



**TELEPHONY**



**INTERNET**



**AUSTRALIA'S ONLY**

**TELECOMMUNICATIONS**

**COMPANY SPECIALISING**

**IN RETIREMENT & AGED CARE**

## WHO ARE ACSESS HEALTH?

From humble beginnings in 2004, we are one of the most focused organisations in delivering services to the Aged Care and Retirement sectors within Australia.

Through our resolve and foresight, particularly in this fast paced technical world, Acsess Health continue to deliver high end products in the form of:

- Free-to-Air Television
- Pay TV
- Telephony and Data Service (via our Fiber Optic Networks)

We understand our unique market and the typical needs of our customers. By doing so, we continue striving to develop the best solutions and product mix for retirees and aged care customers.



**OUR ACTION TIMES**

**ARE SIGNIFICANTLY MORE**

**RESPONSIVE THAN**

**OTHER PROVIDERS**

## **THE ACSESS HEALTH DIFFERENCE**

### **VARIETY OF PRODUCTS**

We place high importance on providing services at extremely competitive market rates. We pride ourselves on delivering action times that are significantly more responsive than other providers.

### **STAFF**

Our staff know who you are and the facility you are living in. We will personally take you through your enquiry.

FREE CALL NUMBER: 1300 736 785

### **CLEAR COMMUNICATION**

We make sure our communication with you is clear and simple at all times.

### **PART OF YOUR COMMUNITY**

We already have an established relationship with facilities, ensuring we have a unique association with your new home.





**OUR COMMUNICATION**

**WITH YOU IS CLEAR & SIMPLE**

**AT ALL TIMES**

## TELEPHONY

When designing your telephone network we are mindful of some important factors that help us to determine the most secure system for your overall needs.

In doing so, some functionality that you may have experienced in normal residential living, is excluded from the network. However, other functionalities are included that are not normally available.

### **101 OR OTHER SIMILAR SERVICES**

Are not possible on the network due to the interference they may cause with the Emergency Call System - Call Response feature.

### **ANSWERING MACHINES**

An answering machine may be installed on any telephone point, other than the one where the Emergency Call System is located. Please set to maximum rings before pick up.

### **CORDLESS PHONES**

Must not be installed where the dialler is located. The base station may be installed at any other point in the house. The base will cause issues with the call points and pendants trying to talk back to the nurse call unit.

### **CALL WAITING**

This service is not available on the network due to the interference with the Emergency Call System.





## **IMPORTANT CALL INFORMATION**

### **IN THE EVENT OF AN EMERGENCY CALL**

If someone is on the telephone in your home and a call button is pressed, the current call will be disconnected so the Emergency Call System can call out to your monitoring centre.

The monitoring centre can then call your home back and the dialler will automatically turn into a hands free device so the respondent can speak to you.

### **CALL IDENTIFICATION**

Call ID is available on some networks.

### **FREE INTERNAL CALLS**

Calls can be made internally within the village or facility by simply dialling the corresponding extension number.

### **CALL EXTERNAL NUMBERS**

You must press the "0" to obtain an outside line. Then type the full phone number of the person to whom you wish to direct your call.



**ALL OF OUR INTERNET**

**PLANS INCLUDE UNLIMITED**

**DATA DOWNLOAD**



## INTERNET

Your data network has been designed in a way that is mindful of the future. Currently, we deploy fiber optic networks, located in the street of your facility and in some instances, your home.

These networks allow us to remain with mainstream providers, granting us access to services that are not yet available in your immediate area.

Our networks carry a range of services for data including ADSL, ADSL2, Cable and Satellite/Wireless and are devised so that we can plug into the network an incoming carrier and deploy it to you, the end user.

Our speed at times is limited to what is available in the area, however, the network and equipment provided is ready for the connection of services from NBN CO and others. As the available internet speeds become faster, we will have the opportunity to deliver these to you at below average prices.

### **INCLUDED:**

- All of our plans include unlimited downloading (reasonable usage applies)
- WIFI routers pre-configured can be purchased

### **WHAT YOU REQUIRE TO CONNECT**

You must complete the User Agreement and Subscription Form which is available from your manager.

Your computer must be equipped with a network card. Simply plug an Ethernet cable from your personal computer into the designated data wall socket.

Please ensure your anti-virus is disabled. Once you are able to browse the internet, your anti-virus should be turned back on.

If the anti-virus asks “would you like to accept your local network connection or is this trustworthy?” please click OK or YES. This message varies depending on the type of anti-virus software you are using.

## WIRELESS

If you wish to have wireless internet, you have two options:

- A pre-configured router can be purchased from Access Health ready for use. Simply plug in the router’s designated internet port and connect the other end of your cable to your designated internet wall socket. Choose the network name in wireless connections and input your password.
- You can purchase your own wireless router. **Do not purchase an ADSL router, modem-router or modem.** Please ensure that you connect your Ethernet cable into the routers designated internet port at the back of the router. Connect the other end of the cable to your designated internet wall socket. **Do not use Telstra/Optus or other service provider’s branded routers.**







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