



The Best Known, Most Trusted **Emergency Response Systems**



INS CareCall supplies hardware manufactured by Chiptech, Smart-Caller, SmartLink, and the LifeGuard L-Series Diallers.



**Emergency Response by
Healthcare Professionals**

1 300 599 532

www.theinsgroup.com.au

Welcome to INS CareCall

INS CareCall, together with INS LifeGuard and INS Technologies, form The INS Group.

INS CareCall supplies emergency response equipment and services, including hardware manufactured by Chiptech, Smart-Caller, SmartLink and the LifeGuard L-Series diallers. Monitoring services are provided through INS LifeGuard's Emergency Response Centre, which is staffed by healthcare professionals.

INS is dedicated to delivering quality care to support people living at home. With the press of a button, you are immediately connected to a healthcare professional who can provide immediate assistance — whether that means contacting a family member, friend or neighbour, or sending an ambulance, the police or the fire brigade.

Who would benefit from our services?

Our emergency response systems provide support and assistance whenever you need it, 24/7, giving you the freedom to continue living safely in your own home. Our systems are suitable for anyone wishing to remain independent whilst knowing assistance is available at the press of a button. They are particularly beneficial for those living with a disability, dementia or epilepsy to help them remain living independently at home.

The INS CareCall range of products and services can enhance your independence and provide peace of mind to your loved ones.

Why choose CareCall?

- INS stands for Illawarra Nursing Service. As one of the oldest community care providers in Australia, *health care is in our DNA*.
- Monitoring and emergency response are provided by INS LifeGuard, with staffing by highly qualified and experienced nurses and other healthcare professionals. Their qualifications and clinical knowledge are far greater than the *first aid attendants* commonly used in the industry.
- The nurses offer assistance within seconds in the event of heart failure, stroke, a fall, home invasion, fire, and more. They are normally able to hear and speak to the client anywhere within the home. Even if the client is unable to respond, the nurses know who requires assistance and will send help.
- Both INS CareCall equipment and the INS LifeGuard monitoring service exceed Australian Standards. Indeed we work under the higher standards expected of us as registered health care providers.
- INS LifeGuard has response centres in Australia and New Zealand. During peak periods or unforeseen outages in one location, the other will immediately respond.



**Emergency Response by
Healthcare Professionals**

INS LifeGuard provides clients with:

- Security and reassurance. Help at the press of a button with our 24/7 Nurse-on-Call Service.
- A Chat Line for the lonely or socially isolated who may need reassurance or just someone to talk with. An INS nurse is there any time of the day or night.
- A Health Information Line. Clients or their family can call our nurses at any time for information or support. Our nurses can interact with the client's GP or other primary health provider, on request.
- Appointment or Medication reminders.*
- Welfare checks, e.g. for those returning home from hospital or who may be ill. INS LifeGuard can simply call to make sure you are comfortable and everything is alright.*
- A service which exceeds Australian Standards and offers quality and cost effectiveness.
- Immediate or scheduled reporting to family or other caregivers.

* Additional charges may apply.

The Monitoring Service includes:

- 24-hour medical monitoring by healthcare professionals who assess the call and coordinate an appropriate response. This could be contacting emergency services or other support, depending on the assessed need and requirement of the client.
- Coordination and follow-through. We report as appropriate to caregivers, relatives, or other contacts, as required.
- Monitoring of multiple and various emergency transmitters, environmental sensors and vital sign measurements.
- Our exclusive Health Information and Chat Line is accessible to clients 24 hours a day, seven days a week, at no additional cost.

For those with a Home Care Package

INS CareCall's services can be covered by your Home Care Package. Talk to your service provider and ask that INS LifeGuard's services be funded through your care package.

The fact that alarms are handled by qualified nurses and healthcare professionals is unique to INS LifeGuard and we feel it's an important distinction. It means emergency personnel can be engaged quickly, if required, and our nurses can not only share personal details, but also medical information that could save a life.



Rev. 31/01/20

We're an NDIS Registered Provider

Our products and services can be funded under the NDIS funding available under Standard (Level 2) Assistive Technology and can often be approved without the need for assessment or a quote.



Benefits for Village Operators and Community Care Organisations

- INS CareCall provides a service which exceeds Australian Standards, offers quality and cost-effectiveness, and may assist the village in Quality Standard endorsement.
- INS CareCall supplies the best-known, most trusted emergency response systems, including equipment manufactured by Chiptech, Smart-Caller, SmartLink, and the LifeGuard L-Series Diallers.
- The equipment is simple to use, reliable, and can be configured for a multitude of connection options.

We Supply hardware from the best known, most trusted manufacturers

LifeGuard L-Series Diallers — available in two models. Both allow for amazing quality, two-way, hands-free voice communication as well as silent emergency calls with half duplex listen-in only for resident monitoring function. The RV model works with our Talking Pendant and Talking Call Point.

Chiptech — The Eve Dialler is a cutting-edge 3G personal emergency response system with enhanced technological capabilities. Eve uses the expansive 3G network and has the ability to use dual SIM cards. This means that Eve will automatically failover to the next specified network provider in the event of a network outage, for an uninterrupted connection.

Smart-Caller — these Help Phone (HP) and Help Dialler (HD) models are designed and manufactured in Australia specifically for aged and/or frail persons, including those living within self-care communities.

SmartLink — the new Guardian MKII 4G Dialler is designed and manufactured in Australia.

More information on these emergency response systems can be found on the next pages.

The INS CareCall System

1 Your Chosen Console Unit

We offer Emergency Response Systems from the most trusted manufacturers. They all let you summon assistance whenever you need it with the press of a button.

2 A Personal Transmitter

Our range of emergency transmitters are small, inconspicuous, light and easily activated. They can be worn as a pendant or on the wrist like a watch, they're water-resistant and can be worn at all times, even in the shower or in bed.

There are other transmitter options available (see "Optional Accessories" on page 12).



Chiptech's Eve Dialler with Transmitter



SmartLink's Guardian MKII 4G Dialler with Transmitters



LifeGuard L-Series Diallers with Transmitter



Smart-Caller's HP3 Help Phone with Transmitter

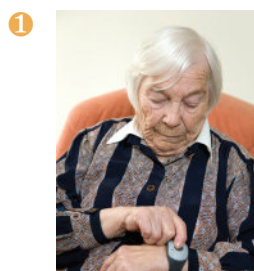


Smart-Caller's HP4 Help Phone with Transmitter

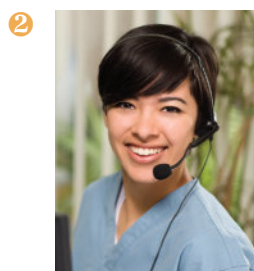


Smart-Caller's HD4 Help Dialler with Transmitter

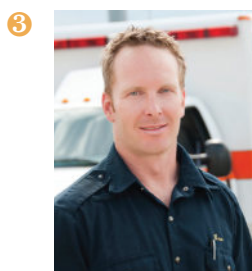
How does it work?



1 If you need assistance, press the HELP button, either on your wrist or pendant transmitter, or on the emergency unit itself.



2 An alarm is sent to a nurse at INS LifeGuard's Emergency Response Centre who will call out over a two-way speaker on your emergency unit.



3 The nurse will assess the situation and send help right away — this could mean contacting a family member, neighbour, friend or emergency services.



4 If the nurse is unable to make voice contact, an ambulance will be dispatched. No matter what the situation, rest assured help is on the way.

The LifeGuard L-40I Dialler



LifeGuard L-40I

- 433 MHz PSTN Dialler
- Two-Way Hands-Free Voice Communication
- Resident Monitoring function

LifeGuard L-40IRV

- This is the same PSTN Dialler as above but with DECT
- Works with our Voice Reach Talking Pendant and Call Point

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The LifeGuard L-40I Emergency Response PSTN Dialler allows for amazing quality two-way, hands-free voice communication, as well as silent emergency calls with Half Duplex Listen-in only for resident monitoring function.

Radio frequency range (433 MHz) is exceptional with personal transmitters having

a frequency range of over 200 meters in open space. This unit can also be wall-mounted.

L-40IRV Version Available

The RV model is also compatible with our Voice Reach Talking Pendant as well as our Talking Call Point.



"I pressed the button and instantly heard a voice say 'Hello Josephine, are you OK?' Though I was outside he could hear me, and he stayed on the line with me until the ambulance arrived. It was the best piece of technology I could have wished for. I know it works, and I feel safe."

— Josephine Z, West Pennant Hills

Features

- Built-in Digital Dialler
- Central Monitoring Communication Protocol: Contact ID
- Two-Way Hands-Free Voice Communication allows the nurses in our Emergency Response Centre to talk to the caller with excellent audio quality
- Hands-free call answering
- Half-Duplex (push to Talk & Listen-In) and Full-Duplex (two-way conversation) speech path controlled by DTMF commands
- Capable of Remote & Local programming using regular DTMF phone or a programmer
- Incorporated pre-dial alert tones followed by comforting voice message to indicate that emergency communication is in progress
- Silent emergency calls with Half Duplex Listen-In only for client monitoring function
- 'Help Arrived' confirmation feature
- Supervision for Wrist or Pendant Transmitters to ensure that they are working properly when needed
- Mobility Check, Automatic Check-in Report, Fault Reporting
- Multiple devices can be added in one system, including: Waterproof Wrist Transmitter, Waterproof Emergency Pendant, Passive Infrared Detector, Fixed Panic Button, Smoke Detector, Carbon Monoxide Detector, Water Sensor, Fall Sensor and many others
- Compatible with CTC-835 Programmer for both local and remote programming
- Can be wall-mounted, if desired

Specifications

- Power: 15V 800mA adaptor
- Back-up battery: Approximately 40 hours
- High quality speaker: 3W
- Radio frequency available: 433 MHz
- Radio frequency range: 433 MHz: over 200 meters in open space
- Operating temperature: -10° to +45°C
- Humidity: up to 90% non-condensing
- Dimensions: 200.2 x 149 x 55.5 mm



This unit comes with our Standard Transmitter

- Can be worn on the wrist like a watch, or around the neck as a pendant
- Sealed-in Lithium battery with a typical life expectancy of over 5.5 years
- Waterproof design (up to 20 feet depth underwater)
- Ultra-low power consumption
- Compatible with the L-401 /L-401RV
- You can choose to add other transmitters at any time (see page 12) or, for a small fee, swap the standard transmitter for a fall sensor.

Specifications subject to change at discretion of INS LifeGuard.

Smart-Caller HP3 Help Phone

This 'Talking Phone' speaks to the user, providing reassurance in an emergency.

HP3 Help Phone

- 304 MHz analogue help phone
- Large keypad buttons
- Picture buttons for easy dialling



This is the third-generation HP3 help phone, designed and manufactured in Australia specifically for aged and/or frail persons, including those living within self-care communities.

The HP3 provides assistance with the press of a button. It talks to the user, which is especially helpful for those suffering sight, hearing or memory loss, or those with minor or severe mobility restrictions.

In the event of a help request, the phone sends an alarm to the monitoring centre right away. Meanwhile, it talks to the user, providing reassurance.

The HP3 allows for high quality, two-way, hands-free speech between the monitoring centre operator and the user via loudspeaker.

Features

- Can be pre-programmed to pre-select any desired telecommunications carrier
- Handset volume control for sound level enhancement
- Handset hearing aid induction loop
- Integral loud-sounding ringer
- Large keypad buttons with button-5 “feel” location
- Large auto-dial picture buttons for easy dialling
- Voice announcements to both the user and the responding operator
- Answer and hang-up calls via wireless wrist or pendant transmitter
- Can provide event or appointment reminders
- Home and away “intrusion detection” and reporting
- Accommodates smoke detectors and other sensors
- Works with a wide range of wireless accessories and call points (see page 12)

Specifications subject to change at discretion of INS LifeGuard.

Smart-Caller HP4 Help Phone

The fourth-generation 'Talking Phone' includes a SIM card holder.

HP4 Help Phone

- 304 MHz analogue help phone
- Large keypad buttons
- Picture buttons for easy dialling



The HP4 Help Phone enjoys the benefits of the latest technology and sets a pace well beyond the AS4607/AS2999 Standards. This new model includes a SIM card holder facility to allow the inclusion of a GSM communication back-up path.*

The HP4 looks and operates like a normal, modern telephone whilst also being a highly featured emergency call unit with unique back-up capabilities.

In addition to having large back-lit 'talking' dial keys and 'Help' button, in an emergency the HP4 quickly communicates with both the resident and the emergency response centre. Immediately when an alarm is triggered, the HP4 will talk to the resident with loud volume in order to provide reassurance, even if it was triggered from another room. It then allows either direct or call-back two-way hands-free communication.

** future development*

Specifications subject to change at discretion of INS LifeGuard.

Features

- Complies with Standard AS4607
- Compatible with NBN FTTP Connections
- Desk or wall mounting 'Feature Phone'
- Photo-fit picture speed dialling
- Large back-lit dial keys and HELP button
- Large back-lit LCD Display
- Loud two-way speakerphone with volume control and hearing aid induction loop
- 'Talking Clock' with day and time annunciation
- GSM back-up path option for reliable communication
- Announces a handset off-hook or line disconnect, and low battery in pendant
- Appointment or medication reminders
- Accommodates a range of transmitters with up to 50 meter range
- 80 hour (approx.) NiMH unit battery back-up
- Answer and hang-up via wireless pendant
- Inactivity monitoring and reporting
- Home and away "intrusion detection" and reporting
- Mode 3 secure (protected) connection

SmartLink Medi-Guardian MKII 4G

4G VOLTE (LTE) compatibility, manufactured to meet Australian standards

Guardian MKII 4G Dialler

- Auto fallback to 3G compatibility for voice channels in the interim before LTE readily available
- 2-way spread spectrum long range transmitter (wrist or pendant), plug pack, rechargeable battery backup



The SmartLink Medi-Guardian MKII 4G helps you remain independent, knowing that with the press of a button you can summon assistance at any time of the day or night.

The modern, slim line design of the SmartLink Medi-Guardian MKII 4G allows it to be installed unobtrusively anywhere so it's ready when you need help. To send an alarm, you simply press the button on your personal wrist or pendant transmitter, which can be worn at all times, even when in the shower or outside in the garden.

The SmartLink Medi-Guardian MKII 4G has been built to the highest technical standards and has been manufactured to meet both Australian and international quality standards. It can be supplied with additional transmitters, as well as call points that can be fixed around the home as needed.

Features

- Programmable over internet data network as well as SMS and computer direct connect
- Software & Firmware upgrades over the Cellular network (auto or manual)
- Will support LTE as well as 4G Data and 3G voice
- Automatic two-way voice contact in emergencies
- Answers incoming telephone calls remotely via pendant 'hands-free'
- Automatic system test
- Inbuilt pill timer reminder
- Inactivity timer
- Automatic telephone line failure alarm
- in-built range test function
- Dementia monitoring capabilities
- 4 programmable contact phone numbers - monitoring centre, paging or telephones on or off-site
- Up to 250 hr (10 day) rechargeable Ni-MH battery backup
- Automatic power fail and low battery reporting

Specifications subject to change at the discretion of INS LifeGuard.

Chiptech Eve Dialler

Cutting-edge 3G emergency response system with enhanced capabilities

Eve Dialler

- Micro SIM card sockets
- Data communication is fast, efficient and resilient
- Automatic updates to changes in time zone and daylight saving



Eve is a cutting-edge 3G personal emergency response system from Chiptech with enhanced technological capabilities. As many homes are transitioning to digital communication, alarm systems have had to transition as well.

Eve uses the expansive 3G network and has the ability to use dual SIM cards. This means that Eve will automatically failover to the next specified network provider in the event of a network outage, giving uninterrupted connection to monitoring for the safety and satisfaction of the end user.

Eve is available in two models:

Eve 3G utilises multiple communication pathways: standard phone line (PSTN), cellular analogue and cellular data. This versatile model also has dual SIM card sockets and ring-back over cellular or standard phone line.

Eve 3G Data is designed for data only communication to our Emergency Response Centre and ring-back on the cellular voice network. It has a single SIM socket.

Features

- Micro SIM card socket(s) are accessible under a secure battery cover, designed to prevent tampering or accidental removal.
- Data communication is fast, efficient and resilient; in major disaster events when other cellular communications are overloaded, data is often the least affected communication pathway.
- Eve alarms communicating via data use Contact ID with Comma Separated Values (CSV) over Transmission Control Protocol (TCP). This format can be easily monitored by a number of IP receivers.
- Automatically updates to changes in time zone and daylight saving using network time.
- Eve alarms are capable of running solely off its plug pack, which means that in the event of the battery being discharged or removed, the alarm is still fully functional.

Optional Accessories

These can be added at any time.

Security Key Holder

A Security Key Holder is used to hold spare keys to your doors, and INS LifeGuard strongly recommends their use. The fixed model is usually mounted near the household electricity box, or the front or rear door. The portable model can be attached to a railing, pipe or other fixture and can easily be removed and relocated.

In the event of an emergency, we will advise emergency personnel of the Security Key Holder's location and the code so they can enter the residence to provide assistance.



Additional Standard Transmitters

Each system comes with its own standard transmitter, which can be worn as a pendant or on the wrist like a watch. These transmitters are waterproof and can be worn at all times, even when in the shower. You can use them to summon assistance whenever you need it, at any time of the day or night. You can add additional transmitters or swap the standard transmitter for a Fall Sensor for a small additional fee.



Fall Sensor

A simple fall can have devastating consequences. With our Fall Sensor, assistance can be summoned without delay. Should a fall be detected and there is no sudden movement within 10 seconds after that, an alarm is sent to our Emergency Response Centre. You can also press the button at any time if you need help. Of course not all falls can be detected, so you should always push the button after a fall, if you're able to.



Fixed Wireless Call Point

These devices are useful in common danger areas where there's a higher risk of slips and falls, such as bathrooms, ensuites and bedrooms. They can be fixed to outdoor patios, require no electrical wiring and can be installed in minutes.

Talking Call Point

Our Talking Call Point is compatible with the L-40IRV Dialler. It is battery operated and can be mounted anywhere in the home for added assurance. Certified to IP44, the Talking Call Point allows two-way voice communication directly through the call point, like a speaker phone.

Voice Extender

The Voice Extender is a remote speaker and microphone designed to work with our L-40IRV Dialler and provides two-way communication with our Emergency Response Centre. Ideal for large or multi-story homes, it can be installed simply by plugging into a power point.

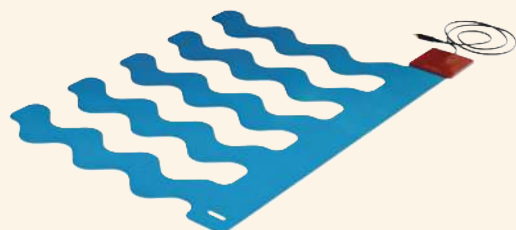
Smoke Detector / Indoor Strobe Light

Every home should be protected by a smoke detector. On detecting smoke, our detectors will sound an audible alarm and then transmit a signal to our Emergency Response Centre. If the battery runs low, the detector will chirp intermittently for up to 30 days to alert the user.

For those who may be hearing impaired, our optional Indoor Strobe Light can be linked with our 240V smoke detector and will then flash to attract attention when the smoke alarm goes off.

Exit Sensor / Epilepsy Seizure Detector

We can provide sensor mats that can detect when a person exits the bed or chair, and a bed sensor capable of detecting when a person is having an epileptic seizure that triggers an audible alarm.



Special Needs Transmitter

For those who may be unable to press a normal transmitter button, this is a tube that you can breathe into to send an alarm.



Residual-Current Device (RCD)

An RCD is a device that disconnects an electrical device whenever it detects that the electric current is not balanced between the energised conductor and the return neutral conductor. Such an imbalance may indicate current leakage through the body of a person who is grounded and accidentally touching the energised part of the circuit. A lethal shock can result from these conditions. RCDs are designed to disconnect quickly enough to prevent injury caused by such shocks.



Cordless Handsets

If you're searching for a cordless phone that's suitable for use with our diallers, we recommend DECT (Digital Enhanced Cordless Telecommunications). The most widely used worldwide digital cordless technology, DECT offers amazingly clear sound, long range and maximum voice security. DECT operates on the 1.8GHz frequency which eliminates potential interference from other common wireless devices, such as wireless networks (WiFi), Bluetooth and cordless computer devices.



Mode 3 Wiring

If you use other telephones or devices such as answering machines, portable telephones, fax or modem, it is strongly recommended that a special secure connection be wired, and INS LifeGuard can arrange this. This is called Mode 3 wiring, or a Mode 3 adaptor plug. These ensure that the unit will always be able to seize the telephone line to send an emergency call, even if another device is off the hook, being used, or faulty. All adaptor cords provided by INS LifeGuard have built-in Mode 3 wiring.



You can feel confident in choosing INS CareCall

Our Guarantee

We are so sure of our services, products, and commitment to customer satisfaction we are also prepared to offer you this guarantee:

If you are not totally satisfied with your decision to use INS CareCall, you may cancel and we will refund any unused portion of your subscription fee.*

* Does not include special establishment fee offers, some short plans, or the cost of hardware and equipment. A discontinuation fee may apply in the first year.

We meet Australian Standards

We not only comply with the Australian Standard for Medical Monitoring AS4607.

INS is a health care organisation staffed by qualified nurses and other healthcare professionals. We hold Public Liability and Professional Indemnity Insurance of \$20M each.

Unlike most of our competitors, INS CareCall is an Australian-owned, family-run business.





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