

NON-MONITORED EMERGENCY CALL SYSTEMS







A non-monitored emergency call system includes a pendant and a control box or phone which is connected to the telephone network (via landline or mobile network). When an incident occurs, the pendant is activated by the user which sends a signal to the control box which dials through to the programmed emergency contacts or sends a voice or text message. Systems will cycle through the list of emergency contacts a number of times or until the call is answered. Most control boxes have an inbuilt speaker and microphone that allows the caller to speak directly with the person whom answers the call. Additional sensors can be integrated with many emergency calls systems to allow inactivity or specific risk events such as a fire, fall, flood or gas leak to activate a call.




Ambulance Service: When including **Triple Zero (000)** in the programmed number sequence, it is essential to activate caller ID on the telephone so that the call can be identified. A pre-recorded message should also be developed and contain the person's name, full address, access information and instructions regarding possible voice contact. An example of a pre-recorded message: *"This is (Name) of (full address including State), I have activated my (Name of pendant) Smart Dialler and may need emergency help. Press the star key on your phone to speak with me, if you do not receive my response then please take action to ensure my well-being. Should this message reach the Emergency Service Operator please connect this call to the Ambulance. Repeating again my name is (Name) of (full address including State), for verification please press the Star key now to try to speak with me."*




Key Safes: You can register your key safe details into the Queensland Ambulance Computer Aided Dispatch (CAD) System by calling 13 74 68. They will request the following details: Patient name, Patient address, detailed location of the key safe and the code for the key safe.


National Broadband Network: The NBN recommends that you register your alarm online or by calling 1800 227 300. They also recommend contacting your existing alarm provider to ask: Will my alarm work properly when connected to the nbn network? Will my alarm be able to dial out during a power outage when connected to the nbn network? What alternatives are there to using a landline connection?

Device	On Activation	Pendant & Sensor Options	Additional Features	Supplier & Price
Uniden DECT SSE37 +1 Telephone with Emergency alert pendant 	Once activated the pendant will first call the internal home phone system intercom. If unanswered for 60 seconds the pendant will phone up to 5 numbers (Triple 0 not advised)	Pendant: <ul style="list-style-type: none"> wrist band neck strap belt clip Range: approx 50metres Water Resistant: splash proof (can be worn in shower)	<ul style="list-style-type: none"> Inbuilt microphone & speaker on pendant Auto power off on pendant Charging cradle Up to 5 emergency pendants can be paired with the corded phone base 	Major retailers including Myer and Harvey Norman Price approximately \$200 for phone and pendant (additional pendants from approx \$68) Monitoring Fees: None Warranty: 1 year limited

Device	On Activation	Pendant & Sensor Options	Additional Features	Supplier & Price
Fall Buddy Medical Alert System 	A pre-recorded user message is played when phone is answered Stored Numbers: 5 including "000" Cycles: 3	Pendant: <ul style="list-style-type: none"> neck strap Sensors: <ul style="list-style-type: none"> inactivity door temperature Range: 50m Water Resistant: Yes	<ul style="list-style-type: none"> Inbuilt microphone & speaker Pre-recorded messages can be played at set times Daily and weekly activity reports available Optional remote, home away, help and cancel button activation available Up to 25 additional sensors can be attached to unit 	Seniors Well Being 1300 602 100 Price: Outright \$1495 Or \$295 set up fee + \$15.38 per week for 18 months Monitoring Fees: None Warranty: 2 years
Care Alert Smart Dialer 	A pre-recorded user message is played when phone is answered Stored Numbers: 5 including "000" Cycles: Until answered	Pendant: <ul style="list-style-type: none"> neck chain velcro wrist strap Range: 50m Water Resistant: Yes	<ul style="list-style-type: none"> Inbuilt microphone & speaker in unit Can be paired with multiple pendants Dual pressure point pendant minimizing accidental triggering Battery back up 	Care Alert 1300 758 595 Price from: \$289 Monitoring Fees: None Optional Extras: + \$49 <input type="checkbox"/> Additional Pendant +\$29 <input type="checkbox"/> Key Safe +\$29 <input type="checkbox"/> Extended radius Warranty: 12 months
SOS Automatic Dialing Emergency Call System 	A pre-recorded message is played to the person who answers the call Stored Numbers: 3 Cycles: 3 "000" should NOT be used with this system	Pendant: <ul style="list-style-type: none"> neck chain wristwatch strap key ring switch adapted Sensors: <ul style="list-style-type: none"> Inactivity/ activity smoke falls detector Range: 20 m Water Resistant: No	<ul style="list-style-type: none"> Inbuilt microphone & speaker Ringer & speaker volume adjustment Can interface with door/window, Back up battery with rechargeable battery 	Technical Solutions 03 9739 9000 Price from: \$195 Monitoring Fees: None Optional Extras: + \$70 <input type="checkbox"/> Additional Pendant + \$185 <input type="checkbox"/> Fall Call Pendant + \$170 <input type="checkbox"/> Switch Adapt Remote Pendant Warranty: contact supplier

Device	On Activation	Pendant & Sensor Options	Additional Features	Supplier & Price
SmartLink 'Medi-Call' Emergency Call System 	An alarm tone is played to the person who answers the call Stored Numbers: 4 including "000" Cycles: 3	Pendant: <ul style="list-style-type: none"> • neck chain • wristwatch strap • key ring Sensors: <ul style="list-style-type: none"> • inactivity/ activity • smoke • temperature • falls detector Range: 50m Water Resistant: Yes	<ul style="list-style-type: none"> • Inbuilt microphone & speaker • Can be used as a monitored or unmonitored system • Can pair with up to 8 pendants • Pill reminder timer • Dementia monitoring capabilities • Wandering monitor • Battery back up • Telephone line failure alarm 	SmartLink International 03 9596 0770 Price from: \$395 Monitoring Fees: None Warranty: 2 years
Oricom 'Care' Telephone Range TP170 Speakerphone 	A pre-recorded user message is played when phone is answered Stored Numbers: 5 including "000" Cycles: 2	Pendant: <ul style="list-style-type: none"> • neck chain • wristwatch strap • switch adapted Range: 30m Water Resistant: Yes	<ul style="list-style-type: none"> • Inbuilt microphone & speaker • Ringer & speaker volume adjustment • Incoming phone calls answered by pressing the pendant • loudspeaker/speakerphone function with amplified Tswitch receiver • Visual ring indicator & talking caller ID • 30 contacts phonebook capacity • Big buttons, LCD display • Backup battery 	Oricom International 1300 889 785 Or Vision Australia 1300 847 466 Price from: \$199-230 Monitoring Fees: None Optional Extras: + \$69.95 <input type="checkbox"/> Additional Pendant + \$125-270 <input type="checkbox"/> Switch Adapted Warranty: 12 Months
Family Connect+ 	A pre-recorded user message is played when phone is answered. Stored Numbers: Up to 4(as a recommended limit) including "000" Cycles: Continues until answered *Tunstall 24/7 backup monitoring available at additional cost	Pendants: <ul style="list-style-type: none"> • neck chain • wristwatch strap • belt clip • switch adapted Sensors: Multiple including: <ul style="list-style-type: none"> • inactivity/ activity • smoke • temperature • falls detector Range: 50-100m Water Resistant: Yes	<ul style="list-style-type: none"> • Inbuilt microphone & speaker in unit • Easy press pendant adapter • Key safe (optional accessory) • Wall mounted help button (optional accessory) • Fall detector pendant (additional cost) • Table stand or easy wall mount options • Can also nominate to have 24 hour emergency response center backup. 	Family Connect+ 1800 603 377 Price from: \$395-420 Monitoring Fees: Backup monitoring (optional) \$132 Optional Extras: + \$64.25 <input type="checkbox"/> <input type="checkbox"/> Additional pendant + From \$39.70 <input type="checkbox"/> 9.70 on Warranty: 12 months

Device	On Activation	Pendant & Sensor Options	Additional Features	Supplier & Price
Smartcaller Blue Phone Emergency Call System 	A pre-recorded message is played when phone is answered. Stored Numbers: 8 including "000" Cycles: Continues until answered	Pendants: <ul style="list-style-type: none"> neck chain wristwatch strap Glows in the dark. Range: 80m Water Resistant: Yes	<ul style="list-style-type: none"> Inbuilt microphone & speaker Ringer & speaker volume adjustment Incoming phone calls can be answered by pressing the pendant Large picture buttons for easy dialing Alarm for handset off the hook Can upgrade to a monitored system when required Battery back up 	INS LifeGuard 1300 720 880 Price from: \$395-485 Optional Extras: + \$65 <input type="checkbox"/> Additional Pendant with chain, wrist strap + \$50 <input type="checkbox"/> Supplier pre-programming 8 stored numbers + \$65 <input type="checkbox"/> Keysafe Warranty: 12 months
PANDAH Care Personal Alert System 	Text message sent to all contacts: 'HELP response from {Owner name} to incoming phone call from {Name}' Stored Numbers: 8	Pendants: <ul style="list-style-type: none"> neck chain belt clip wall mounted Sensor: <ul style="list-style-type: none"> pressure mats Range: 30-40m Water Resistant: No	<ul style="list-style-type: none"> Can support up to 7 Pendants and 7 PAD's from one Portable base unit located around the home Caller identification SMS messaging of system events (e.g. power outage) Wandering monitor 5 daily welfare or medication reminders 	Pandahcare 1800 450 225 Price from: \$440 Optional Extras: + \$66 <input type="checkbox"/> Additional Pendant + \$55 <input type="checkbox"/> Additional Mat Warranty: 3 years
Ezi Chat Call Alert Emergency Call System 61:62:4001 	An alarm sounds for 15 seconds. A pre-recorded user message is played when phone is answered Stored Numbers: 10 including "000" Cycles: Continues until answered (does not accept an answering machine)	Pendant: <ul style="list-style-type: none"> neck chain Range: 50m Water Resistant: Yes	<ul style="list-style-type: none"> Inbuilt microphone & speaker in unit Ringer & speaker volume adjustment Incoming phone calls can be answered by pressing the pendant Can be paired with multiple pendants Hearing aid compatible Flashing ringer Talking keypad Battery back up 	Ezy Chat Pty Ltd 1300 720 880 Price from: \$99.95 Monitoring Fees: None Optional Extras: + \$49.99 <input type="checkbox"/> Ezi Key Safe + \$49.95 <input type="checkbox"/> Additional Pendant + \$29.95 <input type="checkbox"/> Extended Warranty: 12 months

Device	On Activation	Pendant & Sensor Options	Additional Features	Supplier & Price
Liberty300 (3G GSM connection option) 	A pre-recorded user message is played when phone is answered Stored Numbers: 3 including "000" Cycles: 3 Network: Operates tri-connection options (3G GSM/GPRS, POTS landline, optional Ethernet.	Pendant <ul style="list-style-type: none"> • Wristwatch strap • Belt • Neck chain Sensors: OA Range: 100-300m Water Resistant: Yes	<ul style="list-style-type: none"> • Inbuilt microphone & speaker • Can also nominate to have 24 hour emergency response centre backup. • Inactivity monitoring over 12 or 24 hour period • Event/medication reminder facility • Incoming phone calls can be answered by pressing the pendant 	Tunstall Healthcare 1800 603 377 Price: \$395 Warranty: 12 months

LifeTec provides this information for your convenience. Individuals should seek independent professional advice on the suitability and reliability of these devices for their own circumstances.

