



MEDI+MATE



4G MEDICAL ALERT CONTROLLER

QUICK START

INSTALLATION MANUAL



CORPORATION

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MEDI-MATE INSTALLER MANUAL

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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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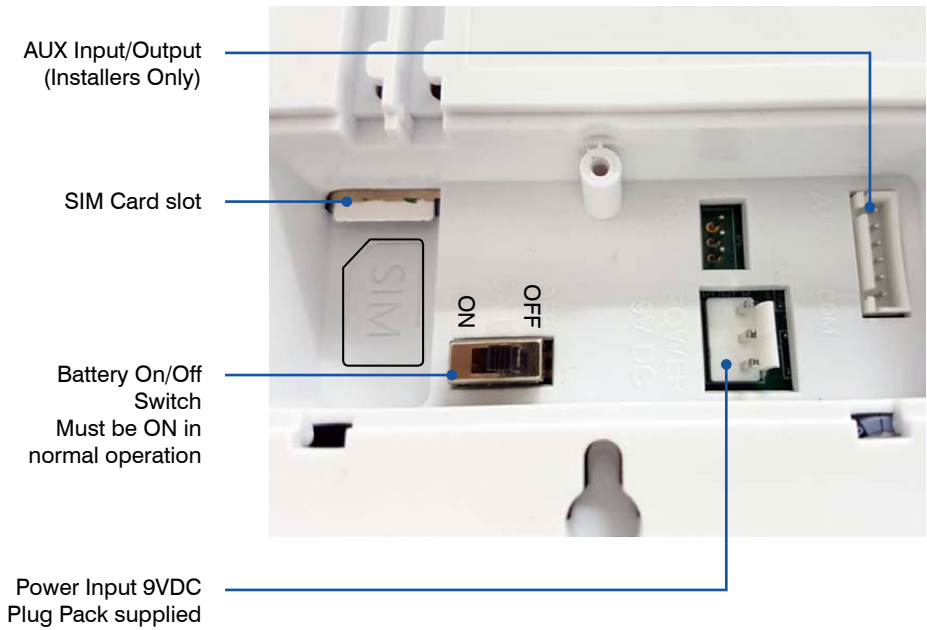
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QUICK START GUIDE

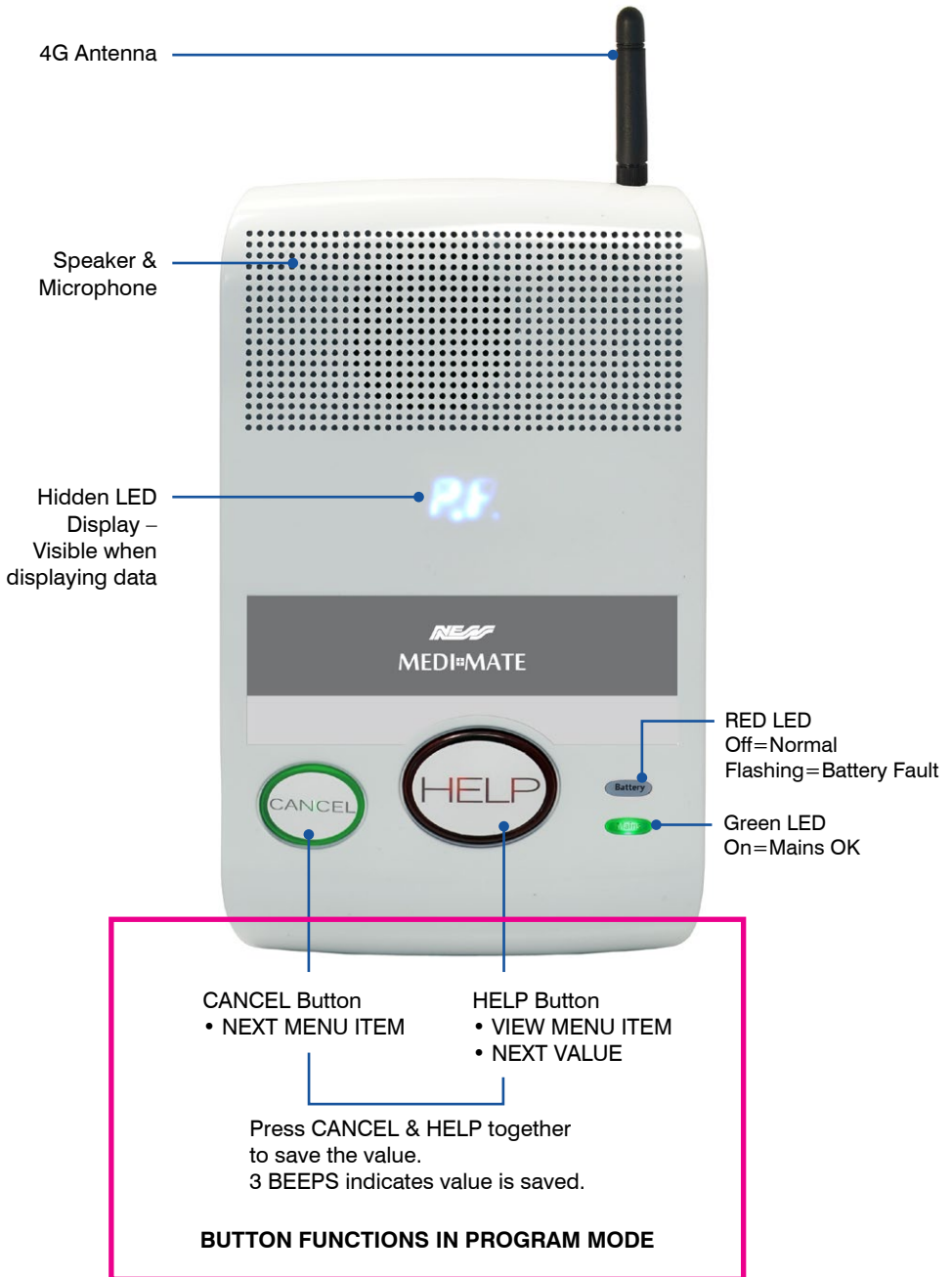
This step-by-step Quick Start Guide will help you get your Medi-Mate programmed and running in no time.

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- | | | |
|----------|---|--------|
| 1 | Insert a valid SIM card
To activate a Ness SIM card go to activate.ness.com.au | Page 5 |
|----------|---|--------|
-
- | | | |
|----------|---|--------|
| 2 | Power up Medi-Mate by turning on the Battery Switch or connect the plug pack. | Page 5 |
|----------|---|--------|
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- | | | |
|----------|---------------------------------|------------|
| 3 | Program a Client Account Number | Page 9, 13 |
|----------|---------------------------------|------------|
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- | | | |
|----------|-----------------------------------|-------------|
| 4 | Program at least one Phone Number | Page 10, 13 |
|----------|-----------------------------------|-------------|
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- | | | |
|----------|---|---------|
| 5 | Program additional Pendants (Optional step)
One pendant is supplied already programmed | Page 11 |
|----------|---|---------|
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- | | | |
|----------|--|--------|
| 6 | Exit Program Mode
(Exit is automatic after 5 minutes if at least one Phone Number and the Client Account Number exists) | Page 8 |
|----------|--|--------|
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- | | | |
|----------|---|--|
| 7 | Check that the Battery Switch is ON and the plug pack is connected and switched on. | |
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- | | | |
|----------|------------------------------------|--------|
| 8 | Check the cellular signal strength | Page 7 |
|----------|------------------------------------|--------|
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- | | | |
|----------|---|--|
| 9 | Send a test call.
Press the HELP button or press a Pendant | |
|----------|---|--|
-






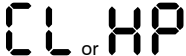


Medi-Mate Rear Panel





Medi-Mate Front Panel



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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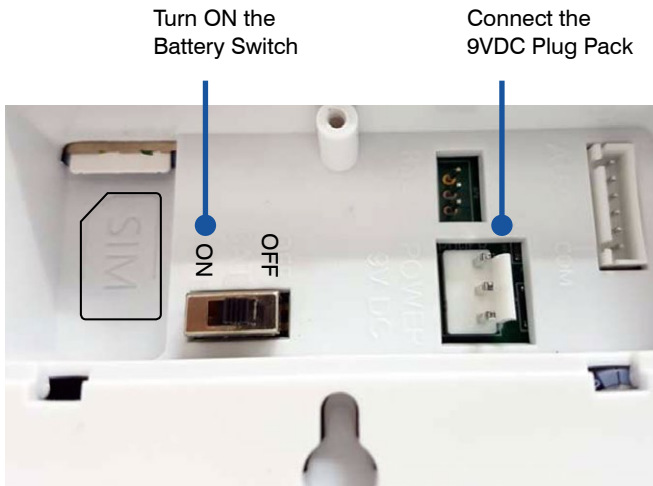
Program Mode

TO ENTER PROGRAM MODE

Medi-mate enters program mode on power up.

- Program Mode is indicated by **PE** display.
- Medi-Mate will remain in program mode indefinitely if there is no Phone Number or Account Number programmed. In this state, Medi-Mate will give one beep every minute.
- If at least one Phone Number and Account Number exists, Medi-Mate will drop out of program mode after 5 minutes of inactivity.

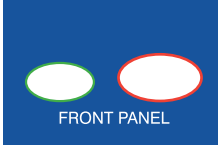
To power up and enter Program Mode



TO EXIT PROGRAM MODE

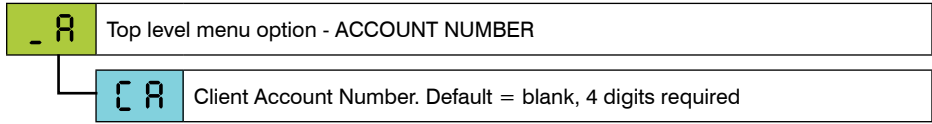
- If at least one Phone Number and Client Account Number exists, Medi-Mate will drop out of program mode after 5 minutes of inactivity.
- Or, when the display shows **PE** press CANCEL and HELP to exit program mode.

VOICE ALERT  "Unit Disarmed"



Programming - Client Account Number

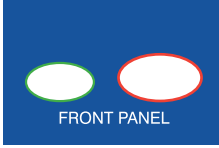
Programming the Client Account Number using the front panel buttons.



STEP-BY-STEP - Programming the Account Number

STEP	ACTION	PRESS	DISPLAY	PRESS
1	Cycle power to enter program mode (Turn on the battery switch)		PE	
2	Press CANCEL to reach the Client Account Number programming menu option.	(CANCEL)	_ A	
3	Press HELP to select the option.	(HELP)	CA	
4	Press HELP to display the current Account Number	(HELP)	- Dash = no account number	
5	Press HELP to step through the digits 0 to 9. Stop at the first required digit.	(HELP)	1	 Both*
6	Press HELP to step through the digits 0 to 9. Stop at the next required digit.	(HELP)	12	 Both
7	Press HELP to step through the digits 0 to 9. Stop at the next required digit.	(HELP)	23	 Both
8	Press HELP to step through the digits 0 to 9. Stop at the next required digit.	(HELP)	34	 Both
9	Press CANCEL then HELP to view the Account Number.	(CANCEL) Then (HELP)		
NOTES: <ul style="list-style-type: none"> • If you make a mistake when entering a digit, just return to Step 2 and start again. • Medi-Mate will not exit program mode unless the account number and at least one phone number are programmed. 				

* PRO TIP: Pressing CANCEL & HELP with two thumbs helps ensure simultaneous press.



Programming - Telephone Numbers

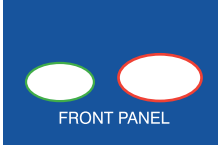
Programming a Phone Number using the front panel buttons.

_ n	Top level menu option - PHONE NUMBERS	
n1, n2 n3, n4	Phone Numbers 1 to 4 for SMS Reporting. Medi-Mate sends alarm reports to all 4 phone numbers and awaits a callback call. (See page 17)	Default = blank At least one phone number must be programmed.
n5, n6	Phone Numbers 5 & 6 for VOICE Reporting. If n5 or n6 have a phone number then SMS phone numbers are ignored and only Voice reports are sent.	
df	Defaults all Phone Numbers	

STEP-BY-STEP - Programming Phone Numbers

Example = Program n4 with a mobile number for SMS self-monitoring

STEP	ACTION	PRESS	DISPLAY	PRESS
1	Cycle power to enter program mode (or skip this step).		PE	
2	Press CANCEL to reach the Phone Numbers menu option.	(CANCEL)	_ n	
3	Press HELP to select the sub-menu.	(HELP)	n1	
4	Press CANCEL to reach n4	(CANCEL)	n4	
5	Press HELP to step through the digits 0 to 9. Stop at the first required digit and save it. <i>(At this step, any existing phone number will displayed)</i>	(HELP)	0	(CANCEL) (HELP) Both Saves the digit (3 beeps)
6	Repeat step 5 for all digits of the phone number.	(HELP)	04	(CANCEL) (HELP) Both Saves the digit (3 beeps)
7	Press CANCEL twice to return to the menu.	(CANCEL)	_ n	
7	TO EXIT PROGRAM MODE Press CANCEL to reach PE	(CANCEL)	PE	(CANCEL) (HELP) Both Saves the digit (3 beeps)
<p>NOTES: • Medi-Mate will not exit program mode unless the account number and at least one phone number are programmed.</p> <p>• To erase all phone numbers select df at step 4 and Save.</p>				



Programming - Pendants (Optional)

Medi-Mate supports up to eight individual Radio Keys / Pendants.

One pre-programmed pendant is supplied with the unit.

- U	Top level menu option - PENDANTS
U 1 to U 8	Pendants (User 1 to User 8), Default = no pendants programmed
Available parameters per pendant	
-	Unprogrammed (Default)
E r	Erase the Pendant/Radio Key

STEP-BY-STEP - Programming an additional Pendant

STEP	ACTION	PRESS	DISPLAY	PRESS
1	Cycle power to enter program mode		PE	
2	Press CANCEL to reach the PENDANTS programming menu.	(CANCEL)	- U	
3	Press HELP to select User 2. (If adding an additional pendant)	(HELP)	U 1	
4	Press HELP to enter learn mode.	(HELP)	- Dash = Ready to receive	
5	Press the help button 3 times on a compatible pendant. (Press and wait for the LED to turn off, press again.)		HP = successfully programmed (3 beeps) Long beep = The pendant is already programmed in a different user slot.	

Step 6 is optional

6	The pendant is automatically programmed as a Help pendant. To delete the pendant choose ER and save.	(HELP)	See the options table	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">(CANCEL)</div> <div style="text-align: center;">(HELP)</div> </div> Both To Save (3 beeps)
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Programming Options Summary

This Quick Start Programming Manual covers the most commonly programmed and required options, being Client Account Number, Phone Numbers, Pendants.

All other programming options are optional for use by experienced installers.

-A	CLIENT ACCOUNT NUMBER	Covered in this manual
-n	PHONE NUMBERS (n1 ~n6)	
-n	SERVER OPTIONS (Armor IP)	*Separate document
-u	PENDANTS	Covered in this manual
-d	DETECTORS	*Separate document
-i	HARDWIRED INPUTS	
-o	AUXILIARY OUTPUTS	
-p	PREFERENCES	
-s	SYSTEMS	
-c	CELLULAR	
-l	DAYLIGHT	
-t	TIMERS	
-r	REPORTS	
-b	DOORBELL TUNES	
PE	EXIT PROGRAM MODE	

* For detailed descriptions of all other programming options see the document "Medi-Mate Programming Detail"



Programming by SMS Messaging

Medi-Mate can also be programmed by SMS commands from any smartphone with the SMS message sent in the format:

[Account Number]: [main menu] . [sub menu] . [sub sub menu] = option

Of course you need to know the Medi-Mate's SIM card phone number and the Account Number.

Note that the SMS commands are case sensitive.

To program the Account Number

Note: The default Account Number is 9999 and should rarely need to be re-programmed for SMS self-monitored systems.

SMS SENT TO MEDI-MATE	MEDI-MATE REPLY
<p>9999: _A.CA=1234</p> <p>Example, program the Account Number to be 1234</p>	<p>_A(ACCOUNT). CA(Account) = 1234 [0-9 (4 digits)]</p>

To program a Telephone Number (n1~n6)

SMS SENT TO MEDI-MATE	MEDI-MATE REPLY
<p>1234: _n.n1=0418123456</p> <p>Example, program Phone Number 1 to be 0418 123 456</p>	<p>_n(PHONE). n1(Primary1) = 0418123456 [0-9 (8 digits)]</p>

To delete or check a Telephone Number (n1~n6)

SMS SENT TO MEDI-MATE	MEDI-MATE REPLY
<p>1234: _n.n1=</p> <p>Example, to delete phone number 1, send the programming SMS with a blank phone number.</p>	<p>_n(PHONE). n1(Primary1) = [0-9 (8 digits)]</p> <p>The response shows that the programmed phone number is blank.</p>
<p>1234: _n.n1</p> <p>Example, to check phone number 1, send the programming SMS without the '=' sign</p>	<p>_n(PHONE). n1(Primary1) = 0418123456 [0-9 (8 digits)]</p> <p>The response includes the programmed phone number, if any.</p>



Monitoring



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 15~17.

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

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 17 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

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 17 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

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.

Frequently Asked Questions

Q. How do I activate the SIM card?

A. Go to www.activate.ness.com.au and select Trade or Retail activation

Q. Medi-Mate beeps once a minute and displays **_ R**

A. You have not programmed a Client Account Number. See page 9 or 13

Q. Medi-Mate beeps once a minute and displays **_ n**

A. You have not programmed a Phone Number. See page 10 or 13

Q. Can I use my own SIM card?

A. No, Medi-Mate is locked to the Ness SIM supplied. However the Ness SIM plans are highly competitive, with calls and SMS included with no hidden extras. Go to www.activate.ness.com.au to check the rates and activate.

Q. Medi-Mate displays CL and the red HELP button is flashing.

A. This means a help alarm has been activated. Press the CANCEL button to restore the alarm.

Product Inclusions



Medi-Mate controller



Ness SIM Card



4G Antenna



9V DC Plug Pack



Pendant Transmitter including neckchain and wrist strap

Specifications

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 AS4268.2017 Radio Equipment & Antenna Systems – Short Range devices AS/NZS CISPR32 EN61000-6-1



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