

# How to Make Elderly Care Smart?

The Guide to Smart Intercom for Elder Care Projects





## Introduction

As the world population ages, there has been a growing demand for high-quality, intelligent elderly care. Safety, social connection, and security are the key contributing factors to older individuals' health and well-being, whether in their own homes or care homes. With the right technology, older adults can stay safe, connected, and independent well into their later years.

# Akuvox

## Challenges of Traditional Intercoms for Elderly Care

Outdated elderly care intercoms put older individuals' safety at risk

However, elderly care, nowadays, still relies heavily on traditional intercoms or even analog systems, which have many shortfalls. Problems like emergency signal loss, subsequently the delay in response, have a measurable effect on mortality for certain life-threatening emergencies.



### Challenges of Traditional Intercoms for Elderly Care

- Emergency signals get delayed up to one minute or lost before reaching a 24-hour careline system
- Poor audio/video quality fails to accommodate older adults with vision or hearing impairments
- The system management efficiency is low and requires much human labor, especially with large-scale projects
- The system is limited in functions and is not scalable for new feature request coming from the elderly care sector

## Advantages of Smart Intercoms for Elderly Care

Smart intercom brings intelligence to elderly care by harnessing the power of the latest technologies



With advances in technologies, older individuals who want to live independently in their homes or age with dignity in an assisted living facility find that they can. A global leader in smart intercom, Akuvox is running at the forefront of intercom technologies for senior care. We've gained hands-on experience working with careline system vendors and care home providers in countries like the UK and Japan, where care for an aging population is one of the government's top priorities.

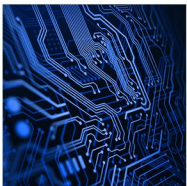
Harnessing the power of the latest technologies like SIP, Android, and artificial intelligence, Akuvox continuously makes elderly care intercoms smarter and straightforward for older individuals to use. Our solutions not only boost care quality but also enhance the operational efficiency of care service providers.

## Advantages of Smart Intercoms for Elderly Care



### Professional SIP Technology

SIP-enabled elderly care intercoms ensure 100% transmission of an emergency signal to a monitoring center with <10 seconds SOS signal delay and offer exceptional audio and video communication quality.



### Easy to Use and Customize System

A specially designed touch screen UI with large buttons and fonts and high-contrast displays is effortless for older individuals to learn and use. The system's high flexibility also allows Akuvox to develop customized UIs to meet bespoke customer needs.



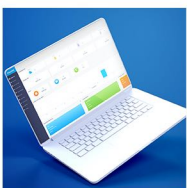
### Convenient Mobility Features

The intercom's built-in voice assistant or the fully integrated pendant allows older individuals to remotely pick up calls, make emergency calls, and unlock doors via a door phone. They can also have intercom calls anywhere in the room via a Bluetooth speaker.



### Smart Integration with 3rd-party Systems

The openness of Akuvox's Android-based smart intercom allows it to integrate with 3rd-party systems like home automation and connect with alarm sensors like smoke detectors to bring more convenience and greater security to older individuals.



### Hassle-free Remote Management

The system, large or small, can be managed and maintained in bulk from a PC remotely and efficiently, whether it is configuration or firmware upgrading.

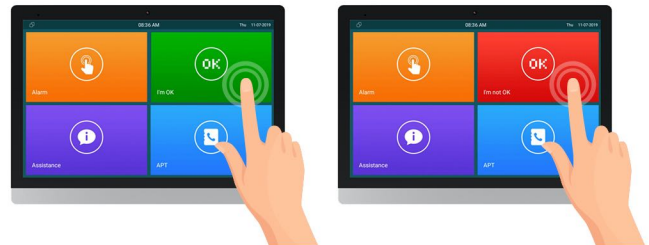
# Typical Application Scenarios



Smart intercom seamlessly fits into older adults' daily life, providing safety, convenience, and social connection

## 1 Daily Check-in

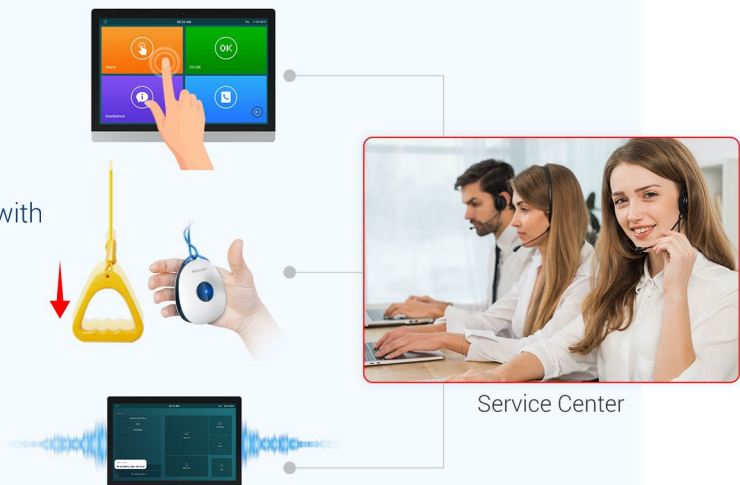
Older adults have to press the "OK" tab on the intercom before a designated time every day. Otherwise, an alert notification will let the service center know that check-in has been missed and follow it up by phone or with a visit.



## 2 Seek Help in an Emergency

When older individuals feel unwell or a fall occurs, they can quickly seek help by making an emergency call to a 24-hour careline system via the intercom in multiple ways.

- Press the "Alarm" tab on the intercom
- Use the pull cord or pendant integrated with the intercom
- Use the built-in voice assistant of the intercom



## 3 Stay Connected with Families and Friends

Older adults can use the home intercom to video chat with family members and neighbors or contact the on-site staff, a convenient way for them to be together with people more and acquire a sense of belonging.

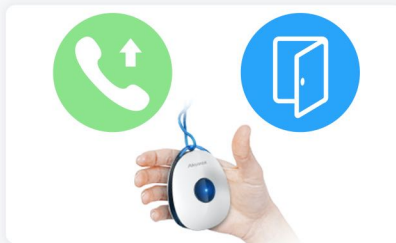


## 4 Unlock Doors Remotely for Visitors

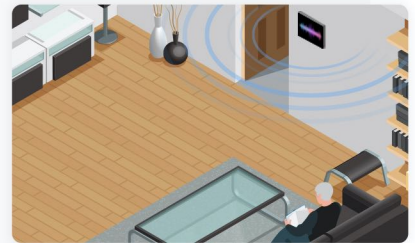
When working with a door phone, the elderly care intercom also serves as an indoor answering panel. Older individuals, especially those with limited mobility, can talk to visitors via a Bluetooth speaker and unlock doors using pendants or the voice assistant without walking up to the intercom in a hurry.



Bluetooth speaker



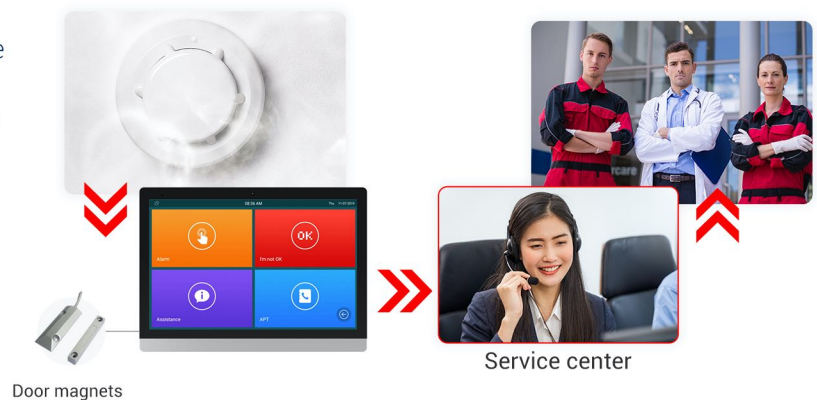
Pendant



Voice assistant

## 5 Get Protected When Incidents Occur

If connected with various alarm sensors, such as door magnets, smoke detectors, and infrared sensors, the smart intercom will automatically alert the service center when alarms are triggered. In this way, help can be dispatched timely, and danger can be nipped in the bud.





## Akuvox Smart Intercom Brings Security and Telecare to Older Individuals' Homes in Central Bedfordshire of the UK

Image courtesy of Central Bedfordshire Council

Type of Site:  
**Senior housing community**

Project Location:  
**Bedfordshire, UK**

Solution Highlight:  
**Integration with telecare pendants**

### The Situation

All Saints View is an independent living program of the Central Bedfordshire Council for people aged 55 and over, which includes 168 one and two-bedroom apartments. It is part of a bigger plan to make sure there is right housing available for older residents to live in their own homes with access to support and care when needed. The client specified a requirement for a state-of-the-art door intercom and door answering interface, which would support various concierge services as well as emergency telecare calling for later life and limited mobility residents.



## The Solution



The Akuvox R29C-B Face Recognition Door Intercom was chosen for its luxury design and tech-forward door entry methods. Akuvox's intuitive Android indoor monitors, the 10-inch C317 and the 7-inch C315, are located in each resident's apartment or throughout communal areas of the property.

The R29C-B smart door intercom helps older adults live more securely and conveniently. Located at the property's external main entrances, it provides easy access control and remote intercom services for residents, staff, and visitors. There is a range of identity authentication methods available to older individuals, such as face recognition, access cards, and PIN codes. In particular, contactless face recognition is a straightforward and effective option for less-abled and less-technically-inclined users.

Care for residents' later life and limited mobility residents is taken into consideration. Featuring high system openness, the C315 Android indoor monitors seamlessly integrate telecare pendants provided to all residents. The integration allows residents to make emergency calls anywhere on the property via the pendant. When pressed in an emergency, it will alert the onsite concierge team or a specified emergency contact so that they can respond to the situation timely.




## The Results

Akuvox's smart intercom solution stands in line with the high-end positioning of All Saints View both in terms of design and function. It brings security, safety, and convenience to the residents. And its ability to integrate with telecare systems also helps improve the care quality for older individuals.

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Smart Intercom



## Akuvox Smart Intercom Helps a UK Retirement Village Deliver Smart, Luxurious, and Independent Later Living

Image courtesy of Eden Retirement Living

Type of Site:  
**Senior housing community**

Project Location:  
**Newbury, UK**

Solution Highlight:  
**Luxury design with smart features**

### The Situation

Eden Retirement Living is committed to delivering older individuals of the UK smart, luxurious, and independent "later living" in a safe, secure environment. Building access is an essential consideration for Eden when developing the 64-apartment Pearl House, set in an exclusive gated development and situated within beautifully landscaped gardens right in the heart of Newbury. The client specified the requirement for a state-of-the-art, luxury door intercom and door answering interface, which would also work with a 24-hour careline system.

## The Solution



Standing out with stylish designs and tech-forward features, Akuvox's smart living solution keeps with the high-end positioning of Pearl House. The solution consists of Akuvox R29C multi-tenant face recognition door intercom, Akuvox E11R single-button door intercom, and Akuvox C317 Android indoor monitor.

Located at the property's two main entrances, the face recognition R29C touchscreen door intercom is a welcoming experience to the residents and brings much convenience to the older individuals. The user interface is easy to learn and use, and a range of identity authentication options are available, from which residents can choose based on their preferences and user habits. The compact, sleek E11R door phone is installed at each apartment door as an RFID reader, reinforcing the building's security.

The 10-inch Android answering panel, Akuvox C317, is an innovative and valuable tool for later living and residents with limited mobility. Installed in each resident's apartment and throughout all communal areas of the property, it supports video calls and text messaging between residents and the onsite staff. With a large screen, it is easy to use even for residents with eyesight impairment.



Moreover, C317 ensures residents always have someone to call on during an emergency. Fully integrated with telecare pendants supplied to all residents, it allows older adults to make emergency calls to the onsite concierge team, a 24-hour careline system, or their selected contacts. The built-in intelligent voice assistant enables residents to use their voice to answer intercom calls, unlock doors, and make calls without walking up to the device.

## The Results

With Akuvox's smart living solution, residents of Pearl House enjoy a stress-free, convenient building living experience and feel safe and secure when living independently in their own homes. It also helps Eden Retirement Living create a modern retirement development and improve its property value, which helps attract more older individuals to choose Eden.

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Open A Smart World



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