

# Chubb Community Care



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# Background to digital transition

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BT is changing the way it provides telephone services to its UK customers, making a move from analogue to digital technology.

The timeline for this transfer is for all its customers to be using fully digital telephone services by 2025.

This transition is impacting, and will continue to impact the Telecare Industry manifesting in increasing call failures to alarm receiving centres across the UK.

The failures being observed are caused by signalling corruptions and time delays introduced as analogue signals from the telecare units at home making their journey across hybrid analogue and digital networks.

From the Swedish experience back in 2007, their recommendation was that hybrid/analogue solutions, including the use of ATAs, should be avoided and that only a fully digital telecare system is critical to ensure that alarm services are delivered.

# CareUnity® Digital An Overview of Our Solution...

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## Future Proof with the 4G CareUnity® Digital



### Specification

**RF Frequency:** 869MHz

**Placement:** Desktop with optional wall bracket

**Power:** 230VAC/12V, DC1.5 Switch Mode PSU

**Backup Battery:** 7.2V, 1600mAh Ni-MH

Rechargeable Battery Pack

**Battery Backup Time:** >24 hours

**Operating Temperature:** -10°C to 45°C (14°F to

113°F)

**Operating Humidity:** Up to 85% non-condensing

**Dimensions:** 58mm x 164 mm x 216 mm

# CareUnity<sup>®</sup> Digital Overview

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- Multiple communication pathways to ensure that alarm calls are received, and risk reduced as much as possible
- Ethernet, 4G, 3G and 2G, PSTN and SMS text message reporting
- SCAIP Digital protocol
- Crystal clear 2-way audio
- Remote programming options including a user web portal, USB connection and remote SMS
- Flexible buying options
- Backwards compatible with our extensive range of 869MHz Telecare and latest long range Verso+ devices- up to 500m range.
- Managed M2M roaming SIM card solution available
- Greater than 24hours back up battery
- 24 month warranty



**SCAIP & BS8521:1**

# Features and Benefits

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- I'm OK function
- App for local alarm monitoring
- Always connected (heartbeat every 30s)
- Scheduled alarms for wanderer and bed exit solutions
- Dashboard on CareUnity portal provides an overview on fault status of entire estate
- Configurable call type reporting. Unit can be set up to send different alarm types via different paths
- Audible fault status message
- Ability for Control Centre to dial into the unit and open speech with no interaction from service user

# The big question...

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## Why 4G?



# Global “Sunset” Activity 2G/3G

Country	Operator	Network	Shutdown date
Australia	Telstra	2G	2016
USA	AT&T	2G	2017
Singapore	Government led	2G	2017
Taiwan	Government led	2G	2017
Norway	Telia/Telenor	3G	2018
India	Airtel	3G	2019
USA	AT&T	3G	2022
UK	Vodafone	3G	2022
Australia	Telstra	3G	2022

# UK 2G/3G Sunset

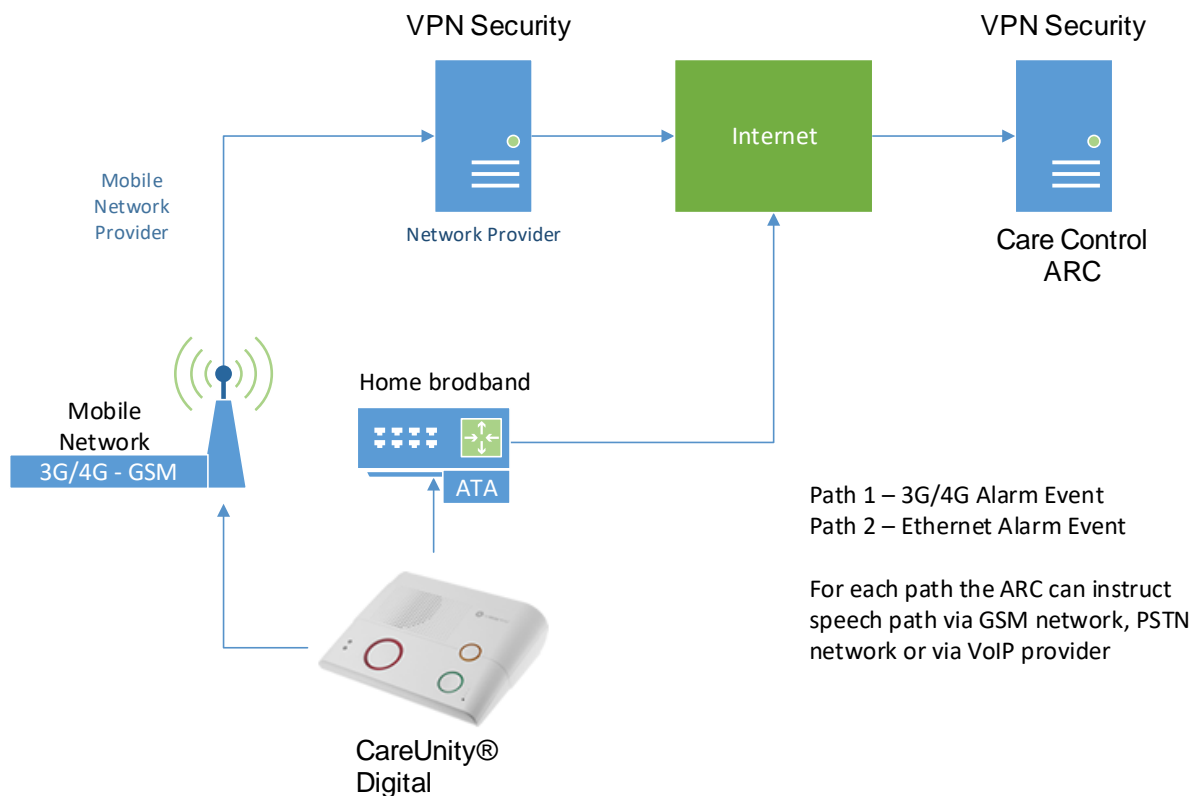
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- Congestion levels on 4G sites are increasing, and if additional spectrum is not made available by regulators, operators may need to re-farm 2G and 3G spectrum
- Cellular network operators will continue to reduce capital expenditure in support of 2G & 3G networks, particularly if they are reaching the end of their lives and require a capex refresh

**Safe option – invest in 4G**



# Dual Path Option 1



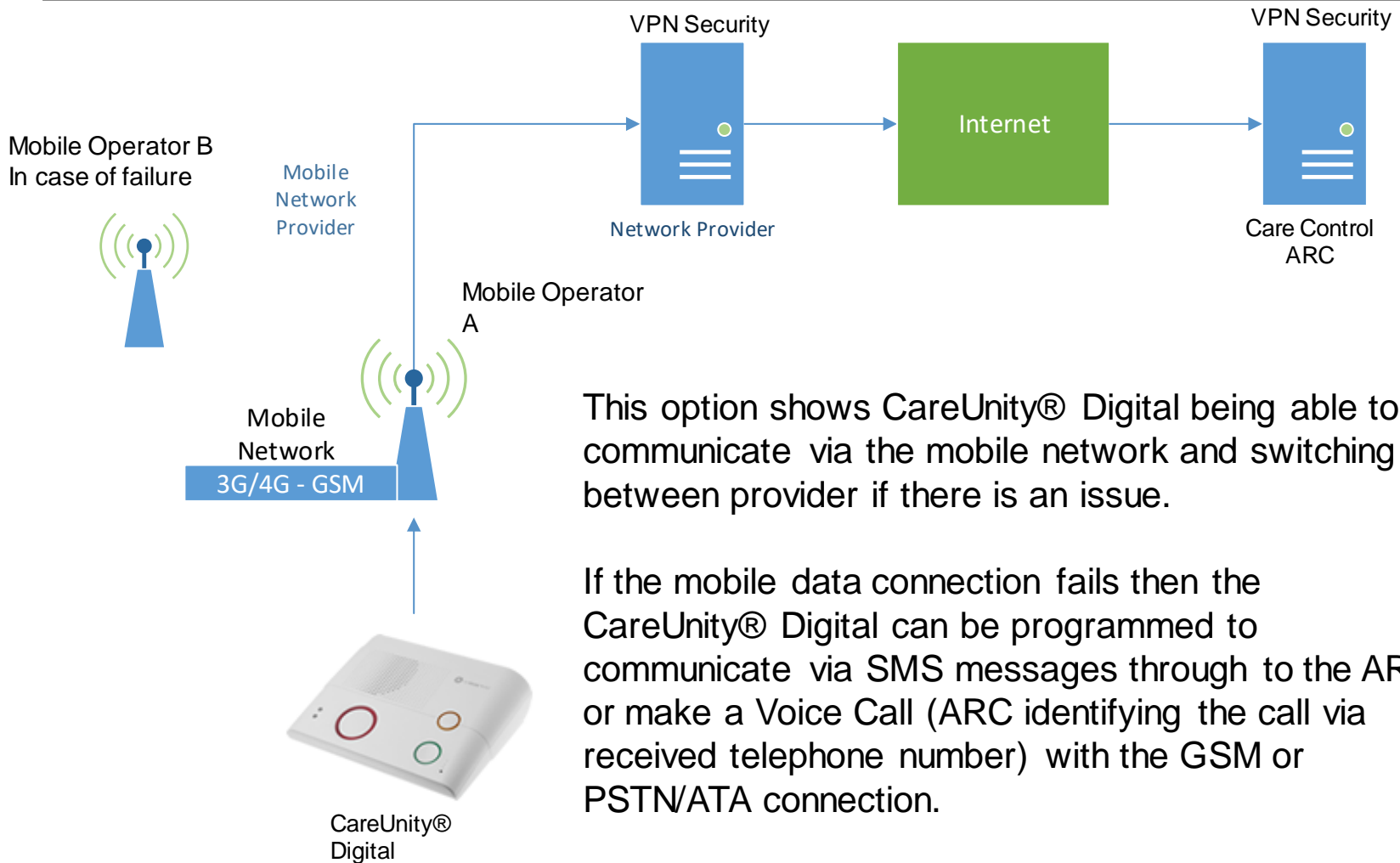
This option shows CareUnity® Digital being able to communicate either via the service user's home broadband connection or directly via the mobile network.

CareUnity® Digital can be configured to use a specialist SIM card and network provider that allows CareUnity® Digital to roam between available mobile networks and whereby the connection to the ARC is secured by a private network (all information is encrypted).

CareUnity® Digital can be configured to utilise either the mobile network or home broadband as its primary network path and on failure utilise an alternative path.

If speech is required for an alarm event then this can be established as either a standard GSM call (mobile network) or by a standard telephone call (via PSTN or ATA gateway).

# Dual Path Option 2



This option shows CareUnity® Digital being able to communicate via the mobile network and switching between provider if there is an issue.

If the mobile data connection fails then the CareUnity® Digital can be programmed to communicate via SMS messages through to the ARC or make a Voice Call (ARC identifying the call via received telephone number) with the GSM or PSTN/ATA connection.

# Proposed SIM Offering

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- M2M Roaming SIMS
- Networks are proactively monitored
- Monthly bundle includes 5 minutes of voice and 50MGB data per user per month
- Data and voice allowance is pooled across the whole SIM estate
- SIM Management portal Available with your CareUnity® Digital initial order or can be procured separately
- CareUnity® Digital can be bought with an initial 24 month SIM card

# Telecare

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- Verso and Verso+ protocols available
- All available on next day delivery
- Dedicated Telecare helpline to help with installation
- Our range of 869MHz telecare is compatible with the full spectrum of Chubb products from Care Call to CareUnity® Digital



# Chubb Verso+ Pendants

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- The new CareUnity® Digital kit includes a Chubb Verso+ pendant.
- Chubb Verso+ pendant comes with a neck cord, wrist strap and dexterity adaptor
- Up to 400m line of sight range
- Up to 6 years battery life
- Waterproof
- We are also launching a new Chubb Verso pendant which will be compatible with the new CareUnity® Digital as well as all Chubb 869MHz receivers. This will also be a waterproof device with improved range and battery life.



# Interoperability

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Chubb can supply our “Universal Transmitter” radio module (with or without a test-button facility) which allows virtually any third-party equipment with a hard-wired output to be interfaced to our **CareUnity®** and **CareUnity® Digital** dispersed alarm units.

We have successfully utilised third party equipment from Alert It, Pivotell, Possum and Ramblegard on our systems.

Chubb **CareUnity® Digital** can be used with a wide variety of call receiving platforms via SCAIP protocol and has been accepted on the Enovation program following FAT testing with the UMO platform.

# Summary

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- Immediately available!
- Multiple communication pathways
- Futureproof with 4G
- Remote programming
- Backwards compatible
- Flexible buying options

For pricing or any more information please contact me Charlotte Rathbone  
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