



**Digital telecare
available today**



NOVO
Home carephone

Discover a new telecare concept that sets new standards

Simply more time for caring

With the progressive evolution of communication technologies, it is more and more complex for service providers to find the best possible solution to support their customers. In this context, NEAT has taken a decisive step towards the future with the all new digital telecare system, NOVO.

Together with SMILE, the new alarm trigger, the CMP (Care Management Portal) and the new NEAT Communication & Services, there will be even more space for social support and conversations. Thanks to this solution, service providers can focus on their *core business*: providing service to users. For this purpose, installation and maintenance procedures are simplified and made more efficient. The teams in telecare services can be more focused on their main duties of “emergency calls” and in the excellence of the service.

NOVO combines ease of use and reliable security with a functional design and can be easily integrated into any ambient and every care scenario.



SMILE

Personal trigger

- Waterproof to IP67
- Replaceable top cover
- Social alarm dedicated radio frequency
- Remote link to carephone allows replacements without visiting the user
- Visual confirmation of alarm reception by the terminal, which also facilitates radio coverage tests
- Pendant and wristband included
- Optional: accessories and faces



CMP
Care Management Portal



CARE PORTAL



NEAT C&S
Communications & Services



NOVO
Digital home carephone

THE NEW
DIGITAL
WORLD FROM
NEAT

NOVO

Digital carephone

- Excellent audio quality
- Robust multi carrier communication, options: 4G, GSM, PSTN, IP
- At least two communication channels in the different models that provide a safety bonus
- Multi-operator: smart choice of the mobile network to guarantee the service
- Multiple analog (DTMF and single tone) and digital protocols
- Longer battery life with full functionality thanks to its low consumption
- Always up to date with remote update and programming
- Downloadable firmware without affecting the functionality (alarms, connectivity...) and possibility of undoing updates in case of any complication.
- Absolutely reliable with real-time monitoring via the CMP portal
- Voice announcement for selected functions and warnings (by configuration)
- Automatic programming during installation
- Quick start-up
- Easy configuration of the main functions guided by voice messages
- Remote programming of the device via CMP
- 48 radio peripherals, 40 of which are programmable with Plug & Play
- Social alarms dedicated radio frequency
- Optional: External antenna and higher capacity battery



Ready for advanced telecare services

IP connectivity facilitates services such as remote supervision, detection of activity patterns, alterations of habits or routines, telemonitoring of chronic diseases, and so on.

Your benefits: efficiency, reliability, information

- **More Service:**
Real time connectivity of CMP gives you, for example, automatic updates and the possibility of remote configuration.
- **More Efficiency:**
Thanks to simplified management, your team in the emergency call center can concentrate more on the core business of telecare service.
- **More Reliability:**
NOVO is always up-to-date and provides an even more reliable connection.
- **More Safety:**
Thanks to international mobile network roaming and dual communication channel, NOVO is always ready. Even during firmware updates, NOVO works perfectly.

More overview, less effort

With Care Management Portal (CMP), NEAT has created another key component of NEAT's digital telecare offering. Through this web based tool, you can remotely manage NOVO configuration, update functionality or supervise carephones' status all seamlessly any time from any device.

New monitoring and installed base supervision lead to workflow optimization and service efficiency. Professionals can focus on care services. CMP is a web portal so it does not require local installation and it is always up to date.

Included notification functionality opens multiple opportunities for optimization and improvement.

NEAT CMP

Device management anytime and anywhere

Always connected!

Always updated!

Full control over all devices!



Continuous supervision
Digital transmission



NOVO
Digital home carephone



Voice & Data on Alarms: 4G, GSM,

CMP - All highlights at a glance

Continuous device monitoring

- Overview of all alarms and relevant events
- Display device status
- Redundant and independent monitoring of the installed base
- Overview of the technical status of devices e.g. normal operation, mains failure, no contact to portal, failed alarm...
- Uninterrupted monitoring even in case of power failure (2 - 12 days)
- GSM signal strength & provider

Overview of alarm management

- Alarm history with detailed information
- E-mail notification in the event of a fault or technical message (Configurable for alarm type groups, immediate notification and / or daily)

Different programming options

- Automatic configuration during installation
- Online and local configuration through CMP
- Complete control and new possibilities for radio peripherals
- Massive installed base reconfiguration fully automated

Simple device management

- Automatic firmware updates and convenient remote configuration
- User administration and rights management
- Access from PC, tablet PC or smartphone
- Remote Access to the terminals from the CMP regardless of the alarm receiver technology



CARE
CENTER



PSTN or IP



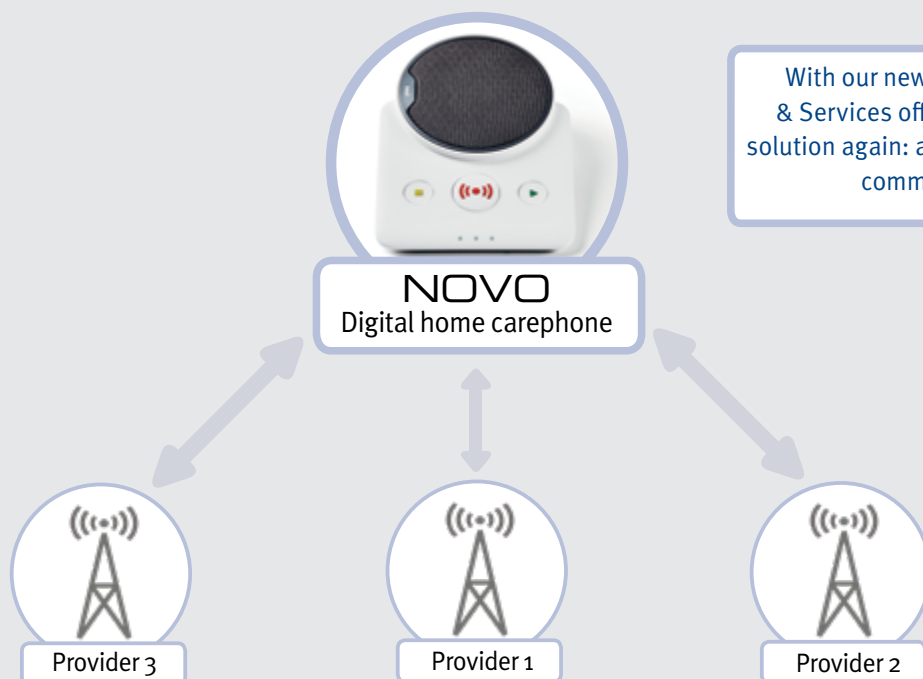
Tested and reliable solution

Changes in the infrastructure of the communications operators and the dynamism of the GSM / 4G mobile networks generate a serious difficulty in the transmission of protocols with which the terminals operate. A stable connection is critical for a comprehensive and secure telecare service.

Aware of the difficulty of coordinating operator environments / networks with the offered services, while maintaining security, Neat has incorporated a M2M card which guarantees an end-to-end service and increases the reliability of the solution with optimized firmware for these SIMs. NOVO, with the M2M SIM card incorporated from the factory, automatically selects a GSM / 4G network with enough signal quality regardless of the operator (Movistar, Vodafone, Orange ...), and if required, NOVO changes the carrier even to a carrier of another country in border areas. This card is linked to services provided from CMP.

The main advantages of the NEAT M2M card at a glance

- Integrated mobile communication card for voice and data transmission
- Free selection of the GSM network by the terminal at any time and at any location, with no additional costs associated with the use of other networks
- Smart roaming
- Full cost control by all-inclusive flat rate for data and voice
- Data traffic for firmware updates with no additional costs
- Hardware and software are specially tested for the NEAT M2M card
- Constant monitoring of the available network
- Card slot inaccessible from outside that provides greater security
- Gold version of CMP including firmware updates, online-support, reprogramming
- Reduce the administrative burden of mobile communications contracts





“I don’t think there’s anything safer”

With the new digital ecosystem of NEAT, caregivers simply enjoy more freedom. The daily workflows are gradually optimized and better adapted to customer needs.

Everything about NOVO at a glance

A new standard for Telecare: Together with the new personal trigger SMILE, the new Care Management Portal CMP as well as the new NEAT Communications & Services, the digital telecare system NOVO simplifies the care for all parties involved. NOVO is always up-to-date, connected and always works reliably. That is why, NOVO already offers numerous advantages from the factory.

Functionality

- Excellent voice quality
- Bidirectional radio transmission 869.20 - 869.25 MHz and Category 1 Receiver (social alarm reserved frequency in Europe. For other regions, please contact Neat).
- Up to 48 accessories can be connected, 40 of them as Plug & Play for automatic storage with detection of correct alarm type
- Multichannel: at least two channels / technologies to transmit alarms
- Multiprotocol, supporting different alarm receivers
- Alarm type dependent call sequences for up to 16 alarm types
- Automatic installation and configuration
- External GSM antenna optional
- Installation on table or wall

Usability and accessibility

- Large, symbolized buttons with a tactile surface
- Visual confirmation for successful alarm transmission on the personal trigger
- Illuminated buttons easy to locate at night (configurable)
- Comprehensive, programming possibilities
- Trigger easily configurable
- Voice message guided programming
- Important functions can be programmed directly on the device
- GSM field strength and radio peripheral range test
- Visual and acoustic warnings (configurable)

Safety

- Intelligent roaming for reliable GSM / GPRS communication
- Dual channel communication option: 4G, GSM, PSTN, IP
- Online Monitoring with NEAT Care Management Portal
- Monitoring and reporting of power supply, Radio frequency interference, battery status of the accessories, communications, peripherals, etc.
- Visual and acoustic warnings (configurable)
- Advanced protection against lightning surges
- Optimized firmware update process with minimal operation impact
- Powerful rechargeable battery (standard 400 mAh and optional 2000 mAh) & low power consumption
- Full functionality battery powered operation in the event of a power failure supply
- Protection against total discharge of the battery to extend lifetime

Configuration

For NOVO there is the possibility of remote configuration using the CMP or, alternatively, local programming by connecting the NOVO to a PC and this one to the CMP. Clients can define configuration profiles and subsequently apply them remotely to the connected terminals. For each group of terminals, one of the profiles can be set as default, so that the terminals are automatically configured with this profile when they are turned on for the first time after they have been added to the customer's group. Each client can define as many groups as they want.

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