

9th February 2023 – Richard Bailey

TSA Webinar - Telecare Update

KATEK
Lead the category

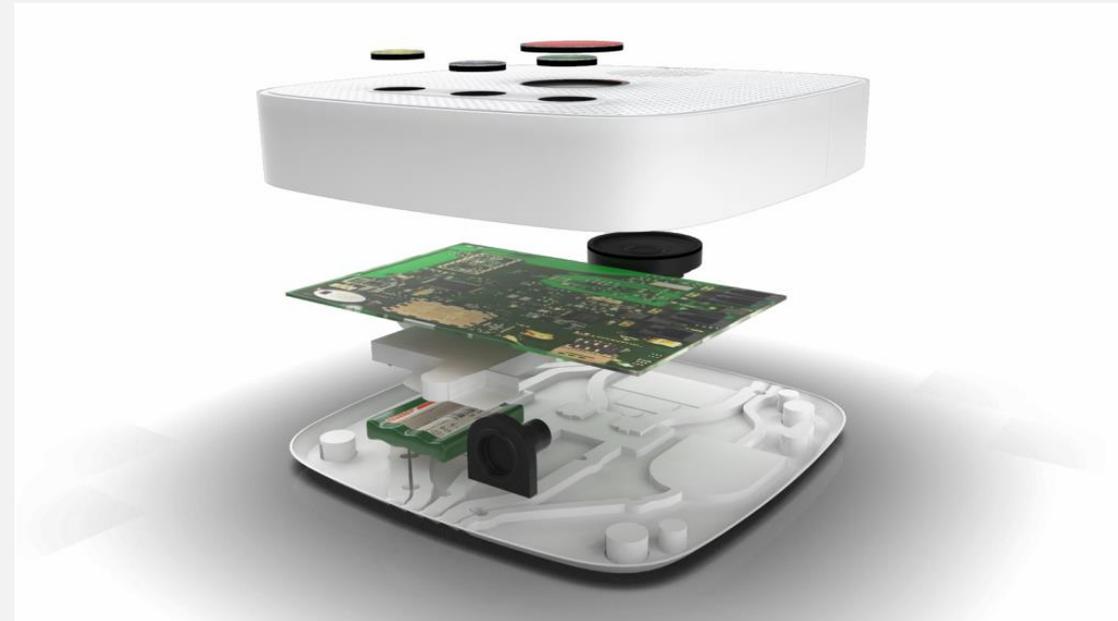
TeleAlarm[®]
A KATEK Brand



Global Component Shortage

Digital devices supplied in 2022

- 20,000 devices to customers in the UK and Ireland
- KATEK sourced components through brokers
- Increase in production cost of over 1.2 million GBP
- Minimal disruption to delivery times
- Currently able to supply within 2-4 weeks
- Freely available stock of 2,000 TA74 4G Carephones

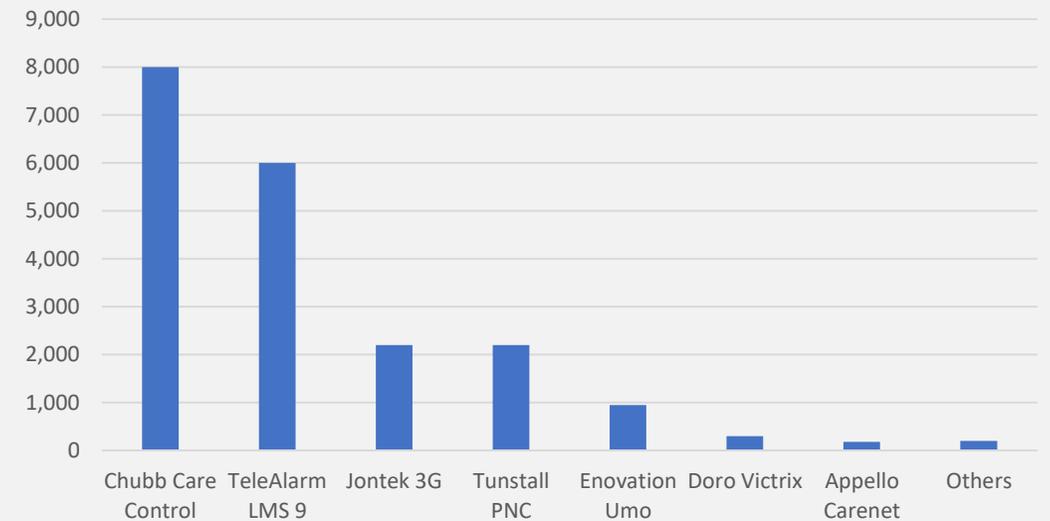


Breakdown of Digital Devices Supplied in 2022

Connectivity with all leading software platforms

	Ethernet	Mobile	BS8521
Chubb Care Control	✓	✓	✓
Jontek 3G Digital	X	✓	✓
Tunstall PNC	X	X	✓
Enovation Umo	✓	✓	✓
Doro Victrix	✓	✓	X
Appello CareNet	✓	✓	✓

Digital devices by ARC software

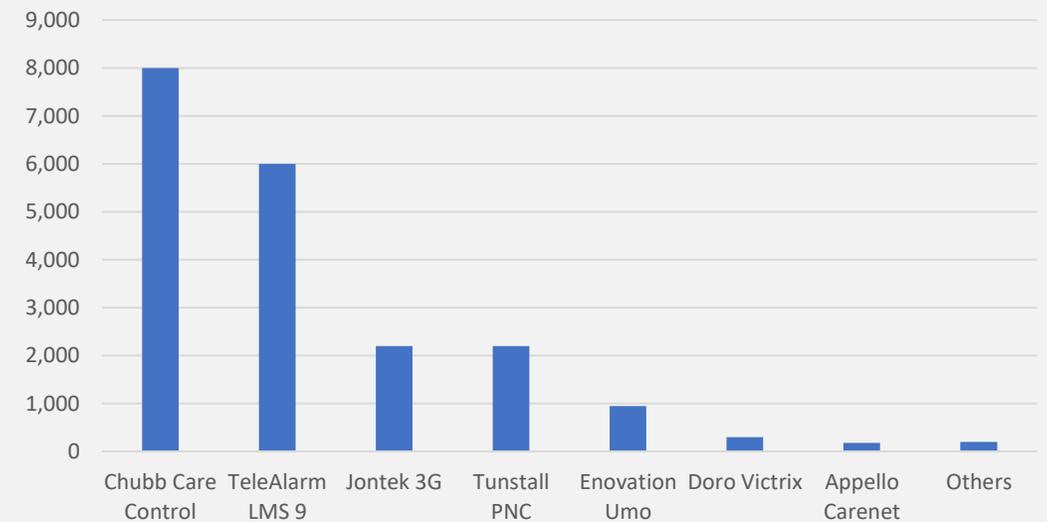


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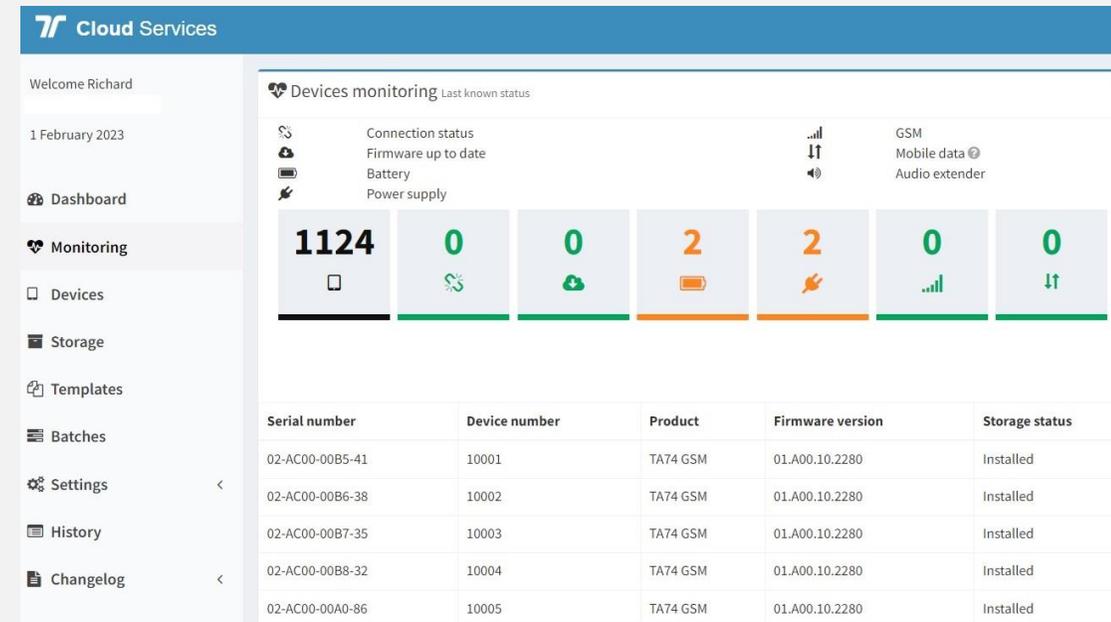
Digital devices by ARC software



Customer Support

Supporting customers with their digital transition

- Customer acceptance test plan for ARC software
- Configuration templates for Carephone programming
- Free of charge training sessions for all staff
- We can support our customers with programming units
- 24/7 support line
- Majority of issues can be rectified remotely
- Very low warranty return rate



Cloud Services

Welcome Richard

1 February 2023

Dashboard

Monitoring

Devices

Storage

Templates

Batches

Settings

History

Changelog

Devices monitoring Last known status

Connection status

Firmware up to date

Battery

Power supply

GSM

Mobile data

Audio extender

1124

0

0

2

2

0

0

Serial number	Device number	Product	Firmware version	Storage status
02-AC00-00B5-41	10001	TA74 GSM	01.A00.10.2280	Installed
02-AC00-00B6-38	10002	TA74 GSM	01.A00.10.2280	Installed
02-AC00-00B7-35	10003	TA74 GSM	01.A00.10.2280	Installed
02-AC00-00B8-32	10004	TA74 GSM	01.A00.10.2280	Installed
02-AC00-00A0-86	10005	TA74 GSM	01.A00.10.2280	Installed

Digital Carephones - Products

TA74 4G T

- Ethernet
- Mobile
- Analogue



TA74 4G

- Ethernet
- Mobile



TA74

- Ethernet
- Analogue



New features via firmware update

- Fully implemented TS50134-9 (CENELEC) protocol
 - Secure end-to-end encryption for both ethernet and mobile
 - Removes the need for a VPN
 - **Check your ARC supplier for compatibility!**

Digital Carephones - Resilience

For the most reliable connection - TeleAlarm recommends:

- Two completely different methods of communication
 - Ethernet and mobile
- For mobile only connections, use multiple recipient types
 - SCAIP/TS50134-9
 - BS8521 (analogue protocol)
 - Telephone protocol



TeleAlarm Radio Peripherals

- 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



Digital Carephones - Peripherals

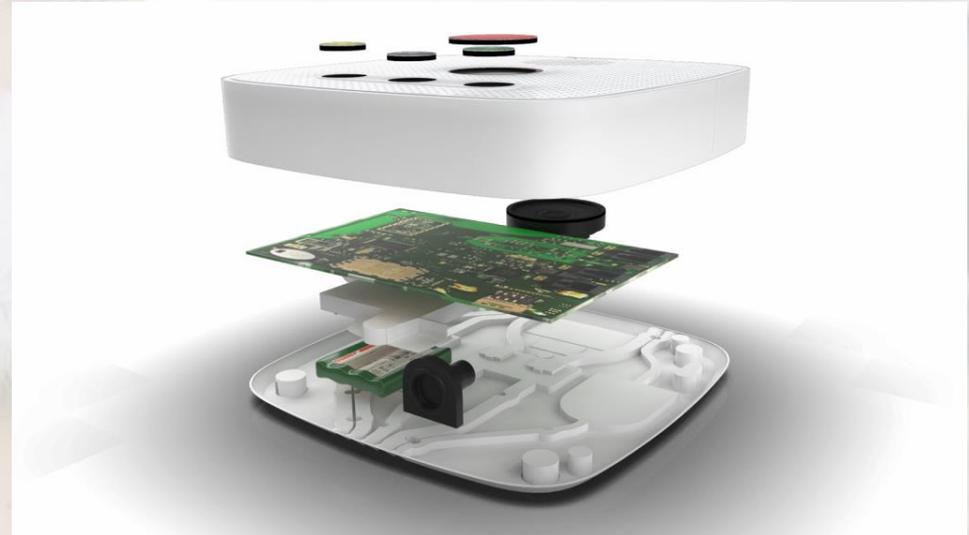
Interlinked smoke and heat detectors

- Scotland – legislation changes apply to all homeowners and landlords
- Products launch in March 2023
- Battery powered
- Simple setup and installation
- No interface or universal transmitter required



Why Choose TeleAlarm?

- We have been developing Telecare products for over 40 years
- Products to suit all applications
- Very high quality – ISO 9001:2015 accredited
- Low warranty return rate
- Satisfied customers
- Excellent technical support and training
- We will help you manage your digital transition easily



Thank you – Any questions?

