

## **Double benefit** - uniquely favourable.

Telephony and resident emergency call as an efficient 2-wire solution

**Senior residences**



**Retirement homes**



**Senior care stations**



**Senior living, home and neighbourhood communities**



## Residents' emergency call for senior citizens in care homes and senior residences



### Ergophone telephone in connection with a TC-system

The Ergophone telephone offers convenient telephony and a secure resident emergency call based on a TC system concept. The focal points of the solution for retirement homes and senior residences are the various call triggers in all residents' rooms, the direct speech option and the relief of the care organisation. Easy installation, high operational reliability and the outstanding product quality ensure an optimal cost-benefit ratio.

### Residents' emergency call without clinic atmosphere

The Ergophone telephone ensures discreet call procedures. The usual illuminated signs above the doors of residents' rooms are no longer necessary. This means that personal emergency calls are not made public in corridors and the residents' personal rights are preserved.



### Safety in all rooms

The emergency call system is modularly expandable with wired call triggers and radio components. As a rule, in addition to the telephone, a smoke detector in the bedroom, a pull cord switch in the bathroom and, if necessary, a hand-held transmitter on the wrist are sufficient to reliably protect people and property.

### Relief of nursing staff

The possibility of a direct voice connection after an emergency

call enables the care personnel to clarify the situation before visiting the residence of the caller. This may save costs and distances.

If assistance is provided on site, the caregiver logs in on the phone via button or RFID chip, attends to the resident and then logs out again. The attendance time is made available via the alarm server for further processing.

### Fault and failure monitoring

The multi-level security concept includes all system components. All connected call triggers are monitored by the telephone. The telephone reports faults to the alarm server, which acts as an integrator and permanently monitors both the PBX and the telephone.

Fault messages on the telephone are both displayed locally and forwarded.

# Ergophone

Every resident is given the opportunity to quickly send an emergency call in an emergency by pressing the red call key on the telephone or via connected call triggers. All important data is immediately transmitted to the staff.

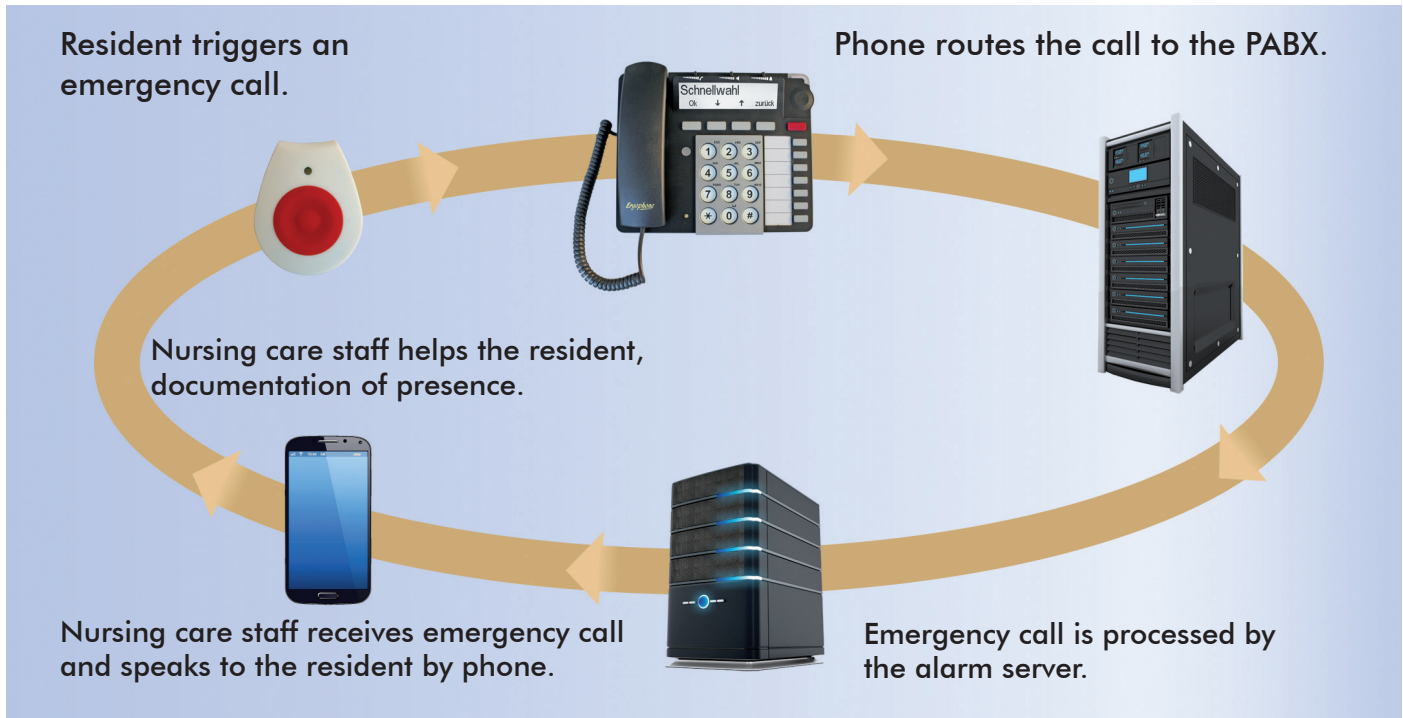


Figure: Ergophone radio pendant and telephone in connection with system components from other manufacturers.

## Analogue technology

The use of existing infrastructure is one of the great advantages of the system. Telephone sockets and PBXs are available in many retirement homes. The alarm server is integrated into the EDP network and takes over the control of emergency calls and fault messages.

## Voice over IP

Instead of using analogue telecommunication lines, digital Ergophone telephones can be connected directly to the existing LAN network. The devices are constantly monitored by corresponding servers and offer a wealth of information and control options.

## Resident emergency call for senior care stations



### Emergency call for bedridden residents

People lying in bed need quick access to a hand-held or pear switch in the immediate vicinity. Such a switch can be connected by wire to the Ergophone telephone.

An emergency call is routed via the PBX to the alarm server, which immediately initiates the necessary measures. The hand-held switch is permanently monitored. Both a defect and a disconnection of the device are immediately detected and reported.

### Pull switch in the bathroom

Wired cord pull switches can be connected via the telephone's contact input to ensure safety in the bathroom. An alternative is the splash-proof radio tile with integrated emergency call button.

### Bed alarm

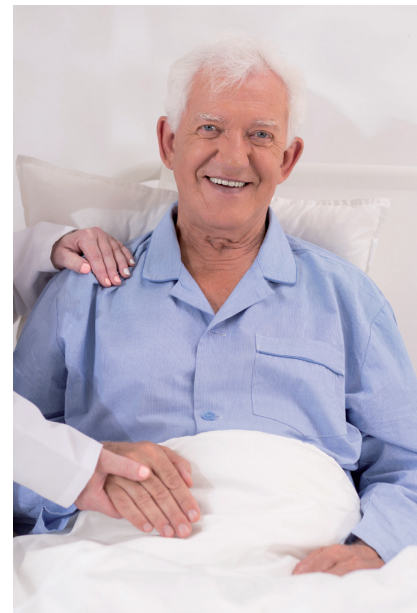
With the help of the pressure-sensitive radio sensor mat, the nursing staff on duty can determine at any time of the day or night when and where a resident at risk of falling or suffering from dementia has left the bed.

The staff can provide help quickly and thus help to prevent falls or disoriented running away.

The different sized mats can also be used in front of doors as access control.

### Radio technical transmitter

Special call triggers such as acoustic or motion sensors can be connected to the Ergophone radio technical transmitter. Alarms triggered by a voice or by movements are forwarded



by the transmitter directly to the telephone. The device thus offers the possibility of flexibly integrating a wide variety of sensors.

# Ergophone

The call is sent from the telephone to the alarm server and from there to the mobile phone of the caregiver in charge. The caregiver can immediately communicate with the resident, who simply speaks into the room thanks to the hands-free device on the phone.

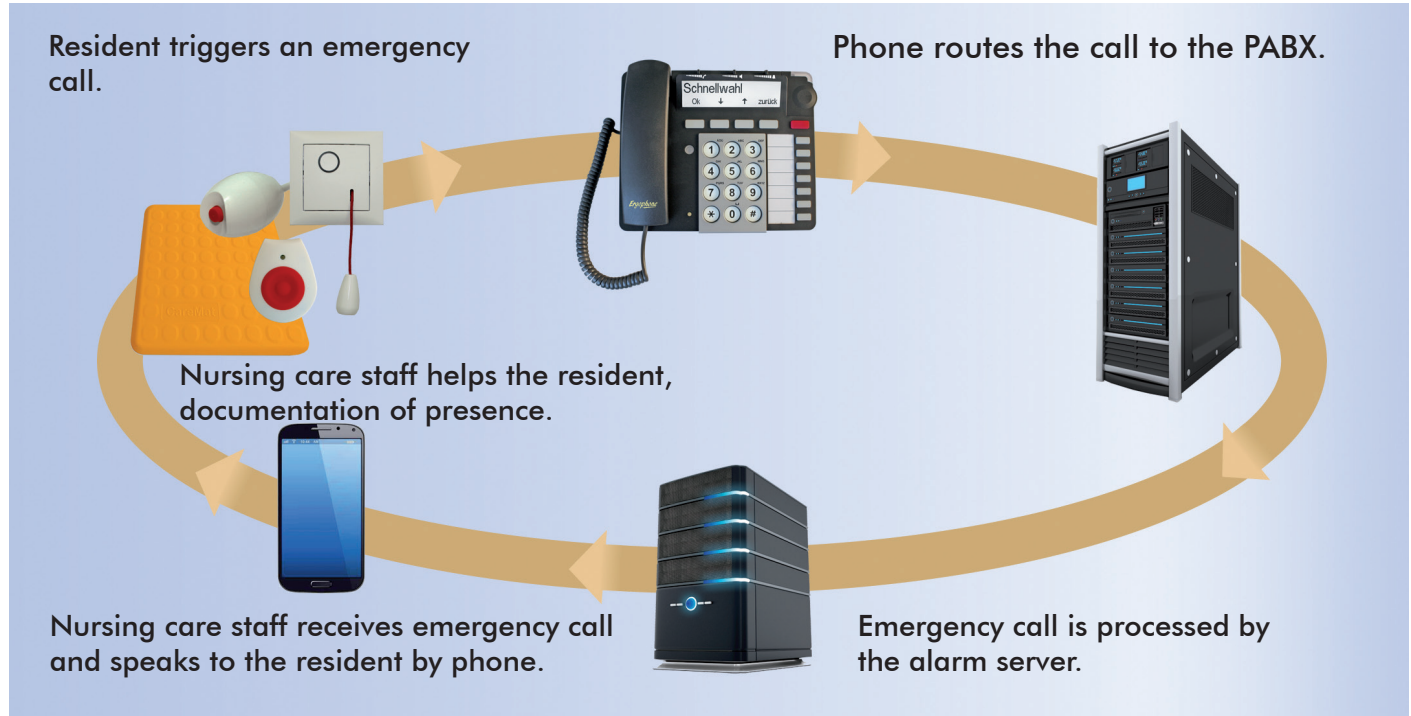


Figure: Ergophone radio transmitters and telephone in connection with system components from other manufacturers.

## Wired pushbuttons

Special variants of the ergonomic telephone have a connection for a pear switch and a contact input for the connection of cord pull switches. The pear switch can be supplied with or without reassurance light. All wired push-buttons are permanently monitored.

## Radio call trigger

Up to 19 radio call transmitters can access the ergonomic telephone. The European Social Alarm frequency 869.2 MHz is only approved for the resident emergency call and offer protection against radio interference from other devices.

## Residents' emerg. call for senior citizens in house- and neighbourhood communities



### Living in communities

In order to ensure the participation of senior citizens in social life, a wide variety of barrier-free housing forms are linked with different service and care offers. Resident emergency calls can be sent to a service centre, to outpatient care services or to relatives. In the case of outsourced living areas of nursing homes, the nursing staff of the homes take emergency calls.

### Flexible and modular

The Ergophone telephone can store up to 9 different call numbers which are called in a flexible sequence in the event of an emergency or fault call. The telephone repeats the dialling in certain cycles until a call recipient is reached.

While the addressees of emergency calls can be relatives, care services or service centres, self-triggered fault messages reach a fault service or the caretaker.



### Activity monitoring

Similar to telecare calls, the Ergophone telephone also has the option of activity monitoring. The user has to press the vital sign function key regularly at the agreed time in order to prevent the telephone from issuing an automatic emergency call.

### Comfortable telephoning

The telephone is designed to take into account the physical, sensory and intellectual capabilities of

people more than the average phone.

The phones can be set extra loud and have a crystal clear sound. Calls are indicated visually by a flashing light in addition to ringing. Hearing aids can be magnetically coupled so that the conversation can be heard loud and clear.

# Ergophone

The telephone dials stored call numbers in several cycles in succession until a person answers the call. Specific call numbers can be assigned to each alarm type (emergency call, smoke alarm or malfunction call).



Figure: Ergophone radio transmitters and telephone in connection with system components from other manufacturers.

## Communication without alarm server

The emergency calls are not, as in inpatient areas, accepted by an alarm server and forwarded to the right caregiver, but sent directly to a call number destination. This can be a care support point, a service centre, a care service or a relative.

## Technical calls/fault messages

Fault messages are accepted and processed by care support centres and service centres. In the case of shared apartments, it is also possible for the messages to be forwarded to the caretaker.

## Resident emergency call and convenient telephony for senior care facilities and assisted living.

### Safety features at a glance

Ergonomic phone „Ergophone S 510“	<ul style="list-style-type: none"><li>• Emergency power supply through internal battery</li><li>• Power supply and battery monitoring: in the event of a fault, message on the telephone and fault call to a configurable telephone number (building services)</li><li>• Telephone monitoring: regular automatic control call to the alarm server</li><li>• In case of telephone network failure: Fault message on the telephone (display indication and very loud signal tones, configurable)</li><li>• Fast and reliable fault indication<ul style="list-style-type: none"><li>a) on site on the telephone (details can be read out),</li><li>b) at the external service (by configurable, automatic call)</li><li>c) at the network server (only with VoIP)</li></ul></li><li>• The emergency call always has priority, even with existing calls.</li></ul>
Radio transmitter	<ul style="list-style-type: none"><li>• Standardised „European Social Alarm frequency“ offers protection against interfering signals</li><li>• Radio connection and radio transmitter battery are monitored several times a day</li><li>• Bidirectional radio path: confirmation of the emergency call after receipt of the alarm</li></ul>
Wired pear switch and cord pull switch	<ul style="list-style-type: none"><li>• Failure monitoring: defect or deduction of the switch is signalled</li><li>• Finding and reassurance light for switches (option).</li></ul>

### Ergophone Tiptel GmbH

Halskestr. 1  
40880 Ratingen  
Germany  
Phone: +49 (0)2102-428-0  
[www.ergophone-tiptel.com](http://www.ergophone-tiptel.com)

**Location Cölbe**  
Zimmermannstr. 12  
35091 Cölbe, Germany  
Phone: +49 (0)6421-402-0  
[www.ergophone.de](http://www.ergophone.de)



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Product color similarly to the illustrations.  
Subject to modifications.

