



## EMERGENCY-CALL 'BLUE-PHONE'- HP4



HP4 'Blue-Phone' with Pendant

### INTRODUCTION

Based on market leader experience, this fourth generation HP4 'Blue-Phone' draws on 25 years experience with prior models and uses the latest telecommunication components and technologies.

Designed and manufactured in Australia the HP series of 'Help Phones' continue to be the sole telephone handset instrument meeting and exceeding the Australian Standard AS4607 'Personal Emergency Response Systems' (PERS).

This purpose designed product is intended for aged or frail persons or those with other disabilities including sight impairment, hearing or memory loss or suffering various mobility restrictions

In addition to its prime function of accommodating professional monitoring via computerized monitoring centres it is also well suited to family monitoring.

In the family monitoring mode it can dial up to eight fixed or mobile destinations until answered at which time it provides an introductory voice announcement inviting the respondent to accept the call to commence a two-way loud-speaking voice communication with the distressed family member. The last resort number can be the National 000 Emergency Service.

An important benefit of the HP4 'Blue-Phone' is its ability to be locally or remotely programmed to change from family to professional monitoring or visa-versa at any time. Alternatively it may be programmed to use both techniques, particularly if using the comprehensive home security and duress facilities that are readily available within the product and extremely easy to operate.

Being suitable for desk or wall mounting, 'Blue-Phone' also includes comprehensive 'Home and Away' security facilities making it particularly suited for those living or working alone or within Retirement Village communities.

### SUMMARY OF FEATURES & BENEFITS

- Australian design exceeding Standard AS4607
- Compatible with NBN FTTP (Fibre) Connections
- Colour white with blue LCD Display surround
- Desk or wall mounting 'Feature Phone'
- Photo-fit picture speed dialling
- Big button, back lit dial keys with Speech & Display
- Large back-lit 'Help' button
- Large back-lit LCD Display
- Loud two-way Speakerphone with volume control
- Hearing Aid induction loop in handset
- 'Talking Clock' with day & time annunciation
- Calendar clock with daylight saving control
- Various computer protocols plus voice to voice
- GSM back-up path option for reliable communication
- Announces a handset off-hook or line disconnect
- Announces low battery in Pendant or other devices
- Reminders for, appointments, medication, meals Etc.
- 80 Hour (Approx) NiMH unit battery back-up
- Answering and hanging-up via wireless pendant
- 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
- Auto voice announcements to responding carer
- Auto call escalation to ensure carer response
- Bypass disabled host computer to alternate destination
- Large range of wireless & wired accessories
- Loud sounding ringer for hearing impaired
- Secure remote access for commands and programming
- Doorbell or special local alert capability
- Program via handset or remote manual or computer
- Individual or group (cluster) monitoring
- Provides comprehensive home Security system
- Provides 'Staff Assist' priority calls
- Waterproof wrist and necklace wireless pendants
- Iridescent Pendant button (Glow-in-the-dark)
- Fixed & user/operator programmable messages
- Voice annunciation of calls in progress
- Mode 3 secure (protected) connection
- Auto and manual battery status checking
- Optional nine hard-wired input adaptor
- Optional connection for additional receiver modules

Special facilities include the automatic ‘call-back integrity’ feature. In this case the phone identifies that the Carer has not responded to an alarm call and it will then make a number of further outgoing calls usually deploying the voice to voice protocol to assist professional care providers to maintain duty of care obligations.

This may also avoid litigation that may otherwise result from failure of the communication path, host computer or carer mishap.

## THE ‘TALKING’ EMERGENCY PHONE

In addition to having large back-lit ‘talking’ dial keys and ‘Help’ button in an emergency or a pending emergency (such as failure to have taken medication), HP4 ‘Blue-Phone’ quickly communicates with both the Resident and the desired destination/s.

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 call is triggered, it is able 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 or call-back two-way hands-free communication. This includes remote control of volume and communication protocol to suit the client’s acoustic environment.

## GSM WIRELESS TERMINAL OPTION

Provided with a SIM card holder within the battery compartment ‘hatch’ this new HP4 ‘Blue-Phone’ has been given a further important and optional back-up communication capability.

This option ensures that the phone will no longer be dependent on any cable or fibre connection in order to perform its two-way emergency and general purpose communication. This is because a 3G (GSM) transceiver module will be available to include as an optional plug and play add-on facility. This may become desirable as Fibre connections and the attendant Internet ‘Retail Service Providers’ (RSPs) commence to replace the existing and highly reliable copper connection services.

## PROTECTING RESIDENTS, CARERS AND CARE PROVIDERS

HP4 affords the resident with unprecedented levels of safety and security whilst being uncomplicated and conducive to a homelike environment. It also offers protection to the attending carer who is able to generate ‘Staff Assist’ calls from outside or within the resident’s home or living unit.

These precautions also assist the professional care provider in meeting duty of care obligations. This therefore limits potential complaint and possible litigation.

## MINIMIZING EFFECTS OF DISABILITIES HEARING LOSS

In addition to the high performance ‘Speakerphone’ functions ‘Blue-Phone’ includes a hearing-aid induction loop within the handset and handset volume control. It also includes a user selectable ‘loud-sounding ringer’ facility.

## SIGHT IMPAIRMENT

In addition to the wide spaced large back-lit and ‘talking’ keypad and ‘Help’ buttons the remaining top section includes an LCD display with menu and large alphanumeric display characters along with easy to operate function buttons.

‘Blue-Phone’ also includes a day and time ‘talking clock’ with automatic daylight saving adjustments particularly to assist sight-impaired persons. Voice annunciation will also advise that a handset has been left off hook or the telephone line is disconnected in addition to many other annunciated reminder and warning messages.

## IMPAIRED MOBILITY

Irrespective of the type or severity of mobility restriction, the HP4 ‘Blue-Phone’ provides assistance. It can assist quadriplegics or others confined to bed and those using wheelchairs or walking frames.

Similarly it can assist those suffering the effects of Motor Neuron and Parkinson disorders affecting finger manipulation. In this respect the use of large keys and various accessories is of significant benefit whereas the ability to accept and hang-up calls via the wireless pendant offers overall benefit to those with restricted movement.

## FORGETFULNESS

One of the most worrying disabilities of the aged is forgetfulness, particularly in relation to taking medication.

For example, ‘Blue-Phone’ 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 phone’s medication confirmation request.

There is a significant repertoire of such announcements within the phone’s program each designed to allow monitoring centers, family and carers to keep watch over matters that may otherwise be forgotten by the resident.

## INACTIVITY MONITORING

As pioneered in earlier HP1, HP2 and HP3 models, the programmable inactivity facility in the HP4 ‘Blue Phone’ 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 will then dispatch an ‘Inactivity Alarm call’ to the particular programmed destination/s.

## INBUILT HOME SECURITY SYSTEM

The ‘Blue Phone’ is more than a highly featured emergency-call or disabilities telephone; it is also a powerful and easy to use home security system whereby the phone’s key-pad also functions as a security system control panel.

By the inclusion of security sensor devices, such as a passive infrared detector (PIR), the resident simply enters a PIN access number or presses an arm/disarm key-ring transmitter to toggle the phone between its ‘Home Security’ and ‘Away Security’ operating modes.

## WIDE RANGE OF ACCESSORIES

With the ever increasing emphasis on providing ‘home care’, a wide range of wireless and hard-wired accessories is available. The significant range of home care products and systems along with price information may be viewed at: [http://www.smartcaller.com.au/home\\_care.php](http://www.smartcaller.com.au/home_care.php)

*Specifications subject to change without notice*



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