



## Safety and care for senior citizens



The Care Call solution integrates Innovative Security Manager™ (ISM) with different care call systems.

### **Manual handling**

ISM presents care calls as alarms in the alarm queue. Subsequently, the operator handles the care call as any other alarm in ISM.

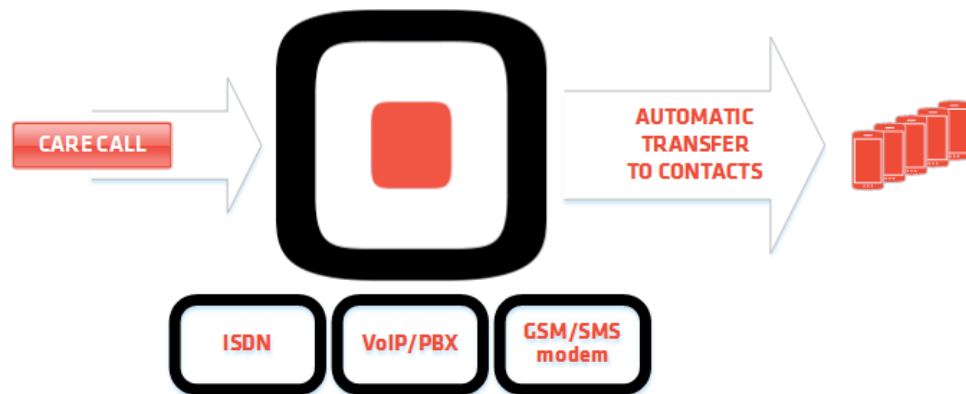
### **Automatic handling**

ISM can also handle care calls automatically. When handled automatically, ISM automatically calls one or more contacts according to a workshift schedule (eg nurses) and then automatically transfers the care call to these individuals. At the same time, ISM automatically transmits a text message (SMS) containing customer information to the contact.

The Care Call module in ISM offers a versatile solution with multiple customisation options.

### **Highlighted features**

- Use ISM to provide safety and comfort among senior citizens or other individuals, who require easy and fast assistance
- Complete integration with the ISM alarm monitoring platform - care calls are presented as alarms in the alarm queue
- Possibility to automatically transfer care calls to contacts according to workshift schedules (eg on duty and backup)
- Optional automatic transmission of text message (SMS) containing customer name, address and phone number to contact on duty
- Logging of all events during the entire incident
- Workshift schedules control whether contacts are on duty, backup, off duty etc.



## Technical description

The care call is received via ISDN, which then transfers the call to a VoIP gateway, which converts the ISDN-signal to VoIP.

The VoIP server forwards the signal to a PBX on the ISM network, which looks up the relevant contacts, according to the workshift schedule.

ISM calls the contacts via VoIP/ISDN - one by one.

## How it works (manual alarm handling)

- The care call button is activated
- ISM receives the care call, places it in the alarm queue, and the operator answers it

## How it works (automated alarm handling)

- The care call button is activated
- ISM receives the care call and begins calling the contacts on the relevant workshift schedule - one by one
- One of the contacts answers the call and ISM automatically transfers the care call to the contact. At the same time, ISM transmits a text message (SMS) containing information about the customer (name, address etc.) to the contact
- If none of the contacts answer the call, then ISM begins calling contacts on "backup" according to the workshift schedule or transfers the call to a manned ARC

## Additional information

- GSM/SMS modem required to transmit text messages

