

CLEARSONICS HANDS FREE COMMUNICATION

The modern help phone should not be restricted for maximum use by it's surroundings and have facilities for remote operation testing and functionality changes, as well as flexibility for network connections and powering options.

The following should be considered when choosing a help phone system.

Usability

In times of an emergency a help phone must be simple to use as unrestrictive as possible. A hands-free phone only needs the user to press a button once, even if they were injured or disabled it is easier to press a button than to hold onto a handset.

The user needs feedback that the phone is connecting them. A push button with travel will let them know so they know it has been pressed. Both visual and audible feedback is important to indicate that a call has been placed. A delay in any feedback would appear as an eternity in an emergency situation.

In relation to using a handset the cord length determines the restriction to a users movement and means only one hand is free. The hands-free user has the flexibility to use both hands. This then allows the user to do other tasks such as: applying first aid, directing traffic, taking notes or even receive instructions to fix a car with their head

under the bonnet which could be even more important for remote locations. A hands-free help phone should be able to operate in the expected maximum noise environment.

More than one person should be able to receive information from a hands-free phone, it is not restricted to a one to one conversation.

During a lightning storm it is much safer to use a hands-free phone than to hold onto a handset.

Hands-free phones are not as susceptible to vandalism and therefore are more available to those in need. If a help phone is provided then it will be relied upon and expected to be in working order, not with a cord hanging down with bare wires and no handset to be found. Additionally all help phones should be tested to ensure the utmost availability where the level of testing is conclusive. This put together with detection and

automatic reporting of accidental damage or vandalism (hit by a vehicle or receiving severe blows) will maximise availability.

Consider the wheelchair dependant driver whose car is failing and can stop next to a help phone in the emergency lane. With a handset phone the driver would have to get out of the vehicle necessitating the placement of the wheelchair in the first lane of traffic.

A hands-free help phone powered by solar and connected through GSM will be a higher initial investment but should prove the lowest in lifecycle costs whilst providing the upmost usability and flexibility for those who will rely on it.



WAYPHONE VOIP PEER-TO-PEER

VoIP 'Peer-to-peer' operation can ensure calls for assistance are not missed if the primary SIP proxy server is not operational.

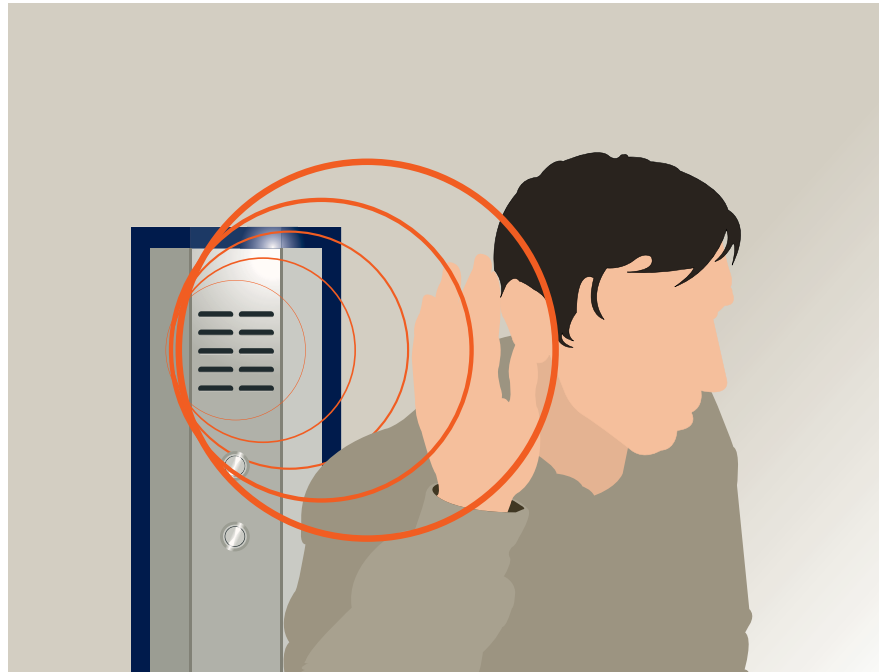
WayPhone-VoIP allows specification of a redundant proxy for use in the case of primary proxy server failure. In single proxy server systems, if the server fails, incoming calls will normally also fail as there is nothing to direct the calls to waiting operators.

If the IP address of an operator console (SIP Phone) is provided as the 'redundant proxy' address. WayPhone will attempt to call this phone if the initial attempt via the primary proxy fails. In this 'failsafe' mode, one call can be handled at a time but this is much better situation than the alternative of no calls being answered.

CLEARSONICS WAYPHONE FOR THE 'HEARING IMPAIRED'

Clearsonics hands-free communication products can be fitted with a purpose made "TeleCoil" to allow "TeleCoil" equipped hearing aids to sense the audio from the help phone. This facility allows a hearing impaired person to stand in front of the help phone and to use the "T" setting on their hearing aid. This enables them to listen to the Operator without the extraneous noise from heavy passing traffic, which would adversely affect a conversation using the microphone "M" setting.

The WayPhone "TeleCoil" has been designed to provide a uniform inductive field across the face of the WayPhone to ensure a comfortable position for the User.



WAYPHONE & EXTERNAL ACTIVATIONS

A WayPhone button when pressed can activate relay contacts that operate product such as CCTV and Lights. If high voltage switching is required, for example a mains lighting circuit, a relay contact can be used to control an external secondary switching device.

