



Overview

PacSana is designed to provide peace of mind that your loved one is active within the home. You can be notified too of unusual events such as a button press to provide additional reassurance.

A bracelet, worn by the elder, sends data to two gateway devices within the home.



Gateway 1
Living Area

Movement
Bracelet

Gateway 2
Bedroom Area



Installation

The instructions below will guide you through the installation process. Check *Troubleshooting* below if you have problems.

1. Login to the PacSana mobile app using the instructions sent by email.
2. Plug in the gateway marked *Bedroom* where the elder sleeps. The LED will flash blue then turn off.

Tip: Position away from outside walls to maximize coverage within the home.

The socket on the rear can be used for any other electrical device.

3. Plug in the gateway marked *Living Area* in the room most used by the elder. The LED will flash blue then turn off.
4. In large homes, add the second *Living Area* gateway, if included, in another room to improve coverage. Again, the LED will flash blue then turn off.

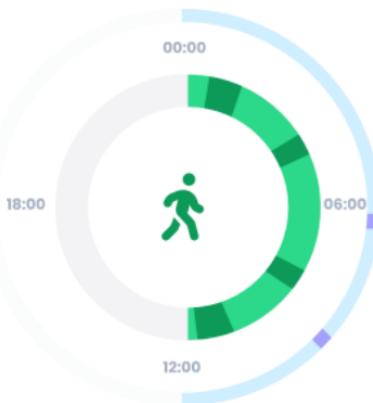


5. Visit each room used by the elder and activate the bracelet button. An app notification will be sent within 5 minutes.

Note: This step is needed to ensure that each room is within range.

Movement Dashboard

RESTING/ACTIVE – CURRENT DAY



The daily movement can be viewed in the PacSana mobile app or on a PC.

The dashboard shows a 24-hour clock with the outer circle showing approximately where the elder is spending their time, typically the bedroom, living area or outside the home.

The inner circle shows whether the person is active or resting at that time.

Ideally your loved one will spend 8 hours or more resting in the bedroom at nighttime. The daytime should show movement activity including leaving the home (shown as out-of-range).

Historical Information

Historical information can also be viewed. Simply select the date(s) of interest.

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Notification Alerts

Below are the notifications you can receive if enabled by your supplier.

Notification	Description
Activated the bracelet button	The elder has pressed the alert button on their bracelet to request support or flag an event.
Gateway, loss of connectivity	Either the home broadband is no longer working, or a gateway has been plugged out. Simply plug it back in again. A blue LED will

	flash while it tries to reconnect.
Bracelet is inactive	The bracelet has been inactive for 4 hours, is probably not being worn.
User is inactive	No user movement has been detected in the last hour.
24-hour absence	The elder has been out-of-range for 24 hours. Suggests that either the user has been outside the home for that time or that the bracelet's battery is depleted. Typical battery life is 6 months.
24-hour bedroom alert	The elder has spent over 24 hours in their bedroom. This may also signify that the bracelet was removed.

Staying at rest	The elder has been resting continuously for the last 12 hours.
Left the house at nighttime	Since going to bed, the elder has been out-of-range for 30 minutes between 23:00 and 06:00. For dementia patients this might be of concern.
Reduced nighttime rest	Nighttime rest is 50% below historical records, 00:00 to 06:00. Either sleep has reduced or the elder is sleeping in the living area of the home.
Increased daytime rest	An elder's resting time is 50% above historical records, 10:00 to 18:00

Instructions for the Elder

The bracelet is waterproof with a 6-month battery life, so they just need to keep wearing it. Everything else is handled automatically.

Frequently Asked Questions

Can I monitor both of my parents?

Yes, simply ask your supplier for an additional bracelet.

Can friends and siblings have access?

Yes, just provide contact details to your supplier, name and email address.

How can I view the dashboard?

The portal can be viewed at <https://portal-PacSana.azurewebsites.net/> or using the

PacSana app which is available in the App and Play Store. Your supplier will select which elders you can view and provide you with a login.

How do I disable notifications?

Individual notifications can be disabled within the app. Click on *Menu > Notifications* to select. To block notifications for an individual elder, contact your supplier.

Can I see an elder's location once they leave the home?

To protect the elder's privacy, only movement within the home is captured and displayed.

Troubleshooting

How do I recharge the bracelet?

The bracelet battery is designed to last 9 months. No charging is needed. You'll get a notification before it expires.

Contact your supplier for a free replacement, remove the old module from the back of the bracelet and insert the new. Return the old module to your supplier for recycling.

Why is the gateway LED flashing blue?

The gateway is not sending data successfully. If the home broadband is working, then consider moving the gateway closer to the router. Simply plug it in at the new location. It will reconnect automatically. If the problem persists, consider adding a Wi-Fi extender.

In some rooms, pressing the button does not cause an alert

Check that each gateway is plugged in and operating correctly. See above. Also, check that the PacSana alert button notification is enabled. If the problem persists, consider ordering an additional gateway from your supplier.

Why is the dashboard showing the elder as out-of-range while in the home?

This is the same cause as above – the gateways may not be positioned correctly, or an additional gateway may be needed. Also, the gateways need to be in the high-traffic areas used by the elder.

FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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§ 15.21 Information to user. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.