

Emergency call devices over IP

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Introduction

In the past, Swisscom and various other companies have sold analogue emergency call devices (e.g. TeleAlarm S12), and a number of these are still in use today. These devices establish a voice connection between the user and a relative or a professional central monitoring station via traditional landline network with the push of a button. Swisscom will continue to operate the traditional landline network until the end of 2017, and is currently migrating customers with analogue telephony to new, IP-based services. With this fact sheet, we would like to inform our customers with analogue emergency call devices about the switch to IP.

Analogue devices without transmission to a central monitoring station

Swisscom recommends that its customers with analogue emergency call devices switch to a new product called SmartLife Care. This product communicates via mobile network and, as opposed to analogue devices, is continuously monitored and can also be used on-the-go with a tracking function. You can find more information at www.smartlife-care.ch. If you cannot order this product online, you can request an order form via e-mail here, and we will send you an order form by mail: customerservice.smartlifecare@swisscom.com (please be sure to include your name and complete mailing address). You can also request an order form or more information by phone on 0800 84 37 27.

Analogue devices with transmission to a central monitoring station

Customers who have an analogue emergency call device that transmits information to a central monitoring station (e.g. Swiss Red Cross [SRK], Spitex, AVASAD, imad, others) should contact their providers for more information about switching to IP. The provider can tell you whether your device is affected by the switch, and can also offer you a new solution and give you fitting advice. For customers with emergency call devices that transmit information to Certas (e.g. TeleAlarm S12), we recommend that you switch to SmartLife Care from Swisscom (see above) because Certas does not offer an IP-compatible replacement solution.

Operating an analogue device on the analogue interface of the router

Along with the majority of providers, Swisscom generally recommends that its customers replace their analogue devices because newer devices offer significant advantages when it comes to secure monitoring and information transmission. However, tests have shown that the most common analogue devices will still work when connected to the analogue interface of a router. If the device also transmits information to a central monitoring station, we recommend performing extensive tests. Contact your provider and ask them whether their device can transmit information over an analogue interface.

In any case, it should be noted that a device that is only connected via router will be unable to make emergency calls in the event of an internet or power outage.