

# Chubb

CAREUNITY®  
DIGITAL



# CareUnity® Digital; an Overview...

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Future Proof with the 4G CareUnity® Digital



## Specification

**RF Frequency:** 869MHz

**Placement:** Desktop with optional wall bracket

**Power:** 230VAC/12V, DC1.5 Switch Mode PSU

**Backup Battery:** 7.2V, 1600mAh Ni-MH Rechargeable Battery Pack

**Battery Backup Time:** >24 hours

**Operating Temperature:** -10°C to 45°C (14°F to 113°F)

**Operating Humidity:** Up to 85% non-condensing

**Dimensions:** 58mm x 164 mm x 216 mm

# CareUnity® Digital Overview

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- Multiple communication pathways to ensure that alarm calls are received, and risk reduced as much as possible
- Ethernet, 4G, 3G and 2G, PSTN and SMS text message reporting
- SCAIP Digital protocol
- Crystal clear 2-way audio
- Remote programming options including a user web portal, USB connection and remote SMS
- Flexible buying options
- Backwards compatible with our extensive range of 869MHz Telecare and latest long range Verso+ devices- up to 500m range.
- Managed M2M roaming SIM card solution available
- Greater than 24hours back up battery
- 24 month warranty



**SCAIP & BS8521:1**

# Challenges and Lessons Learned last 2 years

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## 1. Monitoring centres still using analogue receiving platforms

Chubb CareUnity Digital can communicate over BS8521

For those clients wanting to use GSM communication into an analogue ARC we have rolled out an 'Alarm Bridge' function

## 2. Supply chain issues

Large order commitments with suppliers; vital components underwritten

Multiple suppliers sourced for key peripherals

## 3. Client budget concerns

Leasing option

## 4. Corporate IT systems make downloading software challenging

Improvements made to our portal and SMS two factor authentication added to negate having to use corporate emails

## 5. Culture change amongst installers- many staff resistant to change

Employed a full time Training Manager just for CareUnity digital. Face to face staff training offered with all orders.

# The Importance of 4G

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- Most network providers have named 2023 as the year that they will begin to permanently remove 3G
- It is most likely that 3G devices will revert to 2G which may cause issues and slow performance
- When we have seen network outages over the last two years 4G is recovered **significantly** quicker

**Safe option – invest in 4G**

# Interoperability

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- Lots of partnership working with monitoring platform providers. We have now successfully used CareUnity Digital with:
  - Chubb Care Control
  - Chubb Cloud Care Control
  - Tunstall PNC, UMO and Jontek
- We have partnered with Skyresponse to launch Chubb Cloud Care Control which emphasises open design with interoperability at its core
- Partnership with the Access Group

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# Thank-you

Charlotte Capel  
Product Key Account Manager  
Chubb Community Care

[charlotte.capel@chubbfs.com](mailto:charlotte.capel@chubbfs.com)

07432 108 926

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