

## Media Information

Gundelfingen, March 22, 2018

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### Alarm with emergency call button

Members of emergency service organizations such as the fire department or ambulance services are often subjected to dangerous situations during the performance of their activities. One particular very dangerous situation has us shake our heads in disbelief: violent attacks against firefighters and emergency personnel! So that help can be sent to the helpers the best possible way in a serious case, Swissphone offers emergency systems for rapid assistance.

Unfortunately, verbal abuse, insults and even violent attacks against firefighters and emergency personnel are not as rare as one might assume. Studies have shown that there is a massive increase of attacks on firefighters and emergency staff. The estimated number is even significantly higher since numerous attacks are not reported because of the required bureaucratic effort. It is therefore even more important that emergency staff have a quick, reliable and simple method to call for help.

### Calling for help discretely

Swissphone has addressed this issue and can now offer a practical system solution that is already in use in multiple locations. The Res.Q alarm system has been armed with an SOS emergency button: If this button is pushed for an extended amount of time, an automatic emergency call inclusive of the originating location is made to a previously defined command center. Rescue staff are therefore always able to provide help inconspicuously. If required, an alert siren can be activated as deterrence or to be able to locate the person making the emergency call in a crowd.

### Automatic escalation

The RES.Q system is an innovative alarm terminal by Swissphone. In addition to the alarm system by means of the proven and reliable POCSAG technology, it also features integrated mobile communication and an optional GPS module. The distress relay is handled by the proven Swissphone SOS portal, which transmits the emergency calls inclusive of location data to a control center or other support staff via telephone call, SMS and E-Mail. Automatic escalation is possible in case support staff do not respond to a telephone call.

The system is presently in trial operation with several fire departments in Germany with very positive initial experiences. We expect the initial reference reports shortly.

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## **About Swissphone**

The Swissphone Group is a leading solution provider, that designs, develops and manufactures the most secure and reliable alerting and critical messaging solutions. Our core business is reliably transmitting information to responsible personnel, be it for alerting, notification, searching or informing. Our solutions cover the entire alerting chain from triggering, managing, and distributing, to escalating and reporting alarms.

Our mission is to help to protect lives and properties. We aim for optimum customer centricity and innovation leadership, delivering solutions of the highest quality with total reliability. We serve public safety organizations, emergency and health care services, facility management and IT services, as well as manufacturing and oil & gas industries.

Swissphone was founded in 1969 by Helmut and Erika Köchler and has been in the family's ownership ever since. The company with 200 employees has a prominent market presence with subsidiaries in Germany, Austria, France and in the USA, as well as a growing network of international partners. The corporate headquarters and the production site are located in Samstagern in Switzerland near Zurich.

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### **Public relations for RES.Q**

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