Help Point for Public Access

Hands-Free, Vandal Resistant, Disability-Friendly Telephone

- **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[1]**
- **2 x RJ45 Connectors as standard for VoIP[2]**
- **Audio-visual ring indication**
- **Emergency override**
- **Hands free operation**
- **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**
- **Analogue version line powered down to 25mA[1]**
- **CE Compliant**

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 The Equality Act 2010 (EA) and therefore ideal for use in public areas. It is finished in contrasting colours, with a raised 32mm button. Raised text, Braille and inductive loop are 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:

SMART 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.

Self **M**onitoring **A**nd **R**eporting **T**elephone can be integrated with GAI-Tronics' TMA monitoring and maintenance software. 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)

GAI-Tronics VoIP-SIP telephones support Power over Ethernet (PoE) to combine power and connection to LAN or WAN. GAI-Tronics telephones now feature a secondary RJ45 port which allows two or more telephones to be connected in series[2]. 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.

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[1] On the Analogue version, the induction loop requires additional 12Vdc power supply (included)
On the VoIP version, the induction loop requires no additional power

[2] Contact GAI-Tronics for clarification of application

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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
Weather Resistance: Up to IP65 dependent on installation
Please call for advice on application
Weight: Approx. 4kg with backbox and faceplate

ANALOGUE

Speech
Voice-switched (VOX) semi-duplex operation
Call timeout programmable from 1 to 42 minutes.
Dialling
Autodial keypad single-press switch-on-and-dial
24 digits maximum with embedded Recall, Pause, Pulse & Tone characters
Ringing
Dual tone ringing through loudspeaker >75 dB @ 1m REN 1
Power Supply
12Vdc power is required for Induction loop and relay option
Mains to 12Vdc PSU included
Lightning / Transients
Protection to ITU-T k.21 enhanced levels
Memory Retention (autodiallers) E^2 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

Speech
Full duplex, 6 codecs available inc G.711 + G.722
Connection type
2 x RJ45 sockets (inside sealed enclosure) as standard
Power supply
External 48Vdc or Power-Over-Ethernet (PoE 802.3af compliant)
Power requirement 7W max (4W idle)
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

Multicast (Only applicable to hands-free products) allows a single audio stream to be received by multiple endpoints simultaneously, to achieve multi-point paging or Public Address functionality over IP. (Requires a multicast compliant SIP server). 8 definable multicast address ranges, with individual priority levels, for zoning. Assignable rely outputs and splash tones.

Audio Path Testing: Allows remote testing of microphones and speakers, to verify that a phone is functioning acoustically. Can be run on demand or on a scheduled basis, reporting its results via Syslog and / or email.

APPROVALS

This mark indicates compliance with the following directives:
Radio & Telecommunications Terminal Equipment Directive 1999/5/EC (R&TTE)
2011/65/EC ROHS 2 Directive
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

Part Numbers for Public Access Help Point (DDA):

ITEM DESCRIPTION	PART NUMBER
DDA 1 Button Analogue Help Point	**228-02-2321-902**
DDA 2 Button Analogue Help Point	**228-02-2552-902**
DDA 1 Button VoIP-SIP Help Point	**112-02-0021-112**
DDA 2 Button VoIP-SIP Help Point	**112-02-0022-112**

OPTIONAL ACCESSORIES

Please ask for Brochure B150 or visit www.gai-tronics.co.uk