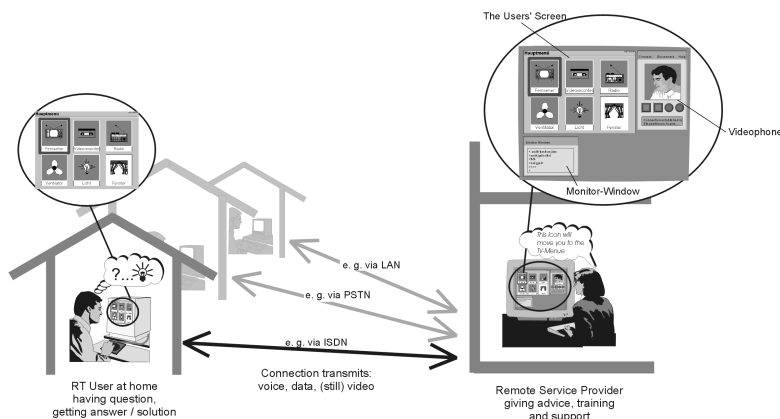


# DE-4208 RESORT

## Remote Service of Rehabilitation Technology

The RESORT project has developed a prototype system for remotely maintaining and supporting disabled users and their care persons. It was successfully evaluated in real life tests, an open protocol for making 3<sup>rd</sup> party RT systems RESORTable has been proposed.



### Setting the Scene

Depending on the available bandwidth of the telecommunications connection between the RT user and the service provider a speech, video and data link can be established by the RESORT prototype system. Via this connection the service provider has not only the possibility to communicate with the user in a way which meets all the specific needs of the disabled or elderly client and his/her care person but also gains access to the user's RESORTable RT applications for executing

most of the necessary service, updating and troubleshooting tasks.

### Approach

Rehabilitation Technology (RT) equipment is more and more based on standard PC hardware and operation systems. This, on the one hand, makes it feasible to apply existing remote operation and service strategies which already exist for commercial use. On the other hand economic solutions for multimedia telecommunication (voice, video, data) are available.

RESORT is using and has further developed these instruments for offering remote service provision for disabled and elderly people which will improve their independence and quality of life by using Assistive Technology.

### Results and Achievements

The consortium released 4 revisions of the RESORT Prototype System which had been developed and improved in iterative cycles. The Advanced RESORT Prototype System offers three different modes of operation:

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(a) In the **telephone mode** RESORT provides hands free communication between user and service provider. If the bandwidth is large enough an additional video link can be established.

(b) In the **student-teacher mode** an additional data-link is established. The service provider will load exactly the same RT application as the user is running. The two applications - at the user's site and at the provider's site - will be synchronised via the data link.

(c) In the **tele-service-mode** the service provider will have the possibility to down- and upload files from and to the user's PC, modify configurations and test the changes he/she has made.

The user interface of the RESORT controller can be tailored according to the needs of the users. Although the full functionality is always available, the degree of complexity of functions and information shown to the individual user can be varied within a wide range.

In order to ensure a high level of flexibility several internal interfaces were

introduced. The outcome is a highly modular system which allows to exchange specific parts without the need of adapting other parts. This increases the independence from 3<sup>rd</sup> party products for audio, video, application sharing, desktop sharing, etc.

Additionally to the RESORT prototype software the **RESORT protocol** has been developed which allows other manufacturers of Assistive Technology systems to adopt the RESORT protocol for their products in order to strengthen their position in the RT market.

### Conclusions and Plans for the Future

As framework for further co-operation after completion of the EU funded project currently the **Resort Interest Group (RIG)** is being set up. Main objective of the RIG is to administer exploitation rights, to co-ordinate the exploitation efforts and make arrangements concerning revenues from exploiting the results of the RESORT project.

An interim RESORT SDK has been compiled

mid of February 2001 due to demand from market. It has been sent to one of the interested parties (a German SME) in order to let them integrate basic RESORTability into an already available RT application.

### Contact Details

#### Project Name:

RESORT - Remote Service of Rehabilitation Technology

#### Research Area:

Tele-Help, Tele-Training, Tele-Support, service provision

#### Timescale:

01.05.98 - 31.12.2000

#### Budget:

Overall cost: 1,260.267 ECU  
European Commission contribution: 870.000 ECU

#### Keywords:

tele training, service provision, tele support, maintenance

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