

National Health Australia

MEDIWATCH

User Guide



Users Name:

Device Phone Number:

Your device is ready to use and has been pre-programmed by our technicians with the details you have provided. You will need to charge the device for 2-3 hours before first use to ensure it is charged. We suggest charging the device every day following this.

NHA on Telstra - Emergency Use Included (Fair Use Policy Apply). First 12 months are included, then \$75 per year. Managed and connected through NHA.

We suggest you pass on your device phone number (above) to your allocated contacts that we have pre-programmed at your request.

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Legal Disclaimer. This device is only intended to assist the user in an emergency situation by making contact to the programmed contacts. National Health Australia and its associated persons are not liable or responsible for the failure or malfunction of the device resulting in injury, death or damage to any persons or property.

Please see website www.nationalhealth.com.au/disclaimer-tc for disclaimer, terms and condition.

Your Device

1. Speaker
2. Microphone
3. Charging Points
4. Heart Rate Sensor
5. SOS Button



TURNING THE DEVICE ON/OFF

Turning On: Press and hold the SOS button (see illustration above) for 3 seconds. The “Welcome” screen should appear. The NHA Medical Watch 4G will automatically switch on when placed into the charging cradle.

Turning Off: Briefly press the SOS button to activate the screen. While the LED screen is on:

- Swipe the screen from right to left until you see the Settings menu, tap the screen.
- Swipe the screen upwards until System appears, tap the screen.
- Swipe the screen from upwards until Power off appears, tap the screen.
- Confirm by tapping the green tick.

CHARGING THE BATTERY

- Connect the smaller end of the charging cable to the port at the back of the cradle (top right image), and the larger end of the charging cable to the Power Adapter (bottom right image).
- Lie the NHA Medical Watch 4G flat onto the cradle with the SOS button facing away from the cable. The screen will show the battery percentage and a voice prompt will announce it's charging.



DEFAULT PROGRAMMING

Your device comes with automatic fall detection, white-listing (blocks unknown callers), and automatic answering turned on. If you would like any of these settings changed, please call 1800 336 333.

Product Features

FEATURE	DESCRIPTION
One Touch Operation	Press and hold the SOS button (for 2-3 seconds) until the voice prompt begins. The same button also cancels an alert, cancels fall detection, turns the screen on, and turns the device on.
Voice Prompts in any Language	Clear, audible voice prompts announce what the NHA Medical Watch 4G is doing and what the Watch User can or should do.
GPS Location	Shows your location to your contacts using Google Maps.
Fall Detection	A voice prompt announces that a fall has been detected and how to cancel the alarm. Unless cancelled, the emergency contacts (or 24/7 professional monitoring services) are then notified.
Auto Answer	Incoming calls are automatically answered (the default). The User can manually answer by pressing the green button on the screen when the call is coming in. To turn off automatic answering, call 1800 336 333 and request this change for you.
Speed Dial up to 10 Contacts (Family Monitored Only)	While the screen is displayed, swipe the screen from right to left until "Contact" appears, then tap it. Note that the name of the first contact is displayed. Swipe from right to left until the contact you want to call is shown. Tap the screen to call that one contact.
Showerproof	Pat dry with a towel after the shower to maximise longevity.
Battery Charging Indicator	When placed in the cradle, the device will verbally announce it is charging as well as indicate it on the screen.
3G or 4G	The NHA Medical Watch 4G works indoors and outside, wherever a mobile phone works.

Fall Detection

Automatic fall detection will activate based on the watch acceleration from point A to point B. Generally, the device needs to drop at least 100cm to activate.

Since the NHA Medical Watch 4G is worn on the wrist and one's hand may move at a different speed from the rest of the body during a fall, automatic fall detection may not activate. Pendants worn on a lanyard or belt pouch are more likely to activate in the event of a fall.

If the NHA Medical Watch 4G senses that the User may have fallen, it will announce: "A fall has been detected. Cancel by briefly pressing the SOS button." Unless cancelled, the emergency contacts (or the Monitoring Company) are then notified. The voice prompt heard after cancelling the Fall Detections is "Your alarm has been cancelled".

DO NOT throw the device.

It is NOT recommended to test the fall alert function when the device is worn. 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 it. The voice prompt will be heard after a brief delay .

The vast majority of the time, when someone falls, they remain conscious. If you experience a fall, when possible, press and hold the SOS button to be assured that someone is notified.

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It's easy to turn fall detection off or on. Call us and we'll make the change for you.

NOTE: Fall detection is NOT 100% accurate; false alarms may occur. It's also possible that a fall may not be detected.

Troubleshooting

ISSUE	COMMONLY KNOWN CAUSES	POTENTIAL SOLUTIONS
GPS Location is not accurate	<ol style="list-style-type: none"> 1. There are obstructions (e.g. roof, trees, clouds) between the NHA Medical Watch 4G and the satellites. 2. The GPS may need more time to acquire a fix on the satellites. 	<ol style="list-style-type: none"> 1. Under an open sky, turn the device off and on. Wait 2 minutes. 2. Request the location a second time.
User fell but Fall Detection did not activate	The MediWatch's fall detection triggers only when certain criteria of its sequential algorithm is met.	It's possible that the sensitivity of fall detection requires an adjustment. Call 1800 336 333 to have this done. However, be aware that regardless of the sensitivity setting, not all falls automatically trigger the alarm.
Fall Detection was activated by mistake	The NHA Medical Watch 4G 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.	If fall detection prompts are heard, briefly press the SOS buttons to stop calls and the texts from being sent.
The device does not seem to be charging	<ol style="list-style-type: none"> 1. Power may not be getting to the cradle. 2. The unit may not have been put into the cradle correctly. 	If there is no charging symbol on the screen, confirm power is on and the SOS button is facing away from the cable side. It should magnetically fit.

Safety Precautions

This device 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 NHA Medical Watch 4G 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.

It is highly recommended that the user test their unit every 1-3 months by pressing and holding the SOS button. Warn contacts first. Unless using a 'NHA on Telstra' 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 NHA Medical Watch 4G 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 NHA Medical Watch 4G. 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.

Terms and Conditions

Operation of the NHA Medical Watch 4G 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. *National Health Australia Pty Ltd* is not responsible for misuse or improper operation of the unit. Before using, test the NHA Medical Watch 4G 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.

National Health Australia Pty Ltd 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 NHA Medical Watch 4G will operate. It is understood by both User and Purchaser that any signals transmitted are totally beyond the control of *National Health Australia Pty Ltd*. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by *National Health Australia Pty Ltd*.

User and Purchaser both understand and acknowledge that the NHA Medical Watch 4G requires AC power and Cell Phone Service. It is User's responsibility to provide electrical service in order for the NHA Medical Watch 4G to recharge and function.

National Health Australia Pty Ltd neither warrants nor represents that the NHA Medical Watch 4G will prevent any damage, injury, or loss to either person or property, or that the NHA Medical Watch 4G will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that *National Health Australia Pty Ltd* 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 *National Health Australia Pty Ltd* other than those expressed herein.

National Health Australia Pty Ltd 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, *National Health Australia Pty Ltd* 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

National Health Australia Pty Ltd and its distributors assume no responsibility for the variation in the accuracy of data received and transmitted from the NHA Medical Watch 4G. Variation is likely due to device location, specifically, its distance from cell towers and ability to be detected by satellites. To the maximum extent permissible by applicable law, *National Health Australia Pty Ltd* and 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 accuracy of the NHA Medical Watch 4G.

Warranty

The NHA Medical Watch 4G is warranted for 1 year from the date of purchase when used under normal conditions and appropriately cared for and maintained. The warranty does not apply if there is:

- 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, fire, or any natural disaster, such as a flood or an earthquake
- Evidence of device infiltration, such as unscrewing the device casing and tampering with any internal electronics.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to:

- Cancel your service contract with us; and
- A refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

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 (\$50) or if you prefer you can exchange it for another model of the same value.

Returns Address: PO Box 5054 Q Super Centre Mermaid Waters Qld 4218

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FREE CALL: 1800 336 333

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