








MePACS Installation Guide




HOME CARE PACKAGE PROVIDERS

Prior to install you must:

1. Submit application for your client via the website www.mepacs.com.au/HCP or call **1800 685 329**.
You will receive an email confirmation within 1-2 business days that your client has been set up.
2. Take the MePACS Alarm to client's home to install.
Ensure only the Case Manager / HCP carries out the installation. Do not give to the client / family member to install.

Follow these instructions before calling MePACS:

1.  Find a location for the alarm base unit on a flat clear surface.
It should be central area near a powerpoint (i.e. in the living room).
2.  Screw the aerial into the back of the alarm base unit.
3.  Switch the alarm on with the button under the unit.
4.  Plug the home base unit into the power point.
5.  Wait 2 minutes until screen is blank then press the **red** button once, and the unit should say 'Alarm disarmed'.

6.  Press the **green** button and a number between 0 – 9 will be displayed.
If the number is less than 3 move the unit to another area in the house where the signal strength may be better.
7.  **Test the Alarm** : Press the **red** button and the alarm should make a sound.
8.  **Test range** : Press the pendant(s) in each of these locations and the alarm unit should make a sound:
 - Letter box
 - Back fence
 - Clothes line
 - Shed

After completing the above steps, call MePACS on **1800 572 177** (from a mobile phone or cordless landline) advising of the client details and alarm unit number, which can be found on the bottom of the unit beginning with 'M....'



Advising the client

After installation, you need to advise the client:

- How to operate alarm & pendants
- That they need to do a pendant test every month.
Write the test day (i.e 18th) on the card inside the front cover of their Welcome Pack. This card is designed to be put on the fridge or in a wallet as a reminder.
- How to carry out the pendant testing each month.
- What the pendant range is.
- **If signed up to Daily Calls** - Ask the customer to press the red button between 6am-11am every day.