

## Product Information Guide

### MePACS – Home Alarm (Supplier: MePACS)



Monitoring	Professional monitoring only
Ongoing Costs <i>(correct at date below, subject to change as per suppliers' advice)</i>	Initial 12 months - \$41/month (first 2 months covered) After 12 months - \$55/month
Colour	White with blue button
Case material	Plastic
Accessories	Home base unit Home pendant alarm with chain or wristband
Range/Reception	4G network (Telstra or Optus based on network for the location) The pendant has a range of 50-70 meters from the base unit
Water resistance	Waterproof
Dimensions (H x W x D)	Pendant 48mm x 38mm x 11mm
Weight	25g
Battery life	2-3 years on pendant battery Base unit – 38 hours battery backup
Charging time	N/A
Fall detection	No
Live tracking/GPS	No
Two-way call	Yes, via base station
Geofence	No
No Movement Detector Alarm	No
Voice Prompts, Languages	English - MePACS customer service and monitoring services are English speaking only.
Pacemaker information	MePACS products comply with the Australian Standards in relation to Electromagnetic Compatibility (EMC) for devices such as pacemakers. If the end user has any

	concerns, please consult their medical specialist for further advice.
Emergency contacts	N/A
Set up needed?	Home alarm will be sent out as a self-install option (with phone support from MePACS) who will provide full instructions as to this process. Where geographically available a technician may be arranged privately via MePACS to install the home alarm (*additional cost to the user). Contact MePACS directly to discuss this.
SOS procedure	<ol style="list-style-type: none"> <li>1. To activate the alarm, the user can press the button on the base unit or on the pendant.</li> <li>2. The base unit will emit a series of “pre alarm” beeps and then declare “your call is now being connected” followed by a series of fast beeps that confirm the activation has been sent to the MePACS system.</li> <li>3. There is a 24- hour monitoring centre where alarm calls are answered within 2 minutes, and two-way voice communication is available through the base unit. The alarm call will be triage for further actions to be taken. Users can nominate up to three contacts to assist in an emergency.</li> </ol>
How to cancel alarm	N/A. Alarm cannot be cancelled once activated. Do not press the green cancel button on the base unit. Accidental presses are fine, and the user simply needs to tell the operator it was an accident.
Additional settings/information	<p>You are required to test your pendant on a set day of each month. Your test date is noted on your membership card.</p> <p>The home alarm remains the property of MePACS, users will need to return the home alarm when they terminate the service.</p> <p>Do not move the alarm to another room/house without first contacting the MePACS Helpdesk on 1800 451 300. Clients can purchase a daily check in phone call from monitoring service. This costs \$6 per month and is not available for geat2go funding but can be purchased separately.</p>

Information correct September 2024