



The jail in Falun, Sweden

First out with wireless system with integrated cell communication

CellCom, communication to and from cells, is included in Ascom's wireless communication system for correctional services. The system is an overall solution where telephony, alarm and message handling are done from the same handheld unit, a DECT telephone. The jail in Falun is the first to use it.

The jail in Falun is Sweden's first no smoking jail. It was built in 2004 and accommodates 34 detainees.

Customer requirements

Previously the jail staff had to go to a fixed telephone line if they got a call from one of the cells, and if there was an alarm they had to go via the central guard station to find out where the alarm had come from. This procedure for calls and alarms contributed to the level of stress, and resulted in insecurity.

Acknowledging an alarm improves security and saves time

CellCom enables calls with different response alternatives to be sent as text messages from the cells to the staff's DECT telephones. When the call is answered it is connected up to the cell. The call is also passed on if there is no reply, and all calls are registered in a log.

The DECT telephones are also used as normal telephones for internal and external calls, while special lawyer telephones are lent to detainees for conversations with their lawyers. A personal alarm with positioning is also connected to the system, and in the display on the handheld unit you can see both who has issued the alarm and where the alarm is coming from.



Security Officer Joacim Hagman with an Ascom handset.

Fire and burglar alarms are also connected to the same system. The alarms are presented in as text messages on the handheld units. All calls, conversations and alarms are automatically logged.

An additional function is that night staff can use the system on their rounds. The rounds are logged and events are reported directly on the handheld units.

Advantages for the customer

Ascom's system is a flexible overall solution where telephony, alarm and message handling are done from the same handheld unit – a DECT telephone.

The new CellCom enables staff to communicate with the cells regardless of where they are, and this ensures a more efficient workflow.

"It makes things easier and reduces the stress level when we don't need to get to a fixed telephone line. We have more time left over to do what we should really be doing, which also means improved security," says Joacim Hagman, Security Officer in the jail.

Because the cell calls are sent as text messages they will not be missed even if you are in the middle of another call, while in the event of an alarm the staff receive information on the location and who has sent the alarm on the handheld units. You no longer need to go via the central guard station either, which means they can come to the rescue quicker.

"All in all our new communication system gives us a more peaceful working environment, where we can focus better on the detainees and what is happening around them." says Joacim Hagman.

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