

## Medi Alarm Nano – Extended User Guide

**Is this guide too long and complicated? Read our “Quick Start” guide instead.**

This extended user guide is available for users who wish to explore the Medi Alarm Nano’s full capabilities and advanced features. Alternatively, the Quick Start Guide provides all essential information for competent device operation using the default settings that work well for most users.

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## Turning ON or OFF

When you first turn it on, please turn outside with clear view of sky and leave outside for 10 minutes.

**Turn ON:** Press and hold the Bottom Side Button for 4 seconds. Let go after the vibration and

**Turn OFF:** Press and hold the Bottom Side Button for 4 seconds.

## Self-Monitoring vs 24/7 Monitoring

If you are using our Medi Alarm 24/7 monitoring service, we set up your device up specifically for this service. Do not DIY program your device with the information in this guide if you have 24/7 monitoring. Please call 1300665322.

### Self-Monitoring

When the SOS button is pressed or a fall is detected, it calls and texts your chosen contacts (up to 8 people) one by one until someone answers, shares your GPS location via text, costs only \$70 yearly for the Telstra SIM with no monthly fees, and works best if you have reliable family/friends nearby who can respond quickly.

### 24/7 Monitoring

When the SOS button is pressed or a fall is detected, our trained professionals answer immediately, receive your GPS location, stay on the phone with you, call your contacts or emergency services (000), share medical information with paramedics, and notify family members, costing \$50 per month or \$520 per year with no lock-in contract.

Call 1300 665 322 to request changes to how your device has been set up. By default, your device blocks all calls except from our monitoring team. If you want specific people (e.g., family) to call your Medi Alarm, we can add their numbers upon request. Added contacts will also receive SMS alerts during SOS/fall events. Notify them not to respond—our team handles all emergencies.

### Which option should I choose?

Choose self-monitored if you have reliable contacts nearby and prefer managing your own emergency contacts; choose 24/7 monitoring if you want professional help available anytime, live alone or far from family, need extra peace of mind, or require someone to coordinate with emergency services.

## Setting Emergency Contacts

Store up to 8 emergency numbers that receive SOS alerts.

Command Format: A[position],[number],[name] - Example: A1,0400123123,JohnSmith

The below commands are using placeholder values - replace "0400123123" with the real phone number, and replace "JohnSmith" with the real name etc. Alternatively, you can program phone number without name A1,0400123123.

SMS	Description
A1,0400123123,JohnSmith	Set 1st contact (replace placeholder values)
A2,0400222333,Jane	Set 2nd contact (replace placeholder values)
A3,0400111333	Set 3rd contact (replace placeholder values)
A4,0400222555,Lachlan	Set 4th contact (replace placeholder values)
A5,0400666000,Sam	Set 5th contact (replace placeholder values)
A6,0400777111	Set 6th contact (replace placeholder values)
A7,0400444111,James	Set 7th contact (replace placeholder values)
A8,0400888999,Matt	Set 8th contact (replace placeholder values)

## Deleting Emergency Contacts

Send A1,D up to A8,D to delete a contact. Or overwrite the contact with another contact.

## View Emergency Contacts List and Calling Specific Phone Numbers

**Option 1: Send SMS Command G:** Sent G to the device's phone number. It will automatically respond with a list of emergency contact phone numbers (does not display names)

**Option 2: Hold Top Button on Device:** Displays contacts list on the device's screen. When viewing this menu, both side buttons can be used to scroll up or down through the list. To initiate a phone call to a specific contact, select the contact with the side buttons, then hold the SOS button. This will result in a regular phone call, without the SOS alert. To exit, wait 10 seconds.

## Receiving calls on the device

Your emergency contacts can call you on your Medi Alarm. By default, only your emergency contacts can call your Medi Alarm, to avoid telemarketers and scam callers. This can be changed to allow calls from any number.

The device automatically answers the incoming call by default after 2 seconds. Alternatively, you can set the device to require the top side button to be pressed to answer incoming calls. To hang up on a call, either wait for the caller to hang up, or press the SOS button once to hang up.

SMS	Description
Q2,0	Only authorized numbers (emergency contacts) can call the device. All other phone numbers are blocked.
Q2,1	Any phone number can call the device – not recommended.
Q3,0	Device automatically answers incoming call after 2 seconds. (Default)
Q3,1	When device receives incoming call, user must press top side button to answer.

## Using 000 as an emergency contact

Avoid programming 000 as an emergency contact. False alarms may trigger unnecessary police/ambulance dispatch, causing stress and confusion for the user. In other cases, users might be unable to communicate effectively to 000 during real emergencies which may not result in the required response. It is better to let your contacts, or our monitoring team answer first, with background knowledge of your specific situation (health concerns, allergies, property access instructions). They'll assess the situation and call 000 if needed, on your behalf.

## Activate SOS Alert with SOS Button Press

**Option 1: SOS Button - 1-Second Hold (Default):** Press and hold the SOS button for 1 second. When the device vibrates and you hear "SOS Activated", release the button.

(Default setting; Enabled with SMS command QB,1)

**Option 2: SOS Button - 3-Second Hold:** Press and hold the SOS button for 3 seconds. When the device vibrates and you hear "SOS Activated", release the button. This is useful if option 1, SOS Button with 1-Second Hold, results in too many false alarms by accidental button presses.

(Disabled by default. Enable with SMS command QB,0)

SMS	Description
QB,0	Activate SOS, Long Button Press
QB,1	Activate SOS, Short Button Press (Default)

## Cancel SOS Alert with SOS Button Press:

The User can cancel the call out by holding the SOS button for 2-3 seconds or until the device vibrates and shows "SOS Cancelled" on screen.

## Adjusting SOS Call Initiation Speed

By default, the device uses the quick calls setting, by calling first, and the SMS with GPS location will follow within 40 seconds. In areas with bad reception, this may result in incomplete GPS coordinates in the SMS response. Send SMS command **F** to manually receive the current GPS location if needed.

Alternatively, the device can send an SMS with GPS coordinates first before calling, causing a 40-second delay between button press and calling. Users may become impatient or unsure during the delay, and think the SOS was not initiated and try pressing the button again – which cancels the SOS. If this occurs, consider quick call setting.

SMS	Short Description	Long Description
Q6,0	Calls > SMS Quick Calls <i>(Default)</i>	Initiates SOS call with no delay. Followed by SMS with GPS link after a 40-second delay. <i>(Default)</i>
Q6,1	SMS > Calls Calls after 40 seconds	Send SMS first with GPS link after a 40-second delay. Followed by SOS call.

## Receiving SOS Alert from device

When an SOS alert or fall detection is triggered, emergency contacts receive:

1. **Alert SMS:** Contact receives an SMS, with GPS location, followed by a phone call.
2. **Answer Call:** Contact answers the phone call from the Medi Alarm.
3. **Press 1 to Confirm:** Device plays: "Medi Alarm alert, press 1 to accept." Contact must press 1 to verify a human answered (not voicemail). *If not pressed, Device assumes voicemail/no answer and calls next contact after 20 seconds. This "Press 1" setting can be disabled, if voicemail or missed calls are not a concern.*
4. **Assist & Respond: Talk to the user** to assess their situation and take appropriate action.

## Voicemail Detection – Contacts press 1 to answer calls from the device

When the SOS button is pressed or a fall is detected, the device automatically calls your emergency contacts one by one. For the device to recognize that a real person has answered, the contact must press '1' on their phone keypad within 15 seconds. If '1' is not pressed, the device assumes the call went unanswered or to voicemail and moves to the next contact. This verification step (pressing '1') is important for the system to work correctly. While this verification feature can be disabled, doing so means that if the first emergency contact's call goes to voicemail, no other contacts on your list will be alerted.

SMS	Description
Q4,0	Contacts do not need to press 1 to answer the call. Risks getting stuck if the call goes to voicemail.
Q4,1	Contacts must press 1 within 15 seconds to confirm they answered. This prevents voicemail from stopping the call process. If they don't press 1, the device hangs up and calls the next contact.

## Set Time

The device uses UTC (Coordinated Universal Time) and requires manual time zone configuration, including adjustments after daylight saving (DST) changes. Australian DST periods are October to April. DST starts on the first Sunday in October and ends on the first Sunday in April. This applies to all states except QLD, WA and NT.

Use the following SMS commands to set the time zone.

	VIC, NSW, TAS, ACT	QLD	SA	WA	NT
Non-DST (Apr-Sep)	L+10:00	L+10:00	L+09:30	L+08:00	L+09:30
DST (Oct-May)	L+11:00	L+10:00	L+10:30	L+08:00	L+09:30

## Voice Prompts - Description

Your Medi Alarm Nano uses the following voice prompts.

- *"Power ON"* (When Turning ON)
- *"Power OFF"* (When turning OFF)
- *"SOS Activated"* (When holding SOS button)
- *"SOS Cancelled"* (When fall alert cancelled or when SOS alert cancelled, except on Q6,0 quick call setting)
- *"A fall has been detected"* (When fall detected)
- *"Your device is charging"* (When plugged into charger)
- *"Medi Alarm alert, press 1 to accept"* (when emergency contact answers call)

## Voice Prompts - Languages

Your Medi Alarm can provide the above voice prompts in 4 different languages.

To change language, send the following SMS commands, then wait 10 minutes before testing.

[UL2](#) English (Default) | [UL0](#) Arabic | [UL1](#) Chinese – Mandarin | [UL3](#) Vietnamese

## Alarm Clock

To set a daily repeating alarm: Send an SMS command [L5, hh:mm](#)

Replace "hh" with hours in 24-hour format (00-23). Replace "mm" with minutes (00-59). The alarm will sound at the set time every day. To stop the alarm from beeping, press the SOS button.

Example: [L5,14:30](#) sets the alarm for 2:30 PM daily.

SMS	Short Description
<a href="#">L5,09:00</a>	Enable alarm clock and set to 09:00am
<a href="#">L5,</a>	Disable alarm clock

## Firmware Update

Your device comes with the latest firmware. Please call 1300665322 if you would like to enquire about our latest firmware, and the additional settings and the improvements this provides.

Current Firmware 14 August 2025: MA02A\_MA250814\_EU250115

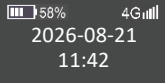
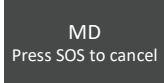






SMS	Short Description	Long Description
<a href="#">UVd</a>	Latest firmware	Send SMS in a good Telstra reception area, then wait 10 minutes.
<a href="#">UVMA250814</a>	Choose specific firmware version	Send SMS in a good Telstra reception area, then wait 10 minutes.

## GPS Information & Increasing Battery Life

Your Medi Alarm GPS setting can be adjusted to increase GPS strength or reduce GPS strength to increase battery life.

SMS	Short Description	Long Description
U4	Turn on GPS	Default setting, sending F or receiving alert SMS will show correct GPS coordinates on Google Maps.
U5	Turn off GPS	Useful if GPS is not required, turning off GPS will boost battery to maximum possible duration. SMS alert with GPS location will now only show zeros for GPS coordination and the Google Maps link will not work.
U8	GPS Strong Mode	High strength GPS, updates GPS location more frequently. Useful if you are in a bad reception area.
U9	GPS Power Saving	Medium strength GPS, updates GPS location once an hour. It is useful if you would like to boost battery life, by slightly reducing GPS strength. (Default)

## Common Screen Displays

Standard Display	Fall Detection Activated	Fall Detection Cancelled	Fall Detection Calling Out	SOS Activated*	SOS Cancelled	SOS Calling Out	SOS Contacts
							

MD = Man Down (Fall Detected)

\*When using the default quick call setting **Q6,0**, the device skips the "SOS, press SOS to cancel" screen to place emergency calls instantly. This prioritises speed in critical situations but removes the cancellation window. Changing this to **Q6,1** will give the user a 10 second window on the "SOS, press SOS to cancel" screen to cancel if it was activated by accident.

## IP67 Waterproof Rating

Your device has an IP67 water resistance rating, meaning it withstands rain, splashes, and brief submersion (up to 1 meter for 30 minutes). We do not recommend using it in the shower directly as soapy chemicals can degrade the waterproof seal, or steam can seep inside and void your warranty; for shower safety, use our FREE zip-lock shower bag (place the Medi Alarm inside and wear it in the shower) or alternatively keep it on a nearby hook or ledge outside direct water spray.

## Geofence

The geofence feature creates a virtual circular boundary centred on a specific GPS location. When the device moves outside this circle, it triggers an alarm notification. To set this, the device must first be at the required GPS location. Set with SMS command **Px,yyy**, where x is either 1 (geofence ON) or 0 (geofence OFF), and **yyy** represents the distance in multiples of 10 metres.

For example, **P1,050** sets a 500-metre radius around the present location. The minimum setting possible is a 10m circle around present location, using **P1,001**. The maximum setting possible is a 2.5km circle using **P1,250**

### Motionless Alarm

Triggers an alert if the device remains motionless for a set duration. Ideal for users who wear the device continuously, including during sleep, and require alerts to emergency contacts if there is no movement.

SMS	Short Description	Long Description
M3,060	Turn on motionless alarm - set to 60 min	To enable, send M3,XXX where XXX = minutes (e.g., M3,060 = 60 min, M3,999 = 999 min).
M3,000	Turn off motionless alarm	Disables the motionless alarm. This is the default setting.

### Screen ON Time – Power Saving Mode

The screen turns itself off after a set time to conserve battery. The device is still on when the screen turns off.

Press the top side button once to wake up the screen to view it again.

SMS	Short Description	Long Description
L2,90	Set screen on time to 90 seconds.	You can change “90” from 1 to 99 seconds

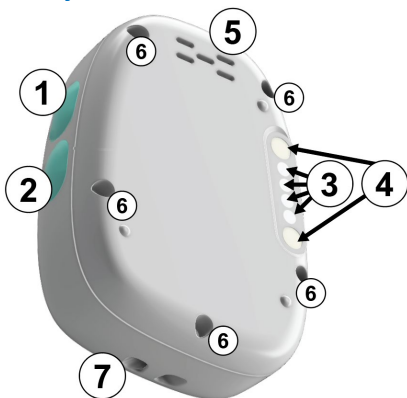
### Testing

We recommend that you test your Medi Alarm about once a month. This is to ensure the user remains familiar and comfortable with how to use the device.

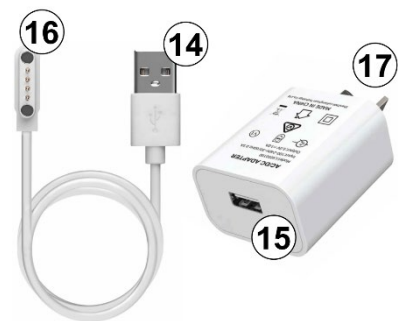
### Charging

Charge for 1 hour daily. Plug the USB end (rectangular end) of the cable into the adapter. The adapter plugs into the wall power outlet. The other end magnetically clips onto the device charging contacts. A charging symbol will appear on the screen, or a lightning symbol will show on the battery icon. If the device is not charging, clean the silver circles on the back of the device. If the device is OFF, it will automatically turn on when plugged into the charger. The screen will turn itself off after 10 seconds to save power

### Physical Features



- (1) Upper Side Button: Wake up screen or hold to see contacts list
- (2) Lower Side Button: Turn device on or off
- (3) Charging contacts
- (4) Magnetic attachment for charging cable
- (5) Speaker
- (6) Screw holes
- (7) Holes for attaching lanyard



- (8) SOS button
- (9) Microphone hole
- (10) Battery symbol and percentage
- (11) 4G connection strength
- (12) Time
- (13) Date
- (14) Charger cable – plug into (15)
- (15) USB port
- (16) Charger cable – attach onto (3)
- (17) Plug into DC wall outlet



**SMS Commands**

Function	Command	Brief Description
Set number	Ax,[Number],[Name]	Add authorized contact (A1-A8)   Example: A1,0400123132,Tim
Delete number	Ax,D	Remove authorized contact   Example: A1,D
Two-way call (default)	U0	Normal 2-way calls when dialling device. (Default Setting)
Listen-in mode	U1	Listen only when calling device. (Disabled by default)
SOS listen-in	U2	SOS calls use listen-in mode. (Disabled by default)
SOS two-way	U3	SOS calls use 2-way audio. (Default Setting)
GPS On	U4	Turn on GPS - Default setting
GPS Off	U5	Turn off GPS - Useful if GPS is not required, can conserve battery
GPS high strength	U8	High GPS strength
GPS low strength	U9	Low GPS strength for battery saving purposes
Call verification	Q2,x	0=Only authorized numbers can call (default). 1=Anyone can call.
Call control	Q3,x	0=Device auto-answers (default)   1=Press call button to answer
Voicemail Detection	Q4,x	Q4,1 = Voicemail detection on. Contacts must press 1 to confirm answer   Q4,0 = no voicemail detection   (Default: Q4,1)
Call out function	Q7,x	Hold top side button to see contacts list, scroll with side buttons, press SOS button to call. Q7,0 = disables this   Q7,1 = enables this
Fall detection	KLxxx	Set sensitivity (000-255). KL000=disabled. Suggested: 050. (Default: KL061)
Geo-fence	Px,yyy	P1=On with radius (yyyx10m). P0=Off. Alerts if device moves beyond set distance. Example: P1,050 (Disabled by default)
Motionless alarm	M3,xxx	Alert after xxx minutes of no movement (1-1440)   M3,0=Off. Example: M3,060   (Default Disabled)
Set Time Zone	Lxyy:zz	Set UTC offset (e.g., +08:00). Format: [+/-][hh]:[mm]. Example: L+08:00
Manual Time Set	L1,YYMMDD,HHMMSS	Make UTC L+00:00 then send command L1,YYMMDD,HHMMSS Example: L1,20251201,13:00 (1 <sup>st</sup> December 2025, 1pm)
Alarm clock	L5,hh:mm	Set alarm. L5 (no time)=disable. Example: L5,08:00 (Disabled by default)
Low battery alarm	Nx,yy	N1=On, N0=Off. yy=battery % threshold (<45). (Default: N1,30)
Single location	F	Request current GPS position.
Continuous tracking	Mx,yyyZ	M1=On, M0=Off. yyy=update interval (001-255). Z=S/M/H (sec/min/hr). Example: M1,005S (Disabled by default)
APN/IP/Port setup	C,APN,IP:Port	Set APN, IP and port. C=reset to default. Default: Ctelstra.m2m Telstra: Ctelstra.wap   Optus: Cyes.internet   Vodafone: Clive.vodafone.com
GPRS control	D/E	D=Turn on GPRS. E=Turn off. (Default: D)
GPRS credentials	Ouser,pass	Set GPRS username/password. (Default: O,)
Server domain	Rhttp://dom;port	Set server domain/port. R;=clear.
Device info	B	Get IMEI, hardware/software info.
Current settings	G	Retrieve all user settings.
OTA update	UV	Update firmware (battery >50% required).
Factory reset	RESET!	Reset device to defaults.
Power off	K	Turn off device.
Screen ON time	L2,xx	xx=seconds screen on time. Default: L2,90 (screen stays on for 90 seconds)