



# MEDI+MATE

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4G MEDICAL ALERT CONTROLLER

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USER'S MANUAL

Document 890-476

Rev 1.1



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## MEDI-MATE USER'S MANUAL

Document Part No: 890-476  
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For use with Ness 106-329 Medi-Mate 4G Medical Alert Controller.

### WARNINGS & NOTICES

Ness Corporation manufacturing processes are accredited to ISO9001 quality standards and all possible care and diligence has been applied during manufacture to ensure the reliable operation of this product. However there are various external factors that may impede or restrict the operation of this product in accordance with the product's specification.

These factors include, but are not limited to:

1. Erratic or reduced radio range (if radio accessories are installed). Ness radio products are sophisticated low power devices, however the presence of in-band radio signals, high power transmissions or interference caused by electrical appliances such as Mains Inverters, Wireless Routers, Cordless Phones, Computers, TVs and other electronic devices may reduce radio range performance. While such occurrences are unusual, they are possible. In this case it may be necessary to either increase the physical separation between the Ness receiver and other devices or if possible change the radio frequency or channel of the other devices.
2. Unauthorised tampering, physical damage, electrical interruptions such as mains failure, electrical spikes or lightning.
3. Solar power inverters are a known source of electrical interference. Please ensure that this product and all associated cabling is installed at least 3 metres away from a solar power inverter and its cabling.
4. While SMS reporting is a powerful and useful feature it is dependent on the integrity and availability of the cellular network. As with any SMS message it is possible that SMS monitoring reports may be delayed or fail to be delivered. Such failures are a function of the cellular network/s and beyond the control of Ness Corporation. Ness recommends central station monitoring as your primary monitoring path.

**WARNING:** Installation and maintenance to be performed only by qualified service personnel.

**CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries in accordance with local regulations.

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Ness reserves the right to make changes to features and specifications at any time without prior notification in the interest of ongoing product development and improvement.

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## Product Packing List

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Medi-Mate controller



4G Antenna



9V DC Plug Pack



Pendant Transmitter including neckchain and wrist strap



Ness SIM Card

# Introduction

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Your Ness Medi-Mate has been designed to provide you with the freedom and peace of mind in that, should you need assistance or help it is available to you 24 hours a day at the simple press of a button.

The attractive slim line design of Medi-Mate allows it to take its place unobtrusively in your home and be ready when you need help.

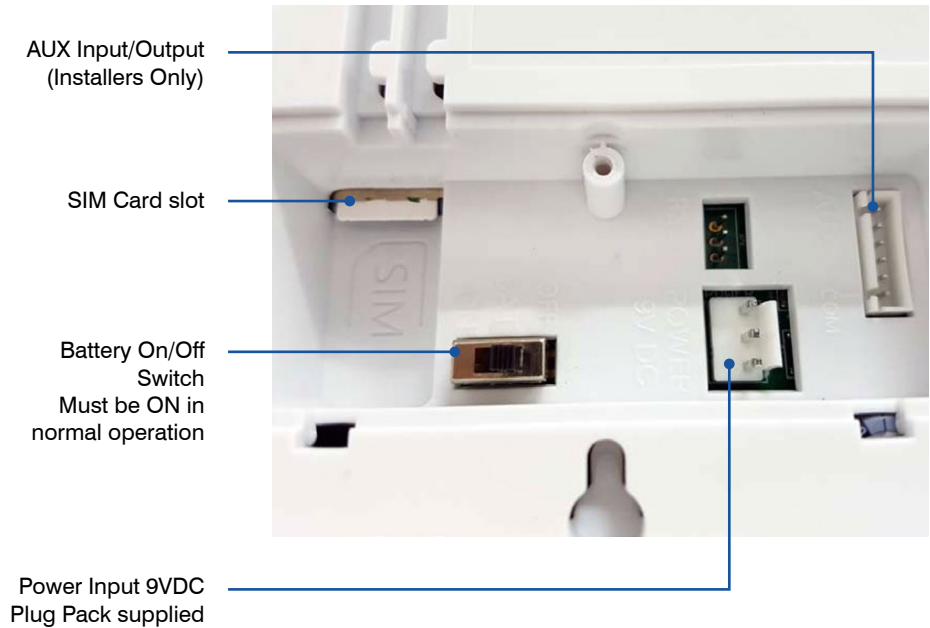
Help can be summoned by pressing a button on your personal Pendant or Wristwatch, which you can wear both inside your home or outside in the garden, ready for any emergency.

Ness Medi-Mate has been built to the highest of technical standards for the protection of people and property and manufactured to Australian and International quality standards.

Medi-Mate can be supplied with additional fixed or portable Radio Key Pendants, which can be worn or placed around the home as needed. Please contact your installer for more information.

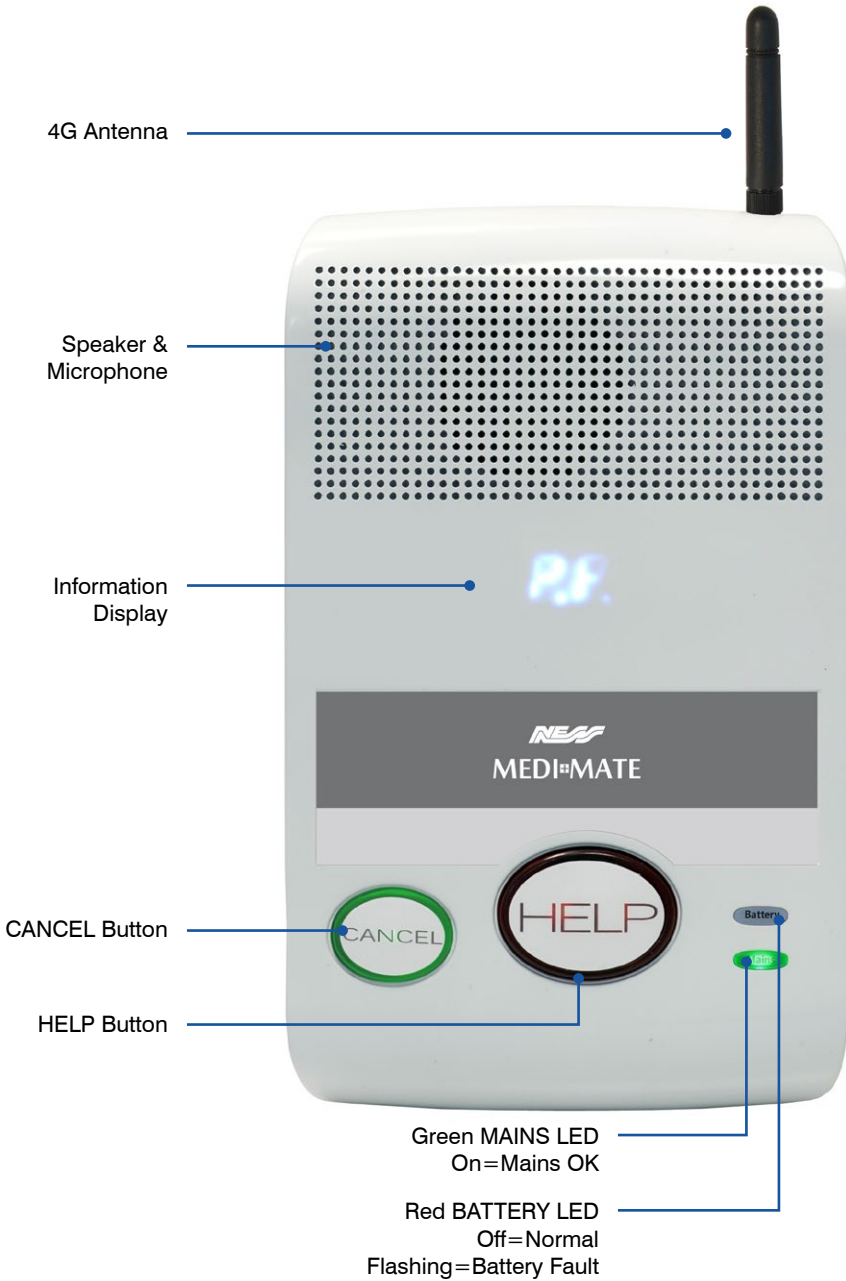
## Medi-Mate Rear Panel

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# Medi-Mate Front Panel

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# Operation

## TO SUMMON HELP

Press the red HELP button on your Medi-Mate



Or press the HELP button on your Medi-Mate Pendant (Press and hold for at least 2 seconds)



## PRE-ALARM WARNING



Once pressed, the red HELP button will flash rapidly and beep for 10 seconds.

The alarm will then be transmitted (if it has not been cancelled during the pre-alarm period).






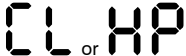


## TO CANCEL THE ALARM





You can cancel the alarm during the pre-alarm period by pressing the green CANCEL button.

Pressing CANCEL after the alarm has been sent will have no effect.

# Displays & Warnings in Operating Mode

DISPLAY	DESCRIPTION	INFORMATION
	Green MAINS LED flashing.	Check that the mains power Plug Pack is plugged in and turned on at the Power Point.
	Red BATTERY LED & LB flashing.	Check that the battery switch on the rear of the unit is turned on.
	Medi-Mate failed to send an Alarm.	Check that the antenna and SIM Card are plugged in.  Contact your Installer/Monitoring Centre.
 Beep for 25 seconds	CELLULAR network failure.	Make sure that the antenna is fitted and check that you have cellular network access.  Contact your Installer/Monitoring Centre.
 Beep for 25 seconds	SIM Card failure.	Make sure that a valid SIM card is fitted.  Contact your Installer/Monitoring Centre.
	The red HELP button is also flashing	The red HELP button has been pressed
 Your Medi-Mate may display H, C, A or S depending on setup	The red HELP button is also flashing	A Pendant help button has been pressed (The pendant number is displayed)
	Pendant Low Battery	A Pendant has a low battery. (The pendant number is displayed)  Contact your Installer/Monitoring Centre.

## Signal Strength Display

 Signal strength is displayed for 2 seconds		To check cellular signal strength press the CANCEL button while in normal operating mode.  0 to 1 = Weak Signal 2 to 6 = Good Signal (Industry average) 7 to 8 = Very Strong Signal
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# Monitoring



SMS



SMS Help alerts to a mobile phone



Two Way Voice Call

## SELF-MONITORING

Medi-Mate has in-built 'Self-Monitoring' capabilities for Help alerts to be sent by SMS messaging or by voice reporting as set up by the installer.

Once an SMS alert or Voice call has been received the recipient can initiate Medi-Mate's powerful Two-Way Voice Call feature to communicate with the patient.

The user will be able to hear you and talk back hands-free using Medi-Mate's built-in speaker and microphone.

More information on pages 9~11.

Requires an active SIM card.

While SMS reporting is a powerful and useful feature it is dependent on the integrity and availability of the cellular network.

As with any SMS message it is possible that SMS monitoring reports may be delayed or fail to be delivered. Such failures are a function of the cellular network/s and beyond the control of Ness Corporation.





## SMS Reporting Format

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Medi-mate sends alarm reports by SMS to phone numbers 1~4 (n1~n4) in the format:

-> [Date][Time][Message]MediMate

Example of a Help alarm message

-> 7-5-19 9:22:21 Help/Alarm,  
MediMate

Example of a Restoral message. (The cancel button on Medi-Mate sends a Restoral.)

-> 7-5-19 9:24:18 Restore,  
MediMate

Once Medi-Mate has sent an SMS alarm message it enters CallBack mode during which time it will answer any incoming call for a pre-programmed time. (CallBack Mode default time = 6 minutes). See page 11 for a description of Two Way Voice operation.

Note: If any VOICE phone numbers (n5~n6) are programmed, Medi-Mate will also send voice alarm reports to those numbers.



## VOICE Reporting Format

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Medi-Mate sends alarm reports by voice to phone numbers 5 and 6 (n5~n6).

When a help alarm is activated, Medi-Mate dials the phone numbers programmed in n5 and n6 and repeats the audible alert message “Alarm Activated” for 30 seconds.

At this stage the recipient can press # on their phone to start a two-way voice session with Medi-Mate and talk to the user to find out the nature of the help call. Press \*# to end the call and cancel the alarm.

If the called party takes no action Medi-Mate hangs up and calls the next phone number.

See page 11 for a description of Two Way Voice operation.

Note: If any SMS phone numbers (n1~n4) are programmed, Medi-Mate will also send SMS reports to those numbers.



## Two Way Voice Calls

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Medi-Mate has a built-in speaker and microphone for hands-free communication with the user. Two Way voice calls are initiated by an SMS alert message or by a voice alarm report.

### **To start a Two Way Voice call...**

#### **WHEN YOU HAVE RECEIVED AN SMS ALERT**

1. A Medi-Mate HELP alarm has been generated (HELP button or pendant pressed).
2. Medi-Mate sends alert SMS to the programmed mobile phone numbers. Medi-Mate is now in Answer Mode for 6 minutes and will answer any incoming phone call.
3. The SMS recipient calls the Medi-Mate phone number.
4. When Medi-Mate answers the call, the caller dials ## to open the two-way voice channel. The Medi-Mate user can talk to you hands-free as long as they are in range of Medi-Mate's microphone and speaker.
5. To hang up the caller presses \*# on their phone. The user can also terminate the call by pressing Cancel button on their Medi-Mate.

### **To start a Two Way Voice call...**

#### **WHEN YOU HAVE RECEIVED A VOICE ALARM REPORT**

1. A Medi-Mate HELP alarm has been generated (HELP button or pendant pressed).
2. Medi-Mate dials one or both of the programmed voice alarm numbers (n5 and n6).
3. As the recipient of the call you will hear the voice message "Alarm Activated".
4. Press # on your phone to open the two-way voice channel. The Medi-Mate user can talk to you hands-free as long as they are in range of Medi-Mate's microphone and speaker.
5. To hang up the recipient presses \*# on their phone. The user can also terminate the call by pressing Cancel button on their Medi-Mate.

# Specifications

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DATA COMMUNICATIONS	4G / GPRS Module
WIRELESS PERIPHERALS	Ness Two Way Radio (SL protocol)
WIRELESS RANGE	100~300m in open air, subject to environmental conditions
SIM TYPE	Standard SIM
POWER REQUIREMENTS	9VDC 300mA Plug Pack supplied
BACKUP BATTERY	4.8V 1.6Ah Backup Battery fitted
DIMENSIONS / WEIGHT	130(W) x 210(H) x 35(D) mm / 590g
CONFORMING STANDARDS	ISO9001 International Quality manufacturing Standards AS4607 Personal Response Systems AS2201.4 (C2) Intruder Alarm Systems - Wireless AS4268.2012 Radio Equipment & Antenna Systems – Short Range devices