

Smart-Caller Healthcare Solutions

EMERGENCY-CALL TELEPHONE

NEW MODEL 'HP3 third generation design'



HP3 Telephone Unit



'Speakezy' 2-way radio voice communicator

INTRODUCTION

Soundly based on market leader experience, the third generation HP3 'help-phone' uses the latest available technologies. It is designed and manufactured in Australia specifically for aged and/or frail persons, including those living alone or within retirement village communities.

Offering the choice of telephone or 'under-phone' dialer models, HP3 provides the user with far more than the ability to seek help.

In this respect, the phone model also provides assistance for those persons suffering sight, hearing or memory loss or suffering mobility restrictions.

EMERGENCY-CALLS, THE 'TALKING PHONE'

In an emergency, the 'help-phone' quickly identifies the situation and will report the event, with voice announcement, to the Carer's phone and/or will also deliver the information to the monitoring center host computer.

Meanwhile HP3 is 'talking' to the resident to provide reassurance and then, having made the connection, allows high quality two-way loud speaking (hands free) speech between the resident and the carer, operator or family member.

Using the 'Speakezy' portable and/or fixed location wireless transceivers, the range of this voice-to-voice communication facility can also be extended to cover the resident's premises, sheds and garden.



HP3 Under-phone dialer.

OVERCOMING RESIDENT FRAILTIES

In addition to its prime function of calling for help, the HP3 telephone, and to a lesser extent the dialer, offers the aged or frail resident many important additional benefits designed to make living alone, or otherwise at risk, more tolerable. These include, but are not limited to the following:-

- Handset volume control for sound level enhancement,
- Handset hearing aid induction loop,
- Integral 'special' loud-sounding ringer,
- Large keypad buttons with button-5 'feel' location,
- Large auto-dial 'picture buttons' for easy dialing,
- Auto voice announcements to responding carer,
- Auto voice announcements to resident,
- Speaking clock with day and time announcement,
- Back-up communication paths for reliable operation,
- Modern range of 'feature-phone' facilities,
- Answering and hanging-up via wireless pendant,
- Inactivity monitoring and reporting,
- Home and Away 'Intrusion detection' and reporting,
- Announces off-hook, line disconnect and low battery,
- Accommodates smoke, gas, water and other sensors,
- Wide range of wireless accessories and call-points,
- Easy dial* and other Telco services compatibility,
- Secure remote access for commands and programming.

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ILLUSTRATED BUTTONS & OTHER BENEFITS

Using six speed-dial buttons, a total of twelve user memories is provided, ten of which may be used for the resident's selection of most used number dialing. In order to assist button identification the buttons are particularly large and are provided with transparent removable top caps to allow a choice of button cap inserts.

These may be large numbers, names or perhaps photographs of loved ones.

The large dial key button concept along with the illustrated speed-dialing buttons and high quality two-way loud-speaking facility identifies the HP3 as being a purpose-designed product.

The additional user selectable 'loud-sounding ringer', wide ranging voice announcements, including line or power disconnections, and other similar innovations makes the HP3 'help-phone' the perfect companion for aged, physically or medically frail persons living alone or in other self-care, independent living situations where a person may be at risk.

INBUILT HOME SECURITY SYSTEM

The HP3 'help-phone' is more than a highly featured emergency-call telephone; it is also a powerful and easy to use home security system whereby the phone's keypad also functions as a security system control panel.

By the inclusion of one or more security sensor devices, such as a passive infrared detector (PIR), the resident simply enters a PIN access number to toggle the phone between its 'home security' and 'away security' operating modes.

Using suitable sensors, monitoring of smoke detection, room temperature, gas detection and a wide range of other potential environmental hazards may also be monitored in both the "home" and 'away' modes as required.

INACTIVITY MONITORING

As pioneered in earlier HP1 and HP2 models, the programmable inactivity facility seeks evidence of movement in the resident's home each day until satisfied.

If no activity has been identified, and after a period of trying to attract the attention of the resident, HP3 will then dispatch an inactivity alarm to the programmed destination/s.

ANSWERING PHONE WITH PET (PENDANT)

For those residents that are unwell or have mobility restrictions, it is possible to answer (in two-way loud-speaking mode) and hang-up normal incoming phone calls via the wireless PET.

'PILL TIME' & SIMILAR ANNOUNCEMENTS

It is possible for the 'help-phone' to make daily announcements that will, for example, remind the resident to take his/her daily medication.

Other standard repetitive voice enquiries are included such as "have you eaten today? If so please press the cancel button". A large repertoire of similar 'reminder questions' is available to the carers and/or family.

'SPEAKEZY' EXTENDED VOICE RANGE

Establishing yet another Smart-Caller innovation, an integral two-way voice wireless transceiver option will allow real time two-way voice communication between the carer and the resident whilst the resident is beyond the range of the HP3's inbuilt loudspeaker and microphone.

Having triggered the alarm by pressing the Speakezy 'Help' button, the resident would then hear HP3's 'call progressing message' followed by real-time speech communication.

Any number of 'Speakezy' communicator units may be used with a single HP3 phone or dialer thereby also allowing units to be wall mounted in strategic locations throughout the house and property.

ASSIGNABLE CALL DESTINATIONS

With up to 64 independent and programmable wireless trigger inputs, there is no practical limit to the quantity or types of wireless trigger devices. Further, each device that triggers an alarm condition may be assigned to its own sequence of dial-up destinations and associated protocols.

For example a village operator may wish to program 'Away' mode intrusion alarms to be received by family mobile phones and/or to other destinations.

Wireless devices typically include necklace or wrist type personal emergency transmitters (PETs), two and three button PETs that, in addition to having a help button also allow remote arming and disarming of the security functions, wireless smoke detectors and PIR sensors in addition to the fixed or portable 'Speakezy' wireless voice products.



HP3 Phone with a selection of wireless trigger devices

CARING FOR CARERS

To satisfy occupational health and safety (OH&S) obligations, the HP3 phone allows an attending carer to generate a high priority 'Staff Assist' call by pressing a sequence of two buttons.

Similarly, it possesses a number of 'Staff Assist' wireless channels, whereby a carer carrying a personal emergency transmitter, may summon help whilst travelling 'around the grounds'. Such calls may be treated differently in terms of destinations.

ENHANCED MONITORING FACILITIES

The inclusion of the optional 'MultiCare' wireless module will convert a normal house residence, a village ILU or any similar domestic location into a permanent or temporary high care monitored environment.

The 'MultiCare's' programmable monitoring and reporting options include 'bed exit' through to 'extended period of bed vacancy', 'bed wet' and 'diaper wet' conditions, wandering from room or overdue from ensuite.

The 'MultiCare' facility also includes the ability to raise a local and/or distant alarm when detecting a person wandering past the safety perimeter of the domestic premises. It is even possible to monitor the presence of heartbeat and/or respiratory movement from under the mattress whilst in bed.

'MultiCare has comprehensive timing and functionality controls and is fully described and illustrated in a separate data sheet.

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