

Infopoint's free phone Help Points make it easy for your customers to contact a range of services at the touch of a button, saving you time, money and improving convenience and access to services.

The 12-Line Help Point offers the simplicity of the single push-button operation with the flexibility of 12 pre-programmable autodial numbers



Unit details

Wall mounted, incorporating 12 post-card sized non-illuminated transparent panels arranged in a 4 x 3 grid. Each panel holds a printed graphic sheet and has a metal push-button next to it. The handset is fitted to the side. Each push button can be pre-programmed with a telephone number to auto-dial. To make a call, users just lift the handset and press the button to contact the service of their choice.

Benefits

- User-friendly - designed to ensure ease of use for everyone
- One-Stop-Shop for information
- Save hours of staff time
- Save £100's on phone bills
- Partnership Working in Practice: Partner organisations can deliver their services through your Help Points
- Services tailored down to individual site location/locality level
- Vandal resistant
- Enhances customer experience

Technical specification

Physical characteristics	
Casing material	Mild steel
Handset material	Cycology (2850) with stainless steel spiral cord
Dimensions	880mmH / 605mmW (680mm with handset) / 100mm D
Operational requirements	
Systems	Analogue Public Switched Telephone Network (PSTN) Private Automatic Branch Exchange (PABX) GSM network
Product features	
Power supply	100% telephone line powered (not GSM units)
Hookswitch	Electronic/magnetic with no visible moving parts
Handset	Suitable for inductive coupling to Hearing Aids having a 'T' switch position. Tested to ETS 300-381
SMART technology	SMART stands for Self Monitoring and Reporting Telephone offering advanced features including remote programming, fault monitoring and call logging, all carried out by Infopoint.

