

STENTOFON Integrated Hospital Communication System

Features

- Based on the powerful AlphaCom E platform, designed for Critical Communication over IP
- For new installations with a total IP solution, then a single AlphaCom server will handle 552 IP Stations.
- For existing installations looking to upgrade their analogue MPC exchange, the AlphaCom E20 or E26 allow connection of 102 or 138 analogue connections per exchange.
- Multi-Module system adds Exchanges to increase capacity up to 552 Analogue stations
- Existing AlphaCom installations can easily upgrade to AlphaCom E by simply changing the AMC Processor Card to the new AMC-IP.
- High traffic capacity exchange, with 32 individual conversation channels and no limit to stations in Call Request queue.
- Networking capability allows up to 254 AlphaCom exchanges in 1 network, allowing over 140,000 individual endpoints.
- Wide station range including purpose built hospital and clean room stations
- Highly customisable feature set, and powerful Event Handler to provide the ideal solution with tailored programming
- Security based Intercom, with Door stations to provide access control to secure and clean areas of the hospital
- All to All communication system, with customisable restrictions on calling access.
- Easily interfaced into Access Control systems with intuitive Data Protocol system for intercommunication to PC's and touch screens
- IP based communication system based on wideband 7kHz audio codec for exceptional speech quality and clarity. Analogue communication features 14kHz bandwidth for HiFi quality sound.
- SIP interoperability with the latest communication devices including new technology IP DECT telephone systems, Software telephones, SIP enabled Mobile Telephones and IPabx systems.
- Analogue gateways to 4-Wire Non-Selective Radio for communication to incoming emergency services.
- Public Address control from the one console, with support for automated zone selection, multiple zone selection and non-latching Push to Talk control
- Micro zone PA, with the capacity for 1000's of zones. Allows individual volume control of micro zones. Smaller, distributed amplifiers allow efficient space use and higher redundancy.
- Integrated Digital Voice Announcer, with support for visual display devices such as overhead LED displays.
- Continuous fault monitoring, including audio tone testing and PA line fault monitoring with results available on the IP network
- Remote administration for firmware, software and database through the IP network via AlphaPro and integrated Web Server
- Support for Redundancy in many forms including dual Ethernet ports, dual Power Supplies and individual zone access to Public Address
- Highly reliable system, with 30 years of development experience in Australia and World-Wide



Description

When a fully integrated Hospital Communication System is required, look to the experts in integration in STENTOFON. With over 30 years of development in security communications, STENTOFON's AlphaCom E platform provides the power and the features required to bring together Hospital Communication, Access Control and overhead voice paging.

Hospital Communication

Hospitals are generally very large places, with many rooms. STENTOFON can help to make this large premises seem smaller by implementing an integrated approach to Hospital Communication. By placing a Master Station in each room, hospital staff can be in instant contact across the site, with hands-free communication. For privacy, a handset station can be used, and placed in private. In private mode, the station will ring like an ordinary telephone, and can be answered by lifting the handset, or by pressing the M key for hands-free loudspeaker conversation. Private mode can be activated and deactivated by a button, or slider on each station. STENTOFON realise that people are not always at their desk, which is why the Search feature is very valuable. Up to 3 different numbers can be stored at each Master Station, to be called in order if the station is busy, or if it rings for a pre-determined amount of time. The system will hunt through these numbers until someone answers, or it reaches the end of the search list. For even wider reaching communication, a group call can be made to both Master Stations, Door Stations and overhead paging, allowing the whole hospital to be addressed if required. The requested staff member can then approach any Master Station, dial the call back number and be instantly connected to the person placing the group call. Each group call is preceded by a 'Ding Dong' to alert staff to the following message. Of course existing hospital telephone networks don't miss out. Whether the network is analogue or IP, the AlphaCom can be interconnected for seamless communication. Intercom stations can also make public telephone calls without having the need for 2 handsets on the one desk, reducing clutter.

Never miss another call

Portable and Mobile telephones have changed the way people communicate and get in contact with each other and STENTOFON have a way to integrate to both using the power of SIP. Session Initiation Protocol is a VoIP protocol for the easy connection of VoIP devices across many systems. Using SIP enabled IP-DECT telephone systems, a portable telephone becomes an extension of

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the AlphaCom exchange, and can act in many ways similar to a physical intercom station, with calling number display, access to group and all call features and more. Add this to the search feature, and if you're not present at your desk, the call can be forwarded to your IP-DECT telephone you carry in your pocket. Ascom IP-DECT telephones from Integrated Wireless also support personnel location and 'Man Down' features for specialist hospitals and Mental Health facilities.

But wait! There's more.

Many new Mobile Telephones are coming equipped with SIP built in to the phone operating system, and are now beginning to feature Wi-Fi connectivity. Suddenly, the mobile phone you always carry can be connected to the AlphaCom too. When you are within the hospital grounds and in range of the Wireless network, the SIP equipped mobile phone registers with the AlphaCom wirelessly. Upon leaving the wireless coverage area, the phone automatically re-registers with the AlphaCom via the network providers Internet channel, ensuring you are always connected to the exchange.

Micro Zone Public Address

Overhead paging has always been a staple of Hospital Communication, and has always had its limitations when it comes to Zone Selection, and the limited number of Microphone Panels you could connect to the system. Not with STENTOFON. Using the AlphaCom E exchange, a virtually unlimited number of paging zones can be defined, and paging can be initiated from any Master Station. When you need assistance immediately, a call bell doesn't convey all the information you need, but being able to reach to the nearest intercom station and page the area you need, you can give the necessary information through the overhead paging and the response can be quick and meaningful. This is what Critical Communication is, and why STENTOFON are at the forefront. The benefit of Micro Zone PA is that small clusters of speaker may be addressed, rather than an entire floor of a hospital, resulting in less disturbance to staff and patients who need not be informed. Each Micro Zone contains its own PA Amplifier, and this aids in redundancy. Traditionally, if one amplifier fails, an entire floor may lose its paging, but with STENTOFON Micro Zone PA, only a handful of speakers will be silent, but the majority will still receive vital information.

Station Range, designed for Hospital CCoIP

STENTOFON's station range has been second to none for over 30 years, and this tradition is being continued with 3 intercom stations, specifically designed for Hospitals. Each station is designed with a sealed micro-foil face, with no apertures, to ensure that the station remains perfectly hygienic, and can be washed down with all Hospital Sterilisation products. All are suitable to be used within the cleanest areas of the hospital, including Operating Theatres and Clean Rooms. Each station features 4 Direct Access Keys for instant access to Preparation Rooms and other important areas. Other stations in the range include Wall and Desk mount handset stations for private conversation, Dual Display Master Stations with extra Direct Access keys, perfect for 'Flight Desk' areas and Control Room Master Stations for Security Rooms that assist in handling Door Calls from access controlled areas. Even wash down light industrial stations for the Kitchen and laundry areas, and for maintenance crews working in some of the seldom seen areas of the Hospital such as Air Conditioning installations, Elevator installation and motor rooms with extra speakers and rotating lights to gain attention.

Visitor and Staff Help Points in Corridors and Car Parks

Visitor and Staff safety are a major concern to all Hospitals, with Shift work staff arriving and leaving after dark, and visitors concerned for the wellbeing of a patient doing the same. Some Hospital corridors can seem daunting, and walking to your car in a quiet Car Park can be concerning, and for this, Help points can help ease the fear, and if anyone feels threatened, then help is only a button press away. Calls can be placed directly to the security desk, and CCTV Cameras at that point can be automatically triggered to provide both audio and video communication of the caller. Knowing that the Security Guard can see as well as hear you is very comforting.

Access Control and Security

Modern Hospitals require access control solutions to ensure that the general public does not reach areas they shouldn't. With the advent of Swipe and Proximity card readers, Staff can access the areas they need, and access can be controlled efficiently. But what if a staff member is unable to enter the area, due to lost or damaged card, or system error. Being able to contact security from that point alleviates the anger and frustration. By using STENTOFON Door Intercom Stations, Staff or Visitors can press the Call button, be in audio and visual contact with Security who can confirm the identity and validity of the person requesting access, and allow or deny. Integrated relay control allows Security staff to open the door at the press of a button, and audio can be maintained for a period of time to ensure the security guard can hear the door has fully closed.

Proven Reliability and Exceptional Redundancy

STENTOFON Intercom systems have been providing faultless service in many fields for decades, with some systems clocking up 25 years of continuous service. This reliability places STENTOFON at the top of the tree for ruggedness and whole of system design. For situations where redundancy is required, the AlphaCom System handles this in several ways. Dual redundant Ethernet ports allow 2 separate connections to the IP Network and allow the system to continue operating if one network component such as a switch fails. The AlphaCom E26 can also be configured with redundant Power Supplies. Housed within the exchange cabinet, the system's power supplies share the load of supporting the exchange, and in the event of a power supply failure, the safety net of a backup power supply keeps everything running smoothly, while an error message is passed to maintenance crews, who can replace the faulty unit without the need to turn the exchange off. Hot swapping is also available to analogue subscriber boards, allowing for maintenance and fault finding without disturbing the entire facility.

STENTOFON. Leaders in Critical Communication

Every project requires a unique solution, and the flexibility of the AlphaCom E platform allows us to craft the ideal system to suit your needs. We can provide guidance and assistance with your Critical Communication needs, including Public Address configuration, Speaker selection, Hearing Aid Loop design, external interfacing and control. We can also provide design assistance and have custom Intercom Stations designed to fit your exact circumstances. Rely on us to deliver you CCoIP.



STENTOFON can bring together a wide range of Hospital communication technologies and present them to the user as one cohesive package where Critical Communication is delivered every time, at the touch of a button. Trust STENTOFON to deliver the ideal Hospital Communications Solution for your project.