

MEDIWATCH SLIM INFORMATION SUMMARY

Pictures



1. 20mm Interchangeable Band
2. OLED Screen
3. SOS Button
4. SIM Card Tray
5. Microphone
6. Speaker
7. Heart Rate/Blood O₂ Sensor
8. Charging Points

Size Comparison (Original vs Slim)

MediWatch:

- L: 48 mm
- W: 45 mm
- H: 17 mm
- Wt: 37 g

MediWatch Slim:

- L: 45 mm (7% smaller than MW)
- W: 37 mm (18% smaller than MW)
- H: 12 mm (30% smaller than MW)
- Wt: 28 g (25% lighter than MW)



MediWatch Slim

MediWatch

Key Features

- Calls & texts up to 8 people
- **Over 30% smaller** than the original MediWatch
- Choose from 8 remotely-programmable voice prompt languages
- Fall detection technology
- Inactivity alerts emergency contacts if the watch wearer has not moved for a set period of time
- GPS Tracking
- Up to 3 geofences
- Showerproof
- Works on all networks (Telstra, Optus)
- Wearables: lanyard, brooch, magnetic/Velcro band
- Family or Professional Monitoring available



SKU: MEDIWATCH

MediWatch Slim Details: For the User

SOS Button

Simply press the SOS button when help is needed. A voice will audibly announce *"Your alarm has been activated. Cancel by pressing the SOS button."* The MediWatch Slim will then call the first contact after a brief delay, giving the user time to cancel. If they do not answer, it will call the second contact, and so on. The contact who answers the phone will then be able to speak with the user.



Fall Detection

When the device senses what may have been a fall, a voice will audibly announce: *"A fall has been detected. Cancel by pressing the SOS button."* If not cancelled, the call sequence will begin. Fall detection technology is not foolproof. If the watch user falls and is conscious, they should press the SOS button, not wait for the fall alert to activate.

Speed Dial Contacts

The MediWatch Slim can make a non-emergency call to any of the contacts. Swipe left or up until the Contacts menu shows. Tap on the screen, then scroll in any direction to view the contact list. Select the contact to call by tapping on their name, initiating the call.

Use in Water

The MediWatch Slim can be worn in the shower, but not in the bath or a pool. After use in the shower, the MediWatch Slim must be patted dry.

Accessories Available

Magnetic Wrist Bands • Velcro Wrist Bands • Lanyard Attachment • Brooch Attachment

MediWatch Slim Details: For the Emergency Contacts

SOS and Fall Alerts

Emergency contacts will receive a text and a call from the MediWatch Slim's unique phone number. It is recommended that contacts save this number prior to use so that they know that it is coming from the MediWatch Slim. When a call is answered, Emergency contacts can speak directly with the user.

GPS Tracking

The location of the user is sent in the emergency text message. The contact can find the user's location by texting **"123456F"** and getting a return text with a link to Google Maps.

Services

Setting Up the Device

GPA custom programs and tests each device before sending it to the client. There is no setup required by the user and/or their loved ones.

After Sales Service

Changes to the custom programming can be remotely done by calling GPA on (08) 6336 9448. Lifetime phone support is provided.

SIM Costs & Management

\$10 credit on the Telstra network is provided for the first month's use. \$80 will be charged annually thereafter. If credit is used up before the 1 or 12-month period, \$80 will be charged and is good for 1 year or until the credit is used, whichever comes first.

The calling cost is 90¢/min and 20¢/text. The credit amounts are generally sufficient for emergency use but not for casual conversations. If using it for non-emergency calls, ask the contact to call back to preserve SIM credit.

SIM credit is managed by GPA. The User will be notified when additional credit is needed. If a VISA or MasterCard number is provided, payments will be automatically debited as needed. Payments can also be made by direct deposit or cheque when invoiced.

Accessories

Same as the MediWatch but 10% smaller (20mm instead of 22mm).

Differences & Similarities Between Products

	MediWatch Slim	MediWatch	MediFone
Cost (RRP)	\$519	\$519	\$519
SOS Button Activation	Press & Hold SOS button	Press & Hold SOS button	Press & Hold SOS button
Hold Screen triggers SOS	✓	✗	✗
SOS Button can be disabled	✓	✗	✗
Cancelling SOS Activation	Press & Hold SOS button	Quick Press SOS button	Press & Hold SOS button
Cancelling Fall Detection	Press & Hold SOS button	Quick Press SOS button	Press & Hold SOS button
Can Cancel SOS w/ Screen	✓	✓	✗
Make and receive calls	✓	✓	✓
Can call 000	✓	✓	✓
Calls 000 with no SIM	✓	✓	✓
Fam-Mon Programmable	✓	✓	✓
Prof-Mon Programmable	✓	✓	✓
EC Presses 1 during SOS	✓	✗	✓
Detects & Avoids Voicemail	✓	✗	✓
ECs Receiving Emergency SMS (SOS / Fall)	Either the 1st or all of them	Customise Any Combination	Either the 1st or all of them
Fall Detection	250 Settings (Default is 040)	10 Settings (Default is 5)	250 Settings (Default is 030)
Whitelisting	✓	✓	✓
Auto Answer	✓	✓	✓
Restarting the Device	SOS Button, Settings, or SMS	SOS Button, Settings, or SMS	SMS Only
GPS Tracking	✓	✓	✓
GPS Strength Adjustable	✓	✓	✓
Screen (LED type)	OLED Touchscreen	OLED Touchscreen	OLED
Scratch-Resistant Screen (no screen protector required)	✓	✗	✗
Voice Prompts: Range	8 Languages	All Languages	English Only
Voice Prompts: Programmable	Via SMS / PE	Via PE Only	✗
Medicine Reminders	Up to 3	Up to 4	✗
User acknowledgement required for Medication Reminders	✓	✗	✗
Power Off Alerts	✓	✓	✓

Low Battery Alerts	✓	✓	✓
Number of Emergency Contacts	Up to 8	Up to 10	Up to 8
Speed-dials Contacts	✓	✓	✓
Showerproof	✓	✓	✗
Geofencing	Up to 3 fences	✗	Only 1 fence
Inactivity Alerts	✓	✓	✗
Custom Time Inactivity Alerts	✓	✗	✗
Health Sensors	Heart Rate, Blood O2, Temp	Heart Rate	✗
Apps	1. Contacts 2. Fall Detection 3. Inactivity 4. Medicine Reminder 5. Readings 6. Settings	1. Contacts 2. Heart Rate 3. Steps 4. Settings	✗
Watch Faces	3 to choose from	5 to choose from	✗
Time Format Options (01/01/25 vs 1 Jan 2025)	✓	✗	✗
Hour Format Options (12/24 hr)	✓	✓	✗
FD Settings on Device	✓	✗	✗
Brightness Settings on Device	✓	✓	✗
Timeout Settings on Device	✓	✓	✗
Low Battery Settings on Device	✓	✗	✗
Volume Settings on Device (Voice Prompt + Call)	✓	✗	✗
Language Settings on Device	✗	✓	✗
Announces Time	✗	✓	✗
IMEI Shown on the Device	✓	✗	✗
FW Shown on the Device	✓	✓	✗
Charging Cradle	Works Two Ways (Magnetic)	Works Only One Way (Magnetic)	Works Only One Way (Magnetic)
Guardian Branding on Screen	✓	✗	✗
Daylight Saving Time	Updates Automatically	Requires Device Restart	Updates Automatically
Battery % on Screen Drops	1% interval	1% interval	Jumps periodically
Call Loops	Up to 20 times	Up to 10 times	Up to 20 times
Password Can be Set/Changed	✓	✓	✓
Remote FW Updating	✓	✗	✓
Locate Unit via SMS (Device Plays a Sound)	✓	✓	✗

Frequently Asked Questions

QUESTION	ANSWER
What are the differences between the MediWatch and the MediWatch Slim?	Key MediWatch Slim changes are: 1. Over 30% smaller 2. Voicemail detection [NEW] (MediWatch doesn't allow contacts to press 1 to confirm receiving the SOS call) 3. Additional menu items [NEW] (Namely Fall Detection, Inactivity, Medication) 4. Geofencing alerts [NEW] 5. Inactivity alerts [NEW] 6. More Readings [NEW] (Heart Rate, Blood O2 levels, Skin Temperature instead of just Heart Rate) 7. Voice prompts in 8 languages, as opposed to all languages (English, Mandarin, Italian, Greek, Spanish, Cantonese, Arabic, Vietnamese) 8. Improved touch sensitivity interface 9. Improved screen durability 10. More fall detection sensitivity settings
How does the MediWatch Slim deal with voicemail (e.g. getting stuck there)?	It requires emergency contacts to press 1 on their phone keypad after receiving an SOS call, letting the device know that a person has answered. If this isn't done within 20 seconds of answering the MediWatch Slim calls the next emergency contact. Since voicemails cannot press 1, they will never get stuck there.
Are the batteries replaceable?	No, it is a sealed unit to improve long-term durability.
Can I adjust the screen's font size?	No, the font size is fixed.
Can I adjust the screen's brightness?	Yes, you can via the Settings menu.
Can I call my emergency contacts on speed-dial?	Yes, up to 8 contacts on speed-dial are available from the Contacts menu.
Can I use it to browse the internet?	No.
Can it call 000?	Yes, we recommend this be the last contact for all family monitored clients.

Can it count my steps?	No.
Can it measure my blood pressure?	No.
Can it pair with hearing aids?	No.
Can the SOS Sequence call the emergency contacts in a loop?	Yes, it will keep calling the emergency contacts until someone confirms they've answered by pressing 1 OR if the watch calls contact number 8.
Can you replace the screen?	No.
Do I need to have an app as an emergency contact?	No.
Do the MediWatch straps/bands work for the Slim?	No, the MediWatch bands are 22mm, the MediWatch Slim bands are 20mm
Does it come with apps?	Yes, it comes with several apps. The default apps are Contacts and Settings. Optional apps are: - Fall Detection (Only available on request) - Inactivity (Up to 3 alerts for set periods of no watch movement) - Medication (Up to 3 daily reminder times. Voice prompt ceases when cancelled via the watch) - Readings (Heart Rate, Blood O2 levels, Skin Temperature)
Does it connect to WiFi?	No.
Does it have a brooch & lanyard attachment?	Yes, it will have attachments that mirror the MediWatch.
Does it have a heart rate sensor?	Yes; it measures heart rate via the Readings app. Once opened, it provides an accurate reading after 30-60 seconds.
Does it have different watch faces?	Yes, there are 3 watch faces; 1 analog option and 2 digital options.
Does it have fall detection?	Yes, with a range of sensitivity settings like our current personal alarm models.
Does it have geofencing?	Yes, up to 3 geofences can be created.

Does it have or need a screen protector?	It does not have or need a screen protector. The inbuilt screen is incredibly durable and is highly scratch-resistant.
Does it take an eSIM?	No, only a physical nano-SIM.
Does it work on 5G?	No, only 4G.
How does it charge?	Via the user-friendly charging cradle that comes with the product.
How many emergency contacts can I program?	Up to 8 emergency contacts can be programmed.
How thick is it?	12mm.
Is it Bluetooth compatible?	No.
Is it showerproof?	Yes, though best practice is to pat dry the watch after each shower.
Is the screen suitable for people with poor vision?	Yes, the screen brightness and font size are designed for individuals with poor vision. Screen brightness is adjustable by the user via the Settings menu.
Is the wall plug and charging cable generic?	Yes, the cable and wall plug can easily be replaced.
What are the colour options?	Currently, only black for the watch base (not the straps/bands) but there are plans for a white/rose gold variant.
What are the dimensions?	45mm x 37mm x 12mm
What are the SIM options?	All Australian carriers (Telstra, Optus, Vodafone). Guardian offers our own SIMS, namely the Guardian Telstra and Guardian Optus SIMs.
What are the strap/band options?	Same as the MediWatch (magnetic silicone, magnetic metal, and Velcro).

What do I do if I lose it?	Emergency contacts can call into the watch and it will ring. Anyone can send the SMS code 123456LOCATE and the watch will make an alert sound until the person who finds it presses 'OK' on the screen. An SMS response will also automatically come from the watch showing the GPS location.
What is the battery life?	Anywhere from 18 hours to 40 hours depending on the GPS strength setting and device location. If the watch is in an area with a poor cell signal and/or poor GPS signal, this will decrease the battery life.
What is the fall detection sensitivity and can I change it?	The sensitivity default is set to 40 and it can be changed remotely via SMS and also via the Fall Detection app.
What is the price?	\$519
What is the SIM size?	Nano-SIM
What is the warranty period?	Two (2) years.



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