

EMERGENCY-CALL 'SMART-DIALLER' HD3

Smart-Caller

Healthcare Solutions

Preliminary Technical Data Sheet



The waterproof wireless pendant above has an iridescent 'glow in the dark' button and a replaceable long life battery.

Each pendant continuously checks its battery and automatically reports a low battery condition to the user and/or to the monitoring center as required.

INTRODUCTION

Based on Smart-Caller market leader experience, this new all-purpose emergency-call dialler is based on the circuit and software designs of the Smart-Caller third generation HP3 'Blue -Phone'. It therefore also draws on 16 years experience in the supply of over 50,000 units of previous models and further exploits the use of the latest telecommunication components and technologies.

Designed and manufactured in Australia '*Smart-Dialler*' is primarily intended for persons at risk typically being aged or frail persons or those that may otherwise be at personal risk equally within the private home, aged care residences or within the workplace. Consequently it meets and in many respects significantly exceeds, the Australian Standard AS4067 entitled 'Personal Response Systems'.

The attractive and flexible design concept makes the product suitable for desk or wall mounting; it is also intended to fit snugly under a normal telephone instrument if preferred.

The '*Smart-Dialler*' is supplied with a single wireless pendant, however up to 48 wireless accessories may be programmed into each dialler allowing significant flexibility for various applications including OH&S (occupational Health and Safety) and personnel duress applications in the workplace.

'*Smart-Dialler*' also includes comprehensive, but simple to operate 'Home and Away' security monitoring facilities making it particularly suited for those living alone or within retirement village communities.

Special facilities also assist professional care providers to maintain duty of care obligations and to avoid litigation that may otherwise result from failure of the communication path, host computer or carer mishap and negligence.

FEATURES & BENEFITS

- Wall, desk or underphone mounting,
- Back-lit 'Help' button plus wireless pendant trigger,
- Programmable Daily 'OK' button,
- Professional, family and/or 000 Service monitoring,
- Reassurance voice announcements to resident,
- Voice to voice and/or computer terminal protocols,
- Choice of languages for Resident Announcements,
- Announces a handset being off-hook or line disconnect,
- Announces low battery in Pendant or Dialler,
- 80 Hour (Approx) Dialler battery back-up,
- Answering and hanging-up via wireless pendant,
- Reminders for, appointments, medication, meals and other,
- Inactivity monitoring and reporting,
- Home & Away intrusion, smoke, gas etc. detection,
- 48 assignable channels to a mix of 8 dial-up numbers,
- Allows mixture of voice and computer centre contact,
- Telstra Emergency Service 000 compatible,
- Auto voice reassurance & diagnostics annunciation,
- Auto voice announcements to responding carer,
- Back-up communication paths for reliable operation,
- Dial-up of alternate number/s if carer fails to respond,
- Bypass disabled host computer to alternate destination,
- Wide range of wireless accessories and call-points,
- Telstra 'home services' & 101 service compatibility,
- Secure remote access for commands and programming,
- Doorbell or special local alert capability,
- Integral day of week and real time clock.

THE 'TALKING' SMART-DIALLER

In an emergency or a pending emergency (such as failure to have taken medication), 'Smart-Dialler' quickly identifies the situation and will communicate with both the Resident and the desired destination/s programmed to accept that particular type of event.

As aged persons have a tendency to revert to their native language, a choice of plug-in 'Smart-Dialler' 'voice chips' are available to satisfy this requirement. Similarly the outgoing announcement may be prepared in an alternative language, however, this should be avoided if using the 000 facility.

With up to 48 available incoming wireless communication channels assignable to a combination of up to eight fully programmable destinations, significant flexibility and back-up arrangements are possible for each type of call.

Immediately a medical or perhaps a smoke alarm is triggered, it commences to "talk" to the resident with loud volume in order to provide reassurance, even if triggered from another room. Having made the desired dial-up connection it then allows either direct on-line or callback two-way loud-speaking speech between the resident and the carer, operator or family member.

FAMILY, 000 & PROFESSIONAL MONITORING

The 'Smart-Dialler', if not being professionally monitored is capable of being monitored by family or carers preferably via their mobile phones. In the event of a call not being accepted it is possible to have Telstra's 24-hour Emergency 000 service accept the call as the last resort monitoring facility thereby ensuring that the call will be responded to.

PROTECTING RESIDENTS, CARERS AND CARE PROVIDERS

This attractive and inconspicuous product affords the resident with unprecedented levels of safety and security whilst being uncomplicated and conducive to a homelike environment.

These precautions, plus the ability for 'Smart-Dialler' to ensure fast and reliable contact via the prime and/or back-up communication paths, also assists the professional care provider in meeting duty of care obligations, therefore significantly limiting potential complaint and possible litigation.

Carer Failure to Respond & Computer Failure

Should the carer fail to respond to an alarm call, the Dialler is capable of automatically resending the alarm call to selected alternative destination/s. This can include voice communication (with preceding personal announcement) to the mobile phones of village staff, security company patrols and/or family members or to a monitoring centre including the 000 Emergency Service.

Standards Compliance

Unlike many products and techniques currently in use within independent living situations, 'Smart-Dialler' meets, and significantly exceeds all applicable Australian Standards. Professional care providers should be aware of, and ensure compliance with these Standards, which include:-

AS 4607; 'Personal Response Systems'
AS 2999; 'Alarm Systems for the Elderly'
AS 2201.4 'Intruder Alarm Systems' (*See Note)
AS/NZS 9001:2000; Quality Management Systems'

(*Note. There are some clauses within this standard that we opt to disregard typically relating to Tamper and complex zone isolation matters).



Modcoms Voice Data Mobiliy
Unit 3 / 585 Maitland Rd
Mayfield West NSW 2304 www.modcoms.net

Phone +61 2 49492222
Fax +61 2 49492200
Email sales@modcoms.net

BATTERY MANAGEMENT

Power fail and power restoral situations are monitored, however, 'Smart-Dialler' has approximately 80 hours of battery back-up capability.

In the interests of long-term reliable operation both the Dialler's NiMH battery and the Pendant's Lithium battery are each constantly monitored and will, if necessary, deliver a periodic local announcement to the resident (during daylight hours).

Where the Dialler is professionally monitored a low battery report will also be dispatched to the monitoring centre computer terminal. All of these management and diagnostic reports are programmable to suit individual requirements.

MOBILITY RESTRICTIONS

Irrespective of the type or severity of mobility restriction, the HD3 'Smart-Dialler' provides assistance. It can assist quadriplegics or others confined to bed and those using wheelchairs or walking frames.

In this respect the dialler allows the ability to accept and hang-up calls via the wireless pendant, whereas it will operate as an alarm trigger at any other time.

FORGETFULNESS

One of the most worrying disabilities of the aged is forgetfulness, particularly in relation to taking medication. Accordingly 'Smart-Dialler' will, if so programmed, commence a daily announcement at a preferred time and will dispatch a 'Medication Alarm Call' to the required destination/s should the resident not satisfy the Dialler's medication confirmation request.

There is a significant repertoire of such announcements within the Dialler's program designed to allow family and carers to keep watch over matters that may otherwise be overlooked.

INACTIVITY MONITORING

The programmable inactivity facility seeks evidence of movement in the resident's home each day until satisfied. In the event that no activity is identified, it will, after a period of trying to attract the attention of the resident, then dispatch an 'Inactivity Alarm call' to the programmed destination/s.

INBUILT HOME SECURITY SYSTEM

By the inclusion of optional security sensor devices, such as a passive infrared detector (PIR), 'Smart-Dialler' will also provide a highly featured but easy to use home security system. The resident simply presses an arm/disarm key-ring transmitter to toggle the phone between its 'Home Security' and 'Away Security' operating modes.

WIDE RANGE OF WIRELESS ACCESSORIES

By the selection of various applicable accessories 'Smart-Dialler', with its 48 individually programmable inputs, is also capable of detecting and reporting Intrusion, Duress, Smoke, Heat, Room Temperature, Gas Detection plus a wide range of other potential environmental hazards. These may be monitored locally, direct to carers or to professional monitoring centres in both the 'Home' and 'Away' modes as required.

It is also possible to despatch wireless signals from the Dialler in order to control local devices such as a strobe light on the front veranda.

Specifications subject to change without notice

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