



## Help Point for Public Access

Hands-Free, Vandal Resistant, Disability-Friendly Telephone



- **Standard and SMART Analogue and VoIP-SIP options available**
- **Large, vandal resistant metal buttons, palm operable**
- **Raised text button legends with Braille**
- **Induction Loop facility for hearing impaired<sup>1</sup>**
- **Audio-visual ring indication**
- **Emergency override**
- **Hands free operation (VOX)**
- **Robust and weather resistant: Up to IP65**
- **Single or Dual button autodial options with remote programming**
- **Dual purpose design for flush or surface mounting, simple installation**
- **Line powered down to 25mA<sup>1</sup>**

In addition to all the benefits of the VR, this help point incorporates features to assist with special needs. The help point is designed to help you comply with DDA (Disability Discrimination Act) and therefore ideal for use in public areas. It is finished in contrasting colours, with a raised 32mm button. A raised plate highlights raised text and Braille, and inductive loop is standard.

The Help Point telephones are vandal and weather resistant, providing hands-free loudspeaking communications for any public area. The internal components are protected by a weather resistant enclosure behind the faceplate. Connectivity options are:

### Standard Analogue

The standard analogue unit provides basic telephone functions and can be connected to any standard two-wire telephone line, including FXS ports, analogue PABX lines and PSTN.

### SMART Analogue

**Self Monitoring And Reporting Telephone** can be integrated with GAI-Tronics' TMA monitoring and maintenance software and/or GAI-Tronics CMA call centre. SMART gives advanced features including remote programming, fault monitoring and call logging, all from a line-powered telephone capable of operating up to 7km from the exchange on a two-wire cable.

### Voice over IP (SIP protocol)

For connection to a VoIP enabled network, GAI-Tronics VoIP-SIP telephones offer direct connection to LAN or WAN via RJ45 connector, including Power-Over-Ethernet (PoE) as standard. GAI-Tronics VoIP-SIP phones offer a wealth of additional features including real-time reporting via Syslog, and can be configured by web browser.

### Dual button

Buttons labelled "Information" and "Emergency"

Each button can be programmed with a number up to 24 digits.

Pressing the Emergency button will override an information call.

### Single button

Can be configured to dial a stored number or as a 'hotline', where the exchange routes the call.



As well as the standard Help Point range, GAI-Tronics can supply specials to order with customised options.

<sup>1</sup> Induction loop requires additional 12Vdc power supply (included).

# GAI-Tronics Telephony

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### TECHNICAL SPECIFICATIONS

**Casing Material** Front face plate mounting: aluminium sheet, polyester powder coat finish - yellow. Call for other options.

Rear enclosure (if required).

**Keypad** Metal, vandal resistant

#### Temperatures

Operating: -20° C to +60° C

Storing: -40° C to +70° C

#### Lightning / Transients

Protection to ITU-T k.21 enhanced levels

**Weather Resistance** Up to IP65 dependent on installation

Please call for advice on application

**Weight:** 1.1kg.

### ANALOGUE

#### Speech

Voice-switched (VOX) semi-duplex operation

Call timeout programmable from 1 to 42 minutes.

Remote switch-off capability

#### Dialling

Autodial keypad single-press switch-on-and-dial

24 digits maximum with embedded Recall, Pause, Pulse & Tone characters

#### Ringling

Dual tone ringing through loudspeaker >75 dB @ 1m REN 1

#### Power Supply

Line powered only operation down to 25mA.

Supplementary power 6 - 9Vdc 100mA, 12Vdc 250mA. Below 35mA line current supplementary power is recommended to achieve full volume.

**Memory Retention (autodiallers)** E<sup>2</sup> Prom - 10 year life

#### Options:

##### Remote programming

Auto-dial numbers, time-out and dial mode can be programmed over the phone line either from a tone phone or from monitoring software (TMA).

##### Configuration

Remotely programmable via TMA

##### Remote monitoring

Remote health-check and fault reporting, either on a call-in or polled basis. TMA required.

##### Call Logging

Records call time, duration and auto-dial number used. TMA required.

### VOICE OVER IP - SIP

#### Connection type

RJ45 socket (inside sealed enclosure)

#### Power supply

External 48Vdc or Power-Over-Ethernet (PoE 802.3af compliant)

#### Call set-up Protocol

Session Initiation Protocol (SIP) (RFC 3261) only

#### Configuration

Via configuration file or web page. Static IP address provisioning or DHCP

#### External I/O

4 auxilliary inputs, 2 isolated relay outputs (1 capable of switching 230Vac)

#### Monitoring and reporting

Real-time over TCP/IP proprietary Syslog application

### APPROVALS



This mark indicates compliance with the following directives:  
Radio & Telecommunications Terminal Equipment Directive 1999/5/EC (R&TTE)

Tested to CTR21

For specific country approval, please call



### ORDER INFORMATION

For order codes and details, please contact

T: 01283 500500, F: 01283 500400, E: sales@gai-tronics.co.uk

### OPTIONAL ACCESSORIES

Please ask for Brochure B150 or visit [www.gai-tronics.co.uk](http://www.gai-tronics.co.uk)



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