

# Disability Help Point

## VoIP TELEPHONES



### 1. Emergency Polephone

**Dimensions:** H 2100 mm x W 210 mm x D 210 mm

**Weight:** 31kg

**Material:** Aluminium, Stainless Steel

**Rating:** IP55

### 2. Disability METS

**Dimensions:** H 320 mm x W 224 mm x D 125 mm

**Weight:** 5kg

**Material:** Cast aluminium, Stainless Steel

**Rating:** IP65

### 3. CHP (Customer Help Point)

**Dimensions:** H 134 mm x W 274 mm x D 85 mm

**Weight:** 3kg

**Material:** Stainless Steel

**Rating:** IP44

Designed for Australia's rugged locations and toughest conditions. Made from vandal resistant cast **Aluminium Alloy** or **Stainless Steel** with heavy duty powder coating on the enclosure.

The **Disability Help Point VoIP Telephones** is an ethernet connected telephone and provides voice over internet Protocol (VoIP) communication technology. The units use SIP standard, it provides an easy connection to most VoIP based equipment.

**Buttons** are vandal resistant metal stamped with a universal symbol to represent it's call function to help the visually impaired user.

Below each button is vandal resistant **Braille** text will include instructions e.g.. "emergency" or "assistance".

Units include **Hearing Aid Loop (HAL)** amplifier is to provide a hands-free operation to hearing impaired users.

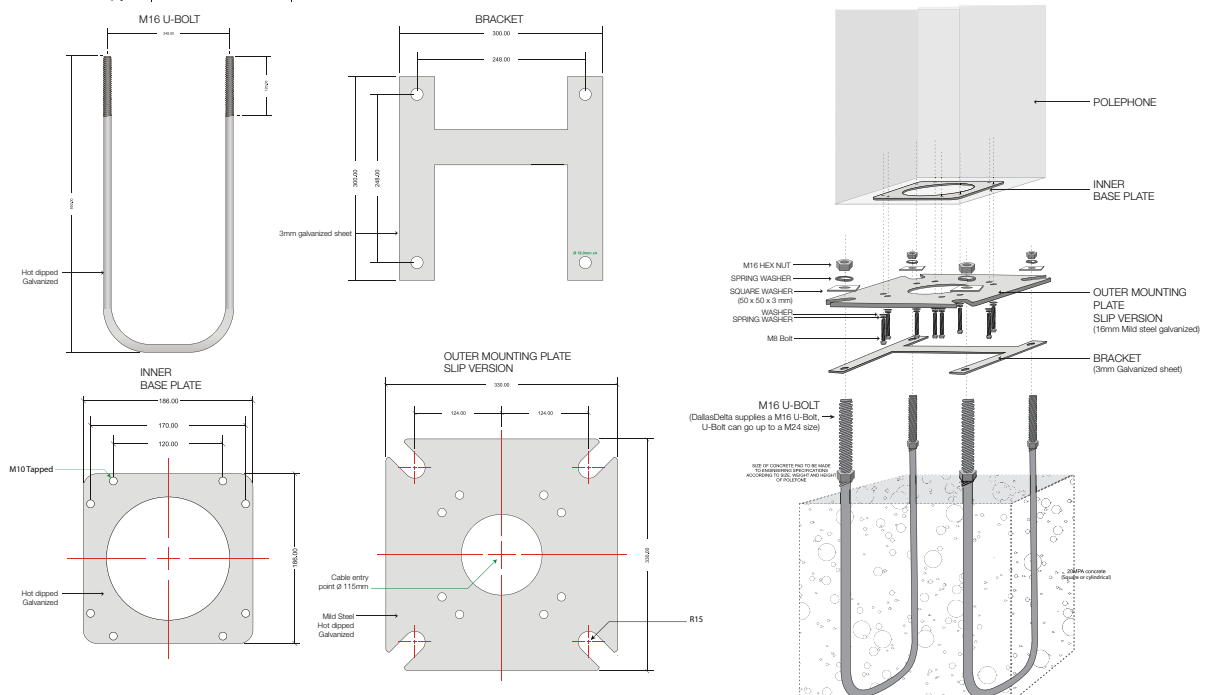
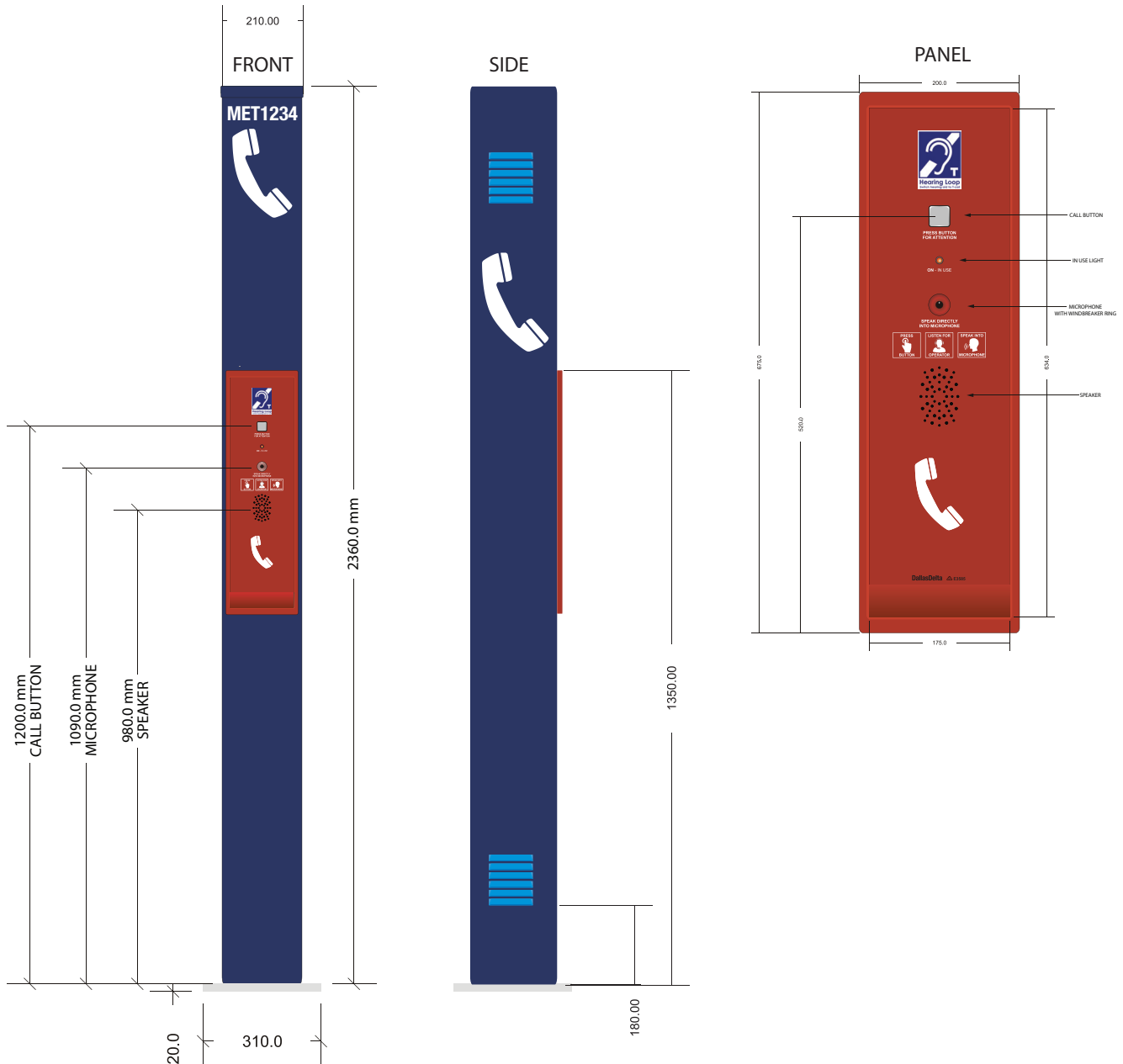
**Automatic Gain Control (AGC)** A built in amplifier that alters the speaker output level as the back ground noise (BGN) level changes, providing a comfortable speaker level to suit the changing conditions on site.

## FEATURES (VoIP)

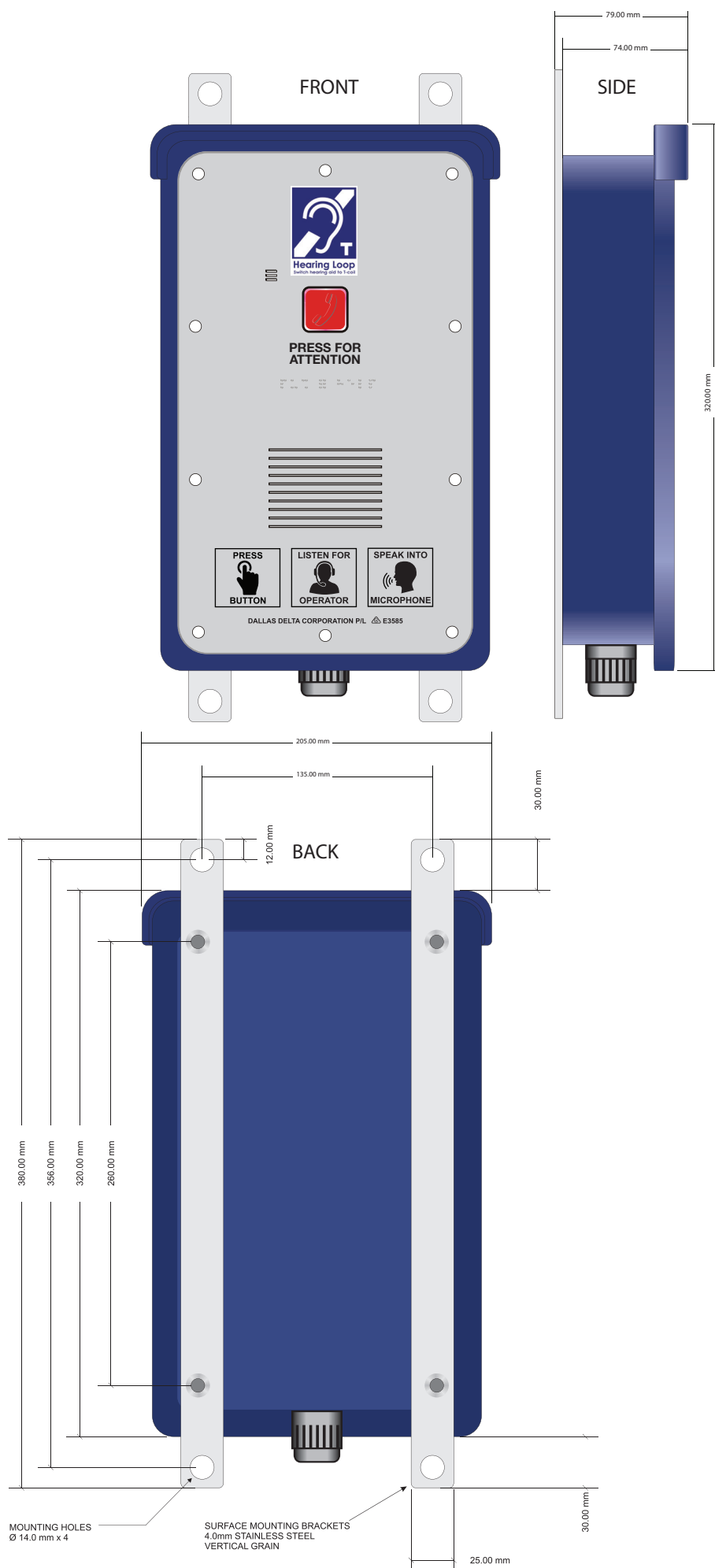
- Braille & Tactile signs for sight impaired operation
- Automatic Gain Control (AGC)
- Hearing Aid Loop (HAL)
- Dedicated VoIP chip set
- Firmware upgradable
- Only requiring a 10 Base-T Ethernet
- SIP standard
- Multi CODEC selection
- Optional multi dial button inputs
- On board relay with unique code

- Relay may be set for in-use function
- Relay on timer
- Loud Speaking
- Auto disconnect
- Two modes of Power over Ethernet (PoE)
- Conversation timer
- All options set via HTTP
- Asterisk PBX compatibility
- Remote relay activation (door/gate release)
- Vandal resistant
- Weather shielded IP66 (door closed), IP65 (door open)

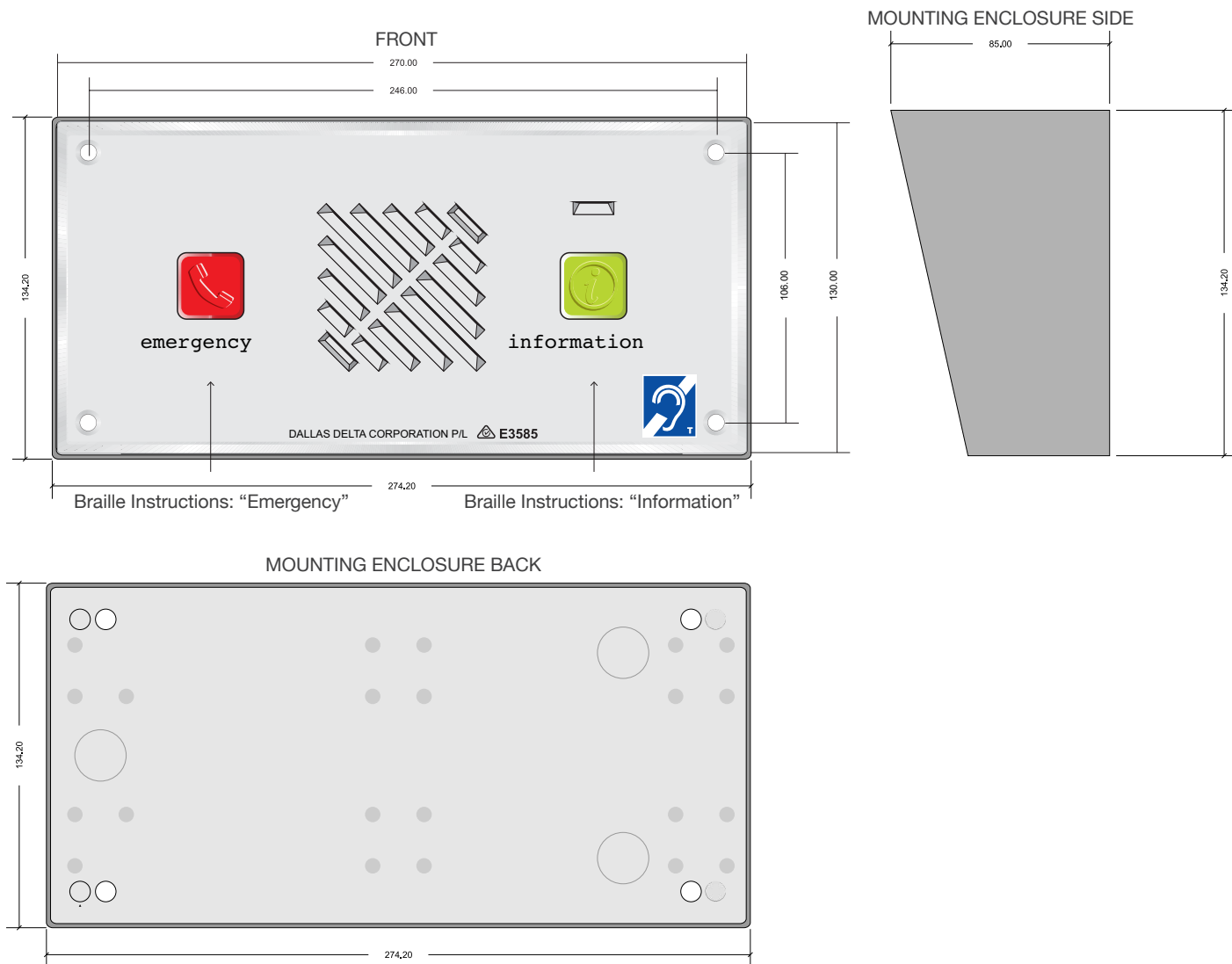
# EMERGENCY POLEPHONE PROFILE



# DISABILITY METS PROFILE



# CHP (Customer Help Point)





## Hearing Aid Loop (HAL)

The function of the Hearing Aid Loop (HAL) amplifier is to provide a hands-free operation to hearing impaired users with a hearing aid via a magnetic field radiated by a copper coil. HAL suitable for users with a T-Coil enabled Hearing Aid device.

## Automatic Gain Control (AGC)

The function of Automatic Gain Control (AGC) amplifier is to alter the speaker output level as the back ground noise (BGN) level changes, providing a comfortable speaker level to suit the changing conditions on site.

The unit is designed to automatically alter the speaker output to suit the ambient noise or back ground noise BGN.

## Network Settings

The Connection Type enables the unit to be connected via a STATIC IP, DHCP or PPPoE address.

If the connection is DHCP then the IP address, Mask and Gateway are automatically assigned by the server.

Alternatively, if connection is via a Internet Service Provider (ISP) then select PPPoE and set the user ID and PIN as supplied to you from your ISP.

Note that for some servers, the connection type may need to be set to DHCP.

## Reporting

### SNMP

The phone can recognise that it is faulty and report condition via SNMP. This can be used by the connected server as a method of determining the health condition of the phones in the system.

This can be programmed in an automatic procedure or you can manually log into device to perform a test and get the result.

### Self Test

The self test will initiate a manual VoIP Self test procedure. This is generally an automatic procedure, but can be triggered manually from the direct login. Once the test is initiated, the unit will go through the testing process and the results will be posted in the page and failures will be presented on the configuration page.

The Self Test is scheduled to activate at 3:00am each day as a default.

**The unit will self test the following items:**

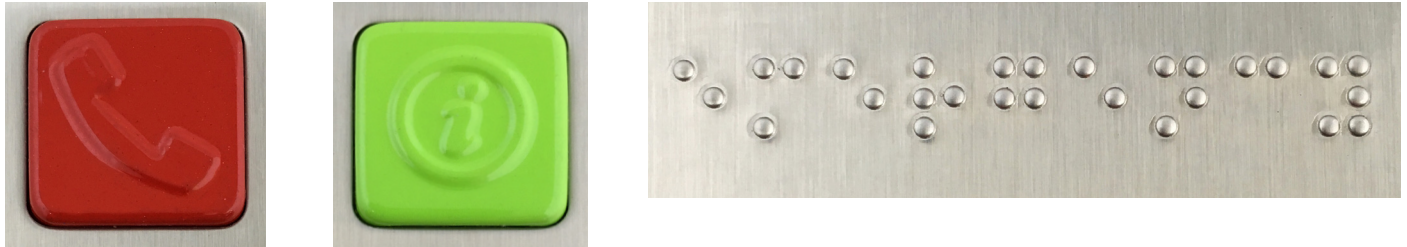
- Microphone
- Speaker
- Ringer
- Button Status
- Hook State

## Braille and tactile symbols

Buttons are metal stamped with an easily identifiable universal symbol to represent its call function. This creates a tactile surface to instruct a the visually impaired person to the use of that button.

Below each button is Braille that is punched or Inserted into the panel. The Braille text will include instructions of the buttons call functions e.g.. “emergency” “information”

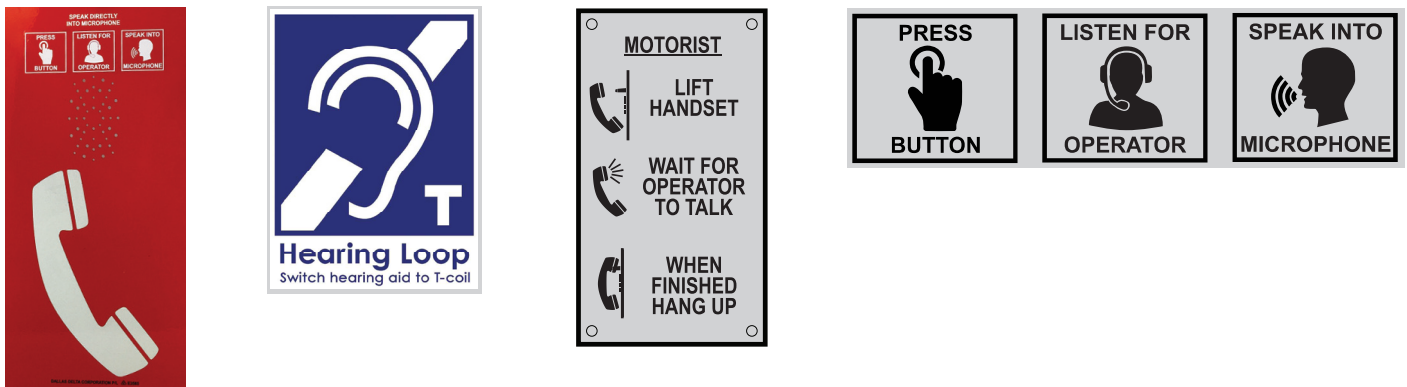
Both the Buttons and Braille are vandal resistant and can withstand continual usage and rugged conditions.



## Labelling

On request labels installed on the products can comply with the requirements of **AS1670.4**, **AS4428.4**, **AS1735.12** that is, that they are durable can not be easily removed, chemical resistant, and in some cases permanent fixed to telephone.

They are made from materials such as: laser etched aluminium, engrave material, 3M retro reflective adhesive. They Include: Trum, MET ID, Instruction label plate, hearing aid coil and disability METS instructions.



## Certification & Compliance

**RCM - E3585**

**ACMA** - All relevant Australian Communications & Media Authority Standards

**EN60950** - European Safety Standards

**AS/NZS CISPR22** - EMI Australia/ New Zealand Standard

**EN55022** - EMI European Standard

**ACMA S004** - Voice

**ACMA S002** - Signalling

**ACMA S040** - Disability



**As well as the relevant clauses of:**

**AS1670.4** - Fire detection, warning, control and intercom systems

**AS4428.4** - Fire detection, warning, control and intercom systems

**AS1428.5** - Disability Standards for Accessible Public Transport 2002

**AS1735.12** - Facilities for persons with disabilities

**AS822-1985** - Acoustics Method of assessing and predicting speech intelligibility (Heggies Articulation Index)

Dallas Delta Corporation is an **ISO 9001** Accredited Company

**MTBF (VoIP)**

**Mean Time Before Failure Rating - 308,644**

# VoIP Specifications

<b>INPUT SUPPLY</b>	Input voltage	Class 0 PoE switch
<b>CONSUMPTION</b>	Current-idle mode On call (max. speaker level)	75mA @ 12Vdc (0.9 Watts) 750mA @ 12Vdc (Class 0 PoE required 0.4 - 12.0 Watts) with AGC & HAL fitted
<b>RELAY CONTACTS</b>	Switching maximum	1A @ 60Vdc / 40Vac SELV or TNV (non inductive load) Voltage free Inputs
<b>TEMPERATURE</b>	Operating range	0°C to +50°C
<b>SPL</b>	Ringer output level	>80dBa @ 1 metre (optional, if external ringer fitted)
<b>COMMUNICATION</b>	Ethernet Connection protocol CODECs	10 BASE-T SIP G711 (uLaw, aLaw), Speex, iLBC, G726-32, GSM 6.10, G.729
<b>POLEPHONE</b>	Size Weight Material Rating Finish	H 2360.0 mm x W 210.00 mm x D 210.00 mm 31kg (approximate) Aluminium Polephone Enclosure, Stainless Steel Panel IP55 Powder-coated (space blue) (signal red)
<b>CHP</b> (Customer Help Point)	Size Weight Material Rating Finish	H 134 mm x W 274 mm x D 85 mm 3kg (approximate) Cast aluminium enclosure, stainless steel panel IP44 Brushed Stainless Steel
<b>DISABILITY METS</b>	Size Weight Material Rating Finish	H 320 mm x W 224 mm x D 125 mm 5kg (aprox) Cast aluminium enclosure, stainless steel panel IP65 Powder-coated enclosure (space blue)

**T: +613 9387 7388**  
**E: [sales@dallasdelta.com](mailto:sales@dallasdelta.com)**

**F: +613 9387 3128**  
**[www.dallasdelta.com](http://www.dallasdelta.com)**

**DallasDelta**  
Corporation Pty. Ltd.