It will repeat this 3 times before moving onto the next contact number. This is so the device can recognise a human response. If the contact does not press 1 on their phone keypad it will assume it has reached a voice-mail and move on.



Hanging up a phone call and/ or cancelling the SOS sequence

To cancel an SOS response, simply hold the SOS button in again until it shows SOS cancelled on the screen.

To hang up on a phone call you can hold the SOS button again, or allow the contact to hang up which will automatically end the call on the device.

Fall Detection

IMPORTANT NOTE: False alarms may occur or falls may not be detected. Sensitivity can be adjusted. (See page 10 for programming)

How It Works?

The fall detector works by measuring the speed and direction of a fall. If the fall detector thinks it detected a fall, it will start the emergency procedure by beeping and showing FALL on the screen. If it is not a false alarm, after 10 seconds the device will send your GPS coordinates to the to the first 4 contacts by SMS before calling them in sequence 1 - 8.

Cancelling a False Alarm

You have a 10 second window to cancel a false alarm by pressing the SOS button for 2 -3 seconds or until it stops beeping and shows CANCELLED. In this window the contacts will not receive any notification.

Adjust Fall Detector Settings (Default KL050)

The fall detector settings can be adjusted by the contacts if needed. We program the detector on mid range, however as fall detection is not a perfect science there is a chance the device will not pick up a slow fall or will trigger a false alarm on a fast movement. To adjust the fall detector please see the programming codes on page 10.

Fall Detector Not Activating/ Slow Fall

If the user has a fall and the device does not start beeping but needs assistance, the user should press the SOS button to seek emergency help. This should only happen on a slow/ short fall or if the settings are too low for the user. All fall detectors have their limitations however if settings are left as is a severe fall should register. Please test the device every 3 months by dropping onto a pillow or carpet from waist height.

Information for the contacts

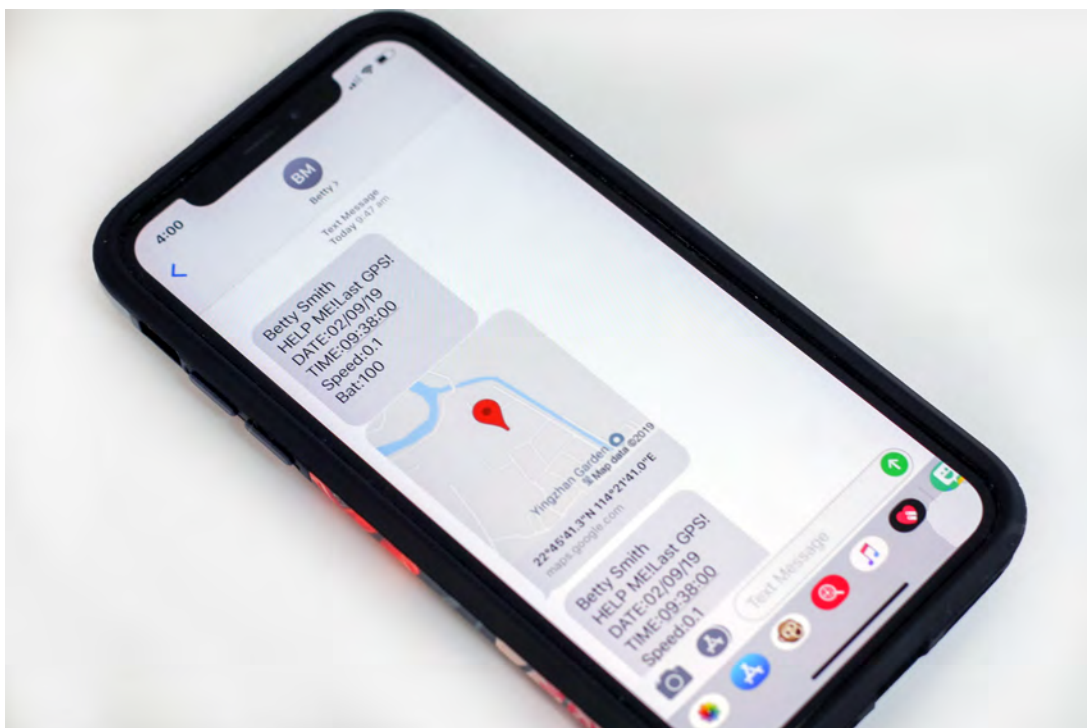
Please notify your contacts when you nominate them as an emergency contact on the device. It is also important to let them know the contact number they are in the list.

If the device is activated either when the SOS is pressed, FALL is detected or COLLISION is detected, the device will first send the first 4 contacts an SMS. This message will include the last known GPS and time the user was in that location. It will also include the battery percentage.

Receiving this SMS should let a contact know, not to panic but be aware they are now on standby and may receive a call. If they receive a call they will be prompted to press 1 on their phone keypad to accept the call, they have 30 seconds to do this.

Sometimes, the GPS will not have updated and show an outdated position. To check the current position a contact can send a reply SMS with the capital letter **F** for find. This will force the GPS to update and can be done while you wait for your call.

The contacts can also call the device at any time and it will answer after one ring and allow two way communication.



Useful Programming Commands

The contacts can make changes when necessary by sending a SMS from their mobile phone to the device phone number. The mobile number being used to send the SMS must first be a contact in the device (you do not need to be a contact in the device to add contacts).

Please see below useful commands. These must be entered precisely and without spaces.

*Our technicians can do the below commands and other system level changes remotely.
Please call 1800 336 333 for support during business hours.*

Add/ change contact number -

A1,0400111222,Name Replace A1 with contact list number, for contact 3 this would read A3.

Delete contact -

A1,D
Replace A1 with contact list number, for contact 7 this would read A7.

Check contact list -

G

Change user name -

Z2,Name

Check battery life -

G

Check device GPS location -

F

Turn ON/OFF GPS chip -

ON = **U8** OFF = **U5**

Battery Save Mode = **U9**

Change screen LED time -

L2,15

Replace 15 with amount of seconds screen to stay on for with 99 being the longest.

Change time zone -

L+10

Replace +10 with state time zone. If half hour required send as followed L+08:30. Device must be turned on and off for change to take effect.

Adjust fall detector sensitivity -

Default setting and command: **KL050**

Adjust as required within range of 035 - 090 with 090 being very sensitive and 035 lower sensitivity.

Turn fall detector OFF -

KL000

Update firmware version -

UV

This command will update to latest version, please contact our office first to ensure any changes will not alter the functionality as you know it. Test device well after using this command.

Turn ON low battery alarm - **N1,30**

Replace 30 with battery percentage required to send alert at.

Turn OFF low battery alarm - **N0,00**

Turn ON/OFF full battery alarm -

ON = **N2,1** OFF = **N2,0**

Turn ON Alarm Clock/ Charge reminder -

L5,12:00

Replace 12:00 with time of day for alarm to sound eg. 14:30

Turn OFF Alarm Clock/ Charge reminder -

L5,

Ensure the , (comma) is in place.

Check IMEI Number

B

Trouble shooting/ FAQ's

Please consult this list before calling the technical support line.

My device triggered a false FALL detection.

It may be necessary to adjust the sensitivity or be more careful with the device. See page 10 to adjust settings.

My device triggered a false SOS alarm.

This can happen if someone leans on the button. Ensure the lanyard is at a height that doesn't rest on the kitchen bench or table. You could tie a knot in the lanyard to shorten it.

Fall detector did not pick up a real FALL.

Some falls may not register if they are slow, short or not severe enough. It may be necessary to increase the sensitivity of the detector. See page 10 to adjust sensitivity. We recommend if the user has a fall which does not register to press the SOS button to seek help.

GPS location is not correct.

Just like mobile phones, the device will have normal GPS satellite data drift. This means if you are indoors or under ground the GPS may show you are across the road or not be able to get a fix. Generally the GPS is accurate to 2 - 10 metres. If the device showed a completely different location we recommend sending the command F to refresh the location. Sometimes in rural areas it can be more difficult to accurately locate. The device uses the same chip as a smart phone or car GPS would.

Device is not charging.

Check the red light is on the cradle, check the 4 gold contacts on back of device are clean and the 4 pins in the cradle are not bent.

Device is not holding charge.

Like a mobile phone, if the device is being used heavily, LED time is too high or the area has very bad mobile signal the device may only last 2 days. If the device is not lasting 48 hours it may be faulty.

SMS sent to contacts in emergency shows the wrong time and date.

The time and date sent in the emergency SMS is not necessarily the time of the emergency but time of the last known GPS. Send a SMS command **F** to the device to receive updated GPS fix.

Important Information

Please read carefully the below important points before using this device. By turning the device on the user agrees to the below warnings and terms of use.

DO NOT OPEN THE DEVICE (Warranty Void)
DO NOT WEAR LANYARD IN BED (Strangulation risk)
DO NOT LEAVE IN DIRECT SUNLIGHT
DO NOT TAKE INTO SWIMMING POOL, OCEAN, SAUNA OR SPA
DO NOT WASH WITH DETERGENT OR SOAP (Fresh water only)
DO NOT LEAVE ON CHARGING DOCK FOR LONG PERIODS
DO NOT THROW, HIT OR SHAKE DEVICE
FALL DETECTION CANNOT BE PERFECT, ENSURE SETTINGS ARE CORRECT, USE SOS BUTTON IF FALL DETECTOR DOES NOT PICK UP FALL OR SEEK EMERGENCY HELP WITH ALTERNATIVE METHOD.

National Health Australia will endeavour to ensure all of the information is updated and correct in this manual. This company, its suppliers and any distributors are not liable for any incorrect information, reliability, typo's or incorrect information and it should not be taken as medical advice. It is to be taken 'as is'. Any medical or health information is not guaranteed to be factual and a user should consult a doctor or medical professional prior to accepting any claims made in this manual.

Medical Equipment

Any equipment sold by National Health Australia is sold to assist a user in their day to day life. It is not intended to replace actual medical machines, cure medical illnesses (including psychological), replace actual emergency assistance or the seeking of emergency services. By using this device users accept and understand when operating a medical alarm, fall detector or personal alarm that they should still attempt to get to a phone, call for help or seek assistance if possible. The user is responsible for the up keep of the device to ensure it remains in working condition.



Terms of use/ conditions

1. SIGNAL AND SERVICE

The 3G, 4G, or GPS function on any device is limited to network signal. For this to work with the best accuracy a pendant must have direct line of site to the satellites and be new phone towers. A pendant may not work underground, in buildings, in cars or anywhere that there is an interference or a covering over the device. GPS signal on any device works within 5m of the user most of the time. However, National Health Australia can not guarantee the GPS signal or network service to work 100% of the time and therefore is not liable in any way for this devices failure under any circumstances or any means

2. USES

All medical alarms are only intended to assist the user in an emergency situation making contact to the programmed contacts. National Health Australia and its associated persons are not liable or responsible if your contacts do not answer or for the failure or malfunction of the device resulting in injury, death or damage to any persons or property. It is not designed to prevent any loss of property, remove the risk of injury or death to the persons using it or in the vicinity of the device, any contacts in the device or persons indirectly using the device.

3. SIM CARDS, CREDIT and FAIR USE POLICY

Our medical alarms come with different SIM cards depending on the option you have chosen, below is information on NHA on Telstra service.

3a) NHA on Telstra (Fair Use Policy)

The NHA on Telstra SIM option provides unlimited emergency use as determined below. The cost of this is \$25 every 6 months to ensure coverage. You do not need to check your credit. We will set up a direct debit or automated invoice to renew your service every 6 months.

Our devices are designed to be used as emergency pendants, not as a mobile phone. The Fair Use Policy means the device will only be used in emergencies to a reasonable level. This includes 52 minutes talk time per year and 208 SMS per year OR 26 minutes talk time per 6 months and 104 SMS per 6 months. This works out to be a single use every week with a 1 minute talk time and 4 SMS (4 contacts). If the device is not used the allowance stands and accrues for that period. It will restart after the 12 or 6 month plan.

3b. Credit on prepaid SIMs

Credit on all devices sold National Health Australia is to be maintained and monitored the user National Health Australia will not check the credit on these devices, it is the owners responsibility. It is recommended that the user regularly checks the credit level of this device to ensure it will work as intended in an emergency situation.

The user must charge all medical alarms regularly. It is recommended the device be charged daily, if it is used multiple times a day this may require more charging. We recommend seizure prone users should regularly top up the device.

4. LIABILITY

National Health Australia is not liable or responsible for any death or injury, damage to persons, property or third parties as a direct or indirect use of any device sold National Health Australia. Once any device is purchased it is the users responsibility to inform the contacts of the devices number and their responsibilities to respond to emergency texts and calls from the device. National Health Australia is not liable or responsible for injury or death caused persons responding to an emergency, loss or damage caused in part or whole from the device or its accessories under proper or improper use. National Health Australia and the customer agree that any supplied device or aid is not designed or guaranteed to prevent any loss or injury. If, notwithstanding the terms of this agreement, there should arise any liability on the part of National Health Australia as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused or contributed to National Health Australia's negligence to any degree or failure to perform any obligation or strict products liability, any liability will be limited to the sum of the sale price of the device at the time of purchase and does not include legal fees, administration fees, medical bills or any third party costs.

6. EXCESSIVE USE

The medical alarm user understands that this device is intended to be used in emergencies only. Excessive use of the device may cause damage to the device.

7. FULL AGREEMENT

This agreement constitutes the full understanding of the parties and will not be deleted, amended, cancelled except in writing both parties. By purchasing this product the user accepts these terms and conditions, disclaimer, warranty, returns policy and privacy policy. The user waives any claims against these texts.

8. DELIVERY OF T&CS, DISCLAIMER, PRIVACY DOCUMENTS AND WARRANTY

The user accepts that the T&CS, DISCLAIMER, PRIVACY DOCUMENTS AND WARRANTY were available at the time of sale the website www.nationalhealth.com.au National Health Australia P/L. Clients with Medical monitoring contracts or client lists will receive relevant contractual agreements and conditions on signing the monitoring agreement. Please visit our website for full T&C's <https://www.nationalhealth.com.au> for T&Cs and disclaimer

Legal Disclaimer

The user submits to the jurisdiction of law in QLD, Australia and agrees and accepts any legal proceedings must be engaged, maintained and completed in their entirety in QLD, Australia. Service of any papers and documents for such matters must be delivered express mail, confidentially to P.O Box 5054 Q Super Center, 4218 QLD Australia. They must be clearly and legibly be marked CONFIDENTIAL – TO: NATIONAL HEALTH AUSTRALIA. The user understands any legal action taken either parties including suing may result in mediation. National Health Australia will seek its legal fees be paid any party who takes legal action against the company. Any damages to the brand, company, name, trust or customer base as a result of any unsuccessful legal action against National Health Australia will be assessed and compensation will be sort after.

Technical Specifications

| Content | Specification |
|---|---|
| 3G HSPA Bands | 800/850/1900/2100Mhz |
| 4G LTE CAT-1 Bands | Europe: B1/B3/B7/B8/B20 America: B2/B4/B12 Australia: B1/B3/B5/B5/B7/B28 |
| Dimensions | 45.9 x 47.9 x 19.0mm |
| Weight | 56g |
| Waterproof Level | IP67 (Fresh Water Only) |
| Colour | Black/ Blue/ Green |
| GPS Sensitivity | Tracking -165dBm Re-acquisition -156 dBm Acquisition -148dBm |
| GPS Accuracy | <10m |
| Device Start Time | Cold = 30s Warm = 22s Hot = 1s |
| OLED Resolution | 128*64 |
| Battery Capacity | 1100mAH |
| SIM Card Type | Nano SIM |
| Firmware Upgrade | OTA/USB |
| Max Standby Time | 10 Days |
| Longest Working Time (5Min upload data once) | 50 Hours |
| Docking Station Charge Current Charging Time | 500mA (Max) 2 - 3 Hours (Max) |
| Operating Temperature | -20 Celsius to +65 Celsius |
| Working Humidity | 5% to 95% |

Warranty Information

The NHA Life Alarm and NH - 401 models have a full replacement 12 month manufacturers warranty which covers mechanical and firmware defects fault of the manufacturer. It does not cover wear and tear, physical damage or water damage.

If the device shows physical damage or the insides show water damage we may be able to repair or replace parts at the customers expense. Damage to the charging port, gold charging contacts on device and charging pins on dock are not covered by warranty as this would be wear and tear.

Proper care of the device is required to avoid issues. National Health Australia test all warranty claims for 7 days before issuing a report and decision on warranty. If the device is covered by warranty we strive to replace within 48 hours of the report depending on current demand, public holidays or business shut down periods.

Return/ Refund Policy

We proudly offer a 14 day satisfaction guarantee. Please test your device for suitability within this window and make contact by phone or email to ensure eligibility criteria is met. We do not refund for change of mind or change in circumstances.

Refund does not include the \$50 SIM credit as this is a consumable.



SIM Card/ Network Information

Please see front cover of user guide to determine which SIM card your device has.

Option 1 - NHA on Telstra (Fair use policy page 13 section 3a)

Unlimited Emergency Use. This option is the safest to ensure device SIM card is always activated and in credit. Plans are set up on a simple Direct Debit every 6 or 12 months to renew connection.

Option 2 - BYO SIM

Customer inserts their own sim card. Please ensure device always has credit and does not expire. We do not recommend this option.

Option 3 - Pre-Paid Telstra

We insert a Telstra SIM card. Client is to activate the SIM card and regularly monitor the credit/ plan.

Option 4 - Medical Monitoring Customers

Your device has a Telstra SIM managed by the medical monitoring facility, please ensure your account is always paid to ensure this service. If account is cancelled this SIM will need replacing and device will need re-programming.

NBN, Wi-Fi and Internet

The NHA Life Alarm does not require you to have NBN, Wi-Fi or Internet. The device works off a SIM card, utilising the mobile network and is completely independent of these services.



National Health Australia Contact Information

PHONE:
1800 336 333

WEBSITE:
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EMAIL:
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