

# DDA Help Point

Hands-Free, Vandal Resistant, Disability-Friendly



- SMART Analogue and VoIP-SIP options available
- Large, vandal resistant metal buttons, palm operable
- Raised text button legends with Braille
- Induction Loop facility for hearing impaired<sup>1</sup>
- 2 x RJ45 Connectors as option for VoIP<sup>2</sup>
- Audio-visual ring indication
- Emergency override
- Hands-free operation
- Robust and weather resistant: Up to IP65
- Single or Dual button autodial options with remote programming
- Dual purpose design for flush or surface mounting, simple installation
- Analogue version line powered down to 25mA<sup>1</sup>
- CE Compliant

In addition to all the benefits of the VR, this help point incorporates features to assist with special needs. The help point is designed to help you comply with The Equality Act 2010 (EA) and therefore ideal for use in public areas. It is finished in contrasting colours, with a raised 32mm button. Raised text, Braille and inductive loop are standard.

The Help Point telephones are vandal and weather resistant, providing hands-free loudspeaking communications for any public area. The internal components are protected by a weather resistant enclosure behind the faceplate.

Connectivity options are:

### SMART Analogue

The standard analogue unit provides basic telephone functions and can be connected to any standard two-wire telephone line, including FXS ports, analogue PABX lines and PSTN.

Self Monitoring And Reporting Telephone can be integrated with GAI-Tronics' TMA monitoring and maintenance software. SMART gives advanced features including remote programming, fault monitoring and call logging, all from a line-powered telephone capable of operating up to 7km from the exchange on a two-wire cable.

### Voice over IP (SIP protocol)

GAI-Tronics VoIP-SIP telephones support Power over Ethernet (PoE) to combine power and connection to LAN or WAN. GAI-Tronics telephones now feature a secondary RJ45 port option which allows two or more telephones to be connected in series<sup>2</sup>. GAI-Tronics VoIP-SIP phones offer a wealth of additional features including real-time reporting via Syslog, and can be configured by web browser.

#### Dual button

Buttons labelled "Information" and "Emergency".

Each button can be programmed with a number up to 24 digits.

Pressing the Emergency button will override an information call.



#### Single button

Can be configured to dial a stored number or as a 'hotline', where the exchange routes the call.



<sup>1</sup> On the Analogue version, the induction loop requires additional 12Vdc power supply (included). On the VoIP version, the induction loop requires no additional power

<sup>2</sup> Contact GAI-Tronics for clarification of application

# DDA Help Point - Technical Specifications

## General Specifications

**Casing Material:** Front face plate mounting: aluminium sheet, polyester powder coat finish - yellow. Call for other options. Rear enclosure (if required).

**Keypad:** Metal, vandal resistant

**Temperatures:**

Operating: -20° C to +60° C

Storing: -40° C to +70° C

**Weather Resistance:** Up to IP65 dependent on installation  
Please call for advice on application

**Weight:** Approx. 4kg with backbox and faceplate

## Analogue

**Speech:** Voice-switched (VOX) semi-duplex operation.  
Call timeout programmable from 1 to 42 minutes

**Dialling:** Autodial keypad single-press switch-on-and-dial  
24 digits maximum with embedded Recall, Pause, Pulse & Tone characters

**Ringling:** Dual tone ringing through loudspeaker >75 dB @ 1m REN 1

**Power Supply:** 12Vdc power is required for Induction loop and relay option

Mains to 12Vdc PSU included

**Lightning / Transients:** Protection to ITU-T k.21 enhanced levels

**Memory Retention (autodiallers):** E<sup>2</sup> Prom - 10 year life

**Options:**

**Remote programming:** Auto-dial numbers, time-out and dial mode can be programmed over the phone line either from a tone phone or from monitoring software (TMA)

**Configuration:** Remotely programmable via TMA

**Remote monitoring:** Remote health-check and fault reporting, either on a call-in or polled basis. TMA required.

**Call Logging:** Records call time, duration and auto-dial number used. TMA required.

## Voice over IP - SIP

**Speech:** Full duplex, 6 codecs available inc G.711 + G.722

**Connection type:** 2 x RJ45 sockets (inside sealed enclosure) as option

**Power supply:** External 48Vdc or Power-Over-Ethernet (PoE 802.3af compliant)

Power requirement 7W max (4W idle)

**Call set-up Protocol:** Session Initiation Protocol (SIP) (RFC 3261) only

**Configuration:** Via configuration file or web page. Static IP address provisioning or DHCP

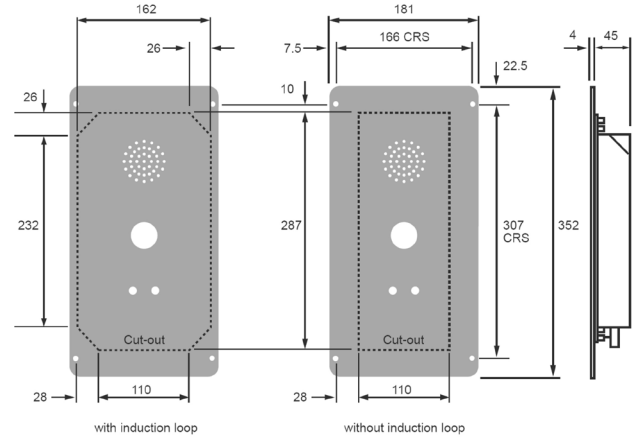
**External I/O:** 4 auxiliary inputs, 2 isolated relay outputs (1 capable of switching 230Vac)

**Monitoring and reporting:** Real-time over TCP/IP proprietary Syslog application

**Multicast** (Only applicable to hands-free products) allows a single audio stream to be received by multiple endpoints simultaneously, to achieve multi-point paging or Public Address functionality over IP. (Requires a multicast compliant SIP server). 8 definable multicast address ranges, with individual priority levels, for zoning. Assignable relay outputs and splash tones.

**Audio Path Testing:** Allows remote testing of microphones and speakers, to verify that a phone is functioning acoustically. Can be run on demand or on a scheduled basis, reporting its results via Syslog and / or email.

## Dimensions (Flush Mounting)



Note: Rear enclosure dimensions approx. W186mm x H366mm x D60mm

## Approvals



This mark indicates compliance with the:  
Radio & Telecommunications Terminal Equipment Directive  
1999/5/EC (R&TTE)  
2011/65/EC- RoHS 2 Directive

Tested to CTR21



Empowered by innovation

For specific country approval, please call

## Optional Accessories

Please ask for Brochure **B150** or visit [www.gai-tronics.co.uk](http://www.gai-tronics.co.uk)

## Order Information

T: 01283 500500, F: 01283 500400, E: [sales@gai-tronics.co.uk](mailto:sales@gai-tronics.co.uk)

Item Description	Part Number
1 Button Analogue DDA Help Point, faceplate	<b>228-02-2641-902</b>
2 Button Analogue DDA Help Point, faceplate	<b>228-02-6672-902</b>
1 Button VoIP-SIP DDA Help Point, faceplate	<b>112-02-0021-102</b>
2 Button VoIP-SIP DDA Help Point, faceplate	<b>112-02-0022-102</b>
Rear Enclosure box	<b>100-02-0257-003</b>

As well as the standard Help Point range, GAI-Tronics can supply specials to order with customised options.

[www.gai-tronics.co.uk](http://www.gai-tronics.co.uk)



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