

3rd September 2021 – Richard Bailey

All-IP Transition

KATEK
Lead the category

TeleAlarm[®]
A KATEK Brand



About TeleAlarm



- Company founded in Switzerland in 1956
- Head office in Leipzig, Germany
- R+D based in Switzerland
- “Swiss design, made in Germany”
- Sales offices throughout Europe
- Providing high-quality Telecare devices and peripherals to the UK for over 20 years
- Over 12,000 digital Telecare devices sold in the UK and Ireland per year



About KATEK



- TeleAlarm's parent company is KATEK GmbH
- Production of TeleAlarm products is at KATEK Leipzig
- a production area of 17,000 m²
- SMD placement capacity of 1,380,000 components per hour
- 9 million assemblies/systems per year

- **High quality products – ISO 9001:2015**

- Very low warranty return rate
 - Target is 0.65%
 - Currently 0.41%
 - 3 year back to base standard warranty
 - Free collection



About TeleAlarm



- **Support always available**
- The UK team have a combined technical experience of over 75 years
- We provide excellent support to our customers
- We provide free training and awareness sessions to the industry
- Unbiased information provided for you to make purchasing decisions



Richard Bailey
Sales Manager UK and Ireland



Chris Stuart
Sales Southern and Central England



Dave McArthur
Sales Manager Scotland

About TeleAlarm



- **Overview of a digital transition awareness session**
- **Three methods of connectivity:**
 - Analogue PSTN
 - Broadband ethernet
 - Mobile IP
- Reliability of devices on each connectivity method
- 3G and 2G sunset
- Security and encryption
- Roaming



About TeleAlarm



- **TeleAlarm customers**



About TeleAlarm



Experience in IP technology



HTS62



TA72



TA74



TA74 GSM



TA74 4G



Mobile app
Bluetooth Tx

2010

2017

2018

2019

2021

2022

TeleAlarm Products



- **TA74 Family devices**
- A device for all applications and connectivity methods
- **Mobile IP** - 4G/3G/2G networks
- Roaming SIM cards available
- VPN for mobile IP (Mobius Networks) – TS50134-9 compliant
- **Broadband ethernet** - TS50134-9 compliance in 2022
- **Analogue PSTN** to manage digital transition

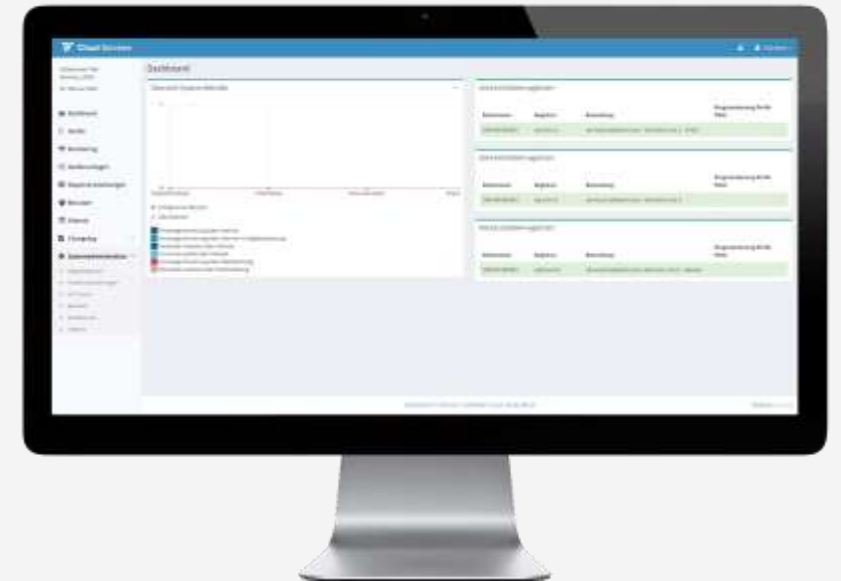
- **Benefits of digital connectivity**
 - Remote status monitoring and programming
 - Quicker call times to the ARC
 - Better audio quality
 - Less service visits to customer premises
 - Upgradeable firmware



TeleAlarm Products



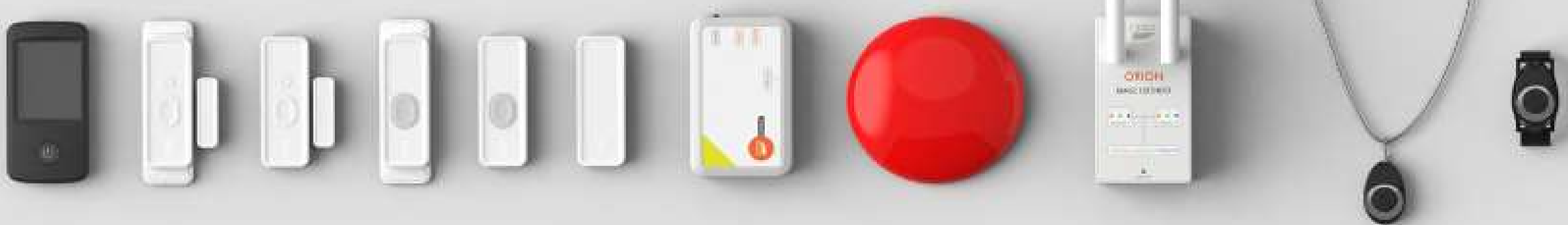
- **TeleAlarm Cloud Services**
- Remote device management portal
- Monitor the status of your devices
- Remotely configure and program
- Storage management
- Programming templates for easy set up
- Batch programming – multiple units at once
- Email reports for lost connections
- Sub organisations – smaller groups under one account
- Admin rights management
- API – link to other systems



TeleAlarm Products

- Personal and Environmental Devices

- Onyx pendant
- Fall detector
- Bed/chair occupancy
- Epilepsy monitor
- Easy press
- Bogus Caller button
- Medication dispenser
- Smoke detector
- Heat detector
- CO detector
- Flood detector
- Low temperature detector
- Big red button
- Radio pullcord
- Range extender
- Notifier pager
- Motion sensor
- Door/window contacts



TeleAlarm Products

- **Extension speaker/microphone**
 - Audio Extender allows two way speech in any room within the house
 - Works with analogue PSTN, broadband and mobile connectivity
 - Great for large properties
 - Helps reduce no response calls



Transition to Digital

- **Help to manage the digital transition**
- TeleAlarm TA74 family devices working with the following ARCs:
 - **Broadband ethernet, mobile IP and analogue BS8521**
 - Enovation UMO (factory acceptance tested)
 - Chubb Saturn
 - Appello
 - Bold Gemini
 - Tunstall PNC (SCAIP tested in Germany)
 - **Mobile IP and analogue BS8521**
 - Jontek 3G



Transition to Digital

- **Help to manage the digital transition**
- Each ARC software platform handles IP connectivity differently
- SCAIP requirements
 - URLs or IP addresses
 - Port numbers
 - SIP username/passwords
 - Proxy server information
 - VPN configuration
- Voice calling methods
 - SIP
 - Mobile voice call (GSM)
 - Voice over Long Term Evolution (4G VoLTE)
- TeleAlarm manages the configuration and creates templates
 - Easy to configure devices
 - Quick programming for users
 - Basic training required



Transition to Digital

- **Help to manage the digital transition**
- **TeleAlarm Customer Acceptance Test**
 - Before TeleAlarm units go live, we compatibility test the devices with the customer ARC
 - Provides confidence to the service provider
 - Helps us to understand the configuration
 - Communicate issues with ARC providers
 - Broadband ethernet/Mobile IP
 - Analogue fallback
 - VPN connectivity
 - Disaster recovery
 - Alarm types
 - Technical alerts



Why choose TeleAlarm?



- We have been developing Telecare products for over 40 years
 - Products to suit all applications
 - Very high quality – ISO accredited
 - Low warranty return rate
 - Satisfied customers
 - Excellent technical support and training
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- We will help you manage your digital transition
 - Provide unbiased information for you to make purchasing decisions



Thank you – Any questions?

