



Features, Advantages and Benefits of the PANDAH Personal Alert System

Terminology

PANDAHLINK

PAL

PAD

the base unit connected to the telephone line

a 2-button (Help and OK) pendant device with beeper

a single-button (Help) pendant device

Feature	Advantage	Benefit
SMS using the home dial-up telephone line	Minimal cost. Robust network. Works in poor mobile coverage areas. Works in the absence of mains power	Cheapest and most reliable means of SMS transmission using mature technology 'always on' network
SMS messaging to nominated contacts	Almost zero cost with SMS delivery direct to contacts	Uses an informal network of carers – family and friends which is more compassionate and reassuring for the owner
Multiple units supported – up to 7 PALs and also, up to 7 PADs from one intelligent base unit - PANDAHLINK	Several may be placed around the home, helping to reduce the worry about falling or having an accident	The owner is always protected with an alert unit within reach at all times - particularly in danger areas in the home Owners no longer have to wear a device around their neck.
Simple DIY installation and automatic Activation	Zero cost to install and without the need for factory personnel or technicians in your home	The system is up and running quickly with no complex customisation. The owner doesn't feel that this is a complicated device. Saves time, less hassles – more security, less costs
Two-button PAL unit	Owner can trigger both Help and I'm OK messages. Owner can respond to welfare monitoring requests using the OK button	Carers are kept informed of the owners welfare, whether help is required or as reassurance that all is well
Waterproof PAD units	Can be used in the shower and other potential danger areas around the home.	Can be located anywhere in the home according to individual needs. Provides added safety and security
Two-way wireless link between the base unit and the Alert units	Owner receives confirmation of a button press directly on the PAL/PAD unit. Can cancel the trigger if a button was pressed in error. Owner is made aware of welfare monitor requests direct on the PAL unit	Owner is reassured that the button press has been recognised and that action is taking place. The system provides greater flexibility in use

Welfare Monitoring	Provides regular checks on the owner's welfare - at zero cost. Calls are typically once a day but up to five times can be specified per day.	Carers are reassured that the owner is ok or that assistance is required even when the owner is unable to press any buttons. For zero costs no one need be left alone
SMS messaging of system events, eg mains power fail	Primary carer always informed of PANDAH operating conditions	Owner has confidence that the carer will be made aware of any problems within the home
SMS messaging of 'out-of-range' pendant PAL	Carers are notified whenever the PAL is out of wireless range	Reassurance that carers will be aware should the owner leave the home premises. Useful for dementia sufferers
Wireless units, managed intelligently from within the owners home	No external intervention, no installation technicians, call centres, fees or charges.	Simple and straightforward system to use
Recessed and shaped buttons	Cannot press accidentally	Owner can wear the PAL pendant at all times, even to bed, without fear of accidentally triggering an alert
Portability	Greater flexibility in use, and becomes an 'asset' to the family	The owner can relocate the unit anywhere at any time with no changes. Can be taken on holiday. PANDAH is always there to protect
One-off purchase	No ongoing fees	Once purchased, there is zero ongoing cost of ownership
Smart 'Adoption' of PAL and PAD alert units	Individually numbered units, uniquely linked to the PANDAHLINK base unit	Known source of alert trigger. No interference with neighbouring systems. Simple to add additional PAL and PAD units at any time
All changes and modifications are made via Support Desk or secured web site	Simple, easy, flexible. Carers may be added or changed easily at any time, and as often as required	Saves time – and no fee for any changes
Support Desk	One phone number for all enquiries and assistance	Confidence in reliable support
Internet access and secured Web-based configuration	Alternatively, the owner or carer can modify their details and information easily at any time using the internet for online access to the web site database	Provides flexibility with easily changed information without the need for factory involvement
3 year warranty	Return-to-store replacement or trade in	Confidence in long lasting build quality and support
Australian designed and manufactured	Supports Australian made	Ever present local factory support