

Product Information Guide

MePACS – Mobile 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	Black with grey button
Case material	Plastic
Accessories	Charging dock, charger cable, lanyard, belt clip
Range/Reception	Community use with good 4G mobile network coverage
Water resistance	Splash resistant IP55 rating Not to be used in shower, or bath
Dimensions (H x W x D)	70.7mm x 41.5mm x 17.3mm
Weight	28g
Battery life	Up to 24 hours - The performance of the battery and the device is dependent on usage and the telco coverage in the area (daily charging recommended).
Charging time	2-4 hours
Fall detection	Yes
Live tracking/GPS	Yes
Two-way call	Yes
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?	Connect the charger to power. Once fully charged, call MePACS on 1800 572 177 for activation
SOS procedure	<ol style="list-style-type: none"> 1. To activate the device, press the Grey button (<i>short, sharp, one-second press</i>). There will be a series of slow beeps. If you don't hear the beeps, press the button again. 2. MePACS will respond via the two-way voice to voice speaker within two minutes. The alarm call will be triage for further actions to be taken. Users can nominate up to three contacts to assist in an emergency.
How to cancel alarm	N/A. Alarm cannot be cancelled once activated. Accidental presses are fine, and the user simply needs to tell the operator it was an accident.
Additional settings/information	The alarm should be tested every month with MePACS to ensure it is working correctly.

Information correct September 2024