

GPS SMART TRACKER FREQUENTLY ASKED QUESTIONS

How does the GPS Smart Tracker work?

- Operates via the Telstra Network which is approximately 96% of Australia
- It will work at your home and out in the community
- Not restricted to a range – anywhere there is Telstra network it will function
- Contains a SIM card - each GPS smart tracker has its own phone number once set up

Do I need to have a smart phone to use it?

- The wearer does not require a phone at all
- The emergency contacts require a mobile phone with the ability to text and access to the internet

What are the main features?

SOS button

- when pressed sends a text to all emergency contacts then starts calling them one by one until someone answers.
- Once answered two-way communication is instantly open

Locate the wearer

- Find the wearer by texting a simple three letter command to the GPS smart tracker.
- The GPS Smart Tracker will text back a link to google maps which gives a pin drop of where the wearer is located (within 100 metres dependent on satellite position and the wearer's speed).
- Shows speed and altitude

Fall Detection

- Automatically detects falls
- Sends a text alert to all the emergency contacts when fall detected
- Calls all the emergency contacts one after the other until someone answers
- Once answered two-way communication is instantly open

Two-way communication

- Can be opened at any time by simply calling the GPS Smart Tracker. The tracker will ring twice and automatically answer.

Geofence

- Great for children and adults who wander or abscond
- Set up the co-ordinates of up to 3 locations
- When the wearer exits the location, a text alert will be sent to the emergency contacts

How many emergency contacts can it hold?

- Up to five emergency contacts can be programmed into the GPS Smart Tracker
- Don't have five contacts? Not a problem – as long as there are no more than five you can have as many as you like

Is the tracker waterproof?

- The GPS Smart Tracker is water resistant which means you can wear it in the shower
- It is not waterproof which means it cannot be immersed

Are there ongoing fees?

- No ongoing monitoring fees
- Annual top up of SIM card is required – typical usage is \$30 - \$50 per year however is dependent on each individual

Do I have to charge the battery?

- The GPS Smart Tracker comes with a charging pod which connects to a household electrical wall socket
- It has an approximate 3-hour charging time
- If the battery gets to below 12% a text will be sent to all of the emergency contacts

How long does the battery charge last?

- Battery charge depends on usage and signal strength
- Typical charge lasts 12 – 18 hours

How much does it cost?

- Device only: \$299
- Shipping: \$8.50 or collect from our Ballarat office: 1828 Sturt Street, Alfredton Vic 3350

Is there a set up service?

- The EasyTech Living team provides a service to set up your GPS Smart Tracker
 - Set up without geofence: \$79
 - Set up including geofence: \$120
 - Part of this set-up service is registering and topping up the GPS Smart Tracker SIM card. Requires an extra payment of \$30 with this full amount being applied to your account on registration.
- You can set up the GPS Smart Tracker yourself with our simple step by step instruction sheet

Is there funding available?

You may be eligible for funding through the following:

- NDIS –under low cost low risk consumables
- Home care packages – under my aged care funding

How do I get a quote?

Contact EasyTech Living

Phone: 03 5329 1326

Email: easytech@pinarc.org.au