User guide

Communicall Connect

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Introduction

Communicall Connect is the latest generation communication system for grouped housing developments. It supports individually tailored telecare for residents and provides highly flexible call routing options for alarm calls.

The system is available in the following versions:

- **Telephone based system** - uses Tunstall Digital Enhanced Cordless Technology (DECT) handsets or mobile phones to make and receive calls
- **Entry Level (EL) system** – uses plug-in master units to make and receive calls

Both systems feature a System Control Panel (SCP) that provides Scheme Managers with an easy method of performing daily call round and management of telecare sensors.

This user guide is designed to help Scheme Managers to understand and operate the basic operational features of Communicall Connect for the different system versions. The operation of the telephone based systems differs slightly dependent on whether the system uses a single Tunstall DECT handset, multiple Tunstall DECT handsets or a mobile phone.

Please use the table below to record the type of system fitted on this site and the number to dial to call into the Communicall Connect system.

Communicall Connect System Version	**Yes/No**	**Dial in Number**
Single DECT		N/A
Multiple DECT		
Single/Multiple IP DECT		
Mobile Phone		
Entry Level (EL)		N/A

Main features explained

Enhanced safety

The provision of an auto GSM backup facility (optional) and a removable memory card means residents are further protected.

Message waiting

This feature enables Scheme Managers to leave messages for residents on their speech module. For example if the resident has a visitor when they are out then the scheme manager can leave a message for the resident rather than trying to remember. A light on the speech module shows the resident that they have a message waiting. This feature requires Communicall Connect speech modules.

Easy to use System Control Panel (SCP)

The System Control Panel (SCP) allows the user to very easily place calls to residents, perform simple radio trigger management tasks and to perform certain system configuration tasks. The SCP user interface is menu driven, with illuminated keys indicating available user options. See the SCP section of this guide for detailed instructions on how to use the SCP.

Remote web browser programming

The Communicall Connect web browser enables more complex system settings to be configured offsite and provides the ability to configure settings on a per resident basis including speech module volume levels, telecare, cancel at source, inactivity and intruder settings (requires broadband). See the web browser section of this guide for detailed instructions on how to use the web browser.

System personalisation

Allows the user of the SCP to record and save voice tags against individual residents. This helps scheme managers to provide a more personalised service as they will be informed of the resident's name when an alarm is raised.

Enhanced door entry system

A DDA compliant door panel with audio and visual prompts, highlighted buttons and

dedicated trades button provides improved performance. The display can also show the name of the scheme to add further personalisation. The door panels automatically adjust to BST saving the need to manually adjust them.

Easy to programme triggers and telecare sensors

The programming of triggers and telecare sensors can be performed very easily via the SCP or remotely using the web browser by following simple on screen instructions.

Test Mode

This function helps Scheme Managers to reduce the time taken to test equipment including hardwired devices connected to the speech module, buttons on the speech module, the integral pullcord and any remote door controllers. To enter test mode press the speech module privacy rapidly three times in succession. The speech module will beep and the alarm button lights to show that test mode is on. Test any pullcord and the speech module will beep to indicate correct operation. To exit test mode press the privacy again three times in quick succession.

Using the telephone based system

The telephone based system uses either DECT or mobile phones to allow scheme managers to receive and make calls to residents on the Communicall Connect system. Each resident has a speech module within the dwelling to enable them to communicate with the Scheme Manager via their handset (DECT or mobile).

Digital Enhanced Cordless Technology (DECT) handset

Mobile phone handset

Single Tunstall DECT phone system

Switching off-site using the DECT phone

- Take the phone off hook by pressing
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 2 followed by #
- Listen to message ‘system off-site’
- Then hang up

Switching on-site using the DECT phone

- Take the phone off hook by pressing
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 1 followed by #
- Listen to message ‘system on-site’
- Then hang up

Answering an alarm call using the DECT phone

- Press when the phone rings
- Listen to the full spoken alarm message. If necessary, make a note of the alarm details before selecting the alarm call
- Press * to select
- Speak to resident
- Press 0 to clear the alarm call and then hang up

NOTE: Failure to follow these steps fully and in order may result in the loss of important information about the source of the call.

Calling a resident using the DECT phone

- Take the phone off hook by pressing
- Listen to the message - it will ask you to enter the resident number, followed by *
- Enter the resident number followed by * eg. 3 0 2 *
- Speak to the resident
- Press 0 to clear and then hang up

Receiving an external call using the DECT phone

- When the phone rings, answer as normal
- The caller will be connected straight to handset
- Hang up when call is finished

Making an external call using the DECT phone

- Take the phone off hook by pressing
- Listen to the message
- Press 0#
- Listen for the external dial tone
- Dial number as usual

Listening to call waiting using the DECT phone

- If you hear a background beep when using the handset, an alarm call may be waiting, finish your call by hanging up and the waiting alarm call will be sent to the handset.

Activate door entry lock release using the DECT phone

- If you receive and select a call from the door panel, press 7 then # to open the door

Multiple Tunstall DECT phone system

In this Communicall Connect version, the Tunstall DECT phones are connected to the system via a PABX.

Switching off-site using the DECT phone

- Take the phone off hook by pressing , then dial the system number 6060
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 2 followed by #
- Listen to message ‘system off-site’
- Then hang up

Switching on-site using the DECT phone

- Take the phone off hook by pressing , then dial the system number 6060
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 1 followed by #
- Listen to message ‘system on-site’
- Then hang up

Answering an alarm call using the DECT phone

- Press when the phone rings
- Listen to the full spoken alarm message. If necessary, make a note of the alarm details before selecting the alarm call

- Press * to select
- Speak to resident
- Press 0 to clear the alarm call and then hang up

NOTE: Failure to follow these steps fully and in order may result in the loss of important information about the source of the call.

Calling a resident using the DECT phone

- Take the phone off hook by pressing , then dial the system number 6060
- Listen to the message - it will ask you to enter the resident number, followed by *
- Enter the resident number followed by * eg. 3 0 2 *
- Speak to the resident
- Press 0 to clear and then hang up

Receiving an external call using the DECT phone

- When the phone rings (CLI will be shown if enabled), answer as normal
- The caller will be connected straight to handset
- Hang up when call is finished

Making an external call using the DECT phone

- Take the phone off hook by pressing
- Listen to the message
- Press 0#
- Listen for the external dial tone
- Dial number as usual

Listening to call waiting using the DECT phone

- If you hear a background beep when using the handset, an alarm call may be waiting, finish your call by hanging up and the waiting alarm call will be sent to the handset.

Activate door entry lock release using the DECT

- If you receive and select a call from the door panel, press 7 then # to open the door

Single/Multiple Tunstall IP DECT phone system

In this Communicall Connect version, the Tunstall DECT phones are connected to the system via a PABX.

Switching off-site using the IP DECT phone

- Take the phone off hook by pressing , then dial the system number _____
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 2 followed by #
- Listen to message ‘system off-site’
- Then hang up

Switching on-site using the IP DECT phone

- Take the phone off hook by pressing , then dial the system number_____
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 1 followed by #
- Listen to message ‘system on-site’
- Then hang up

Answering an alarm call using the IP DECT phone

- Press when the phone rings
- Listen to the full spoken alarm message. If necessary, make a note of the alarm details before selecting the alarm call
- Press * to select
- Speak to resident
- Press 0 to clear the alarm call and then hang up

NOTE: Failure to follow these steps fully and in order may result in the loss of important information about the source of the call.

Calling a resident using the IP DECT phone

- Take the phone off hook by pressing , then dial the system number _____
- Listen to the message - it will ask you to enter the resident number, followed by *
- Enter the resident number followed by * eg. 3 0 2 *
- Speak to the resident
- Press 0 to clear and then hang up

Receiving an external call using the IP DECT phone

- When the phone rings, answer as normal
- The caller will be connected straight to handset
- Hang up when call is finished

Making an external call using the IP DECT phone

- Take the phone off hook by pressing
- Press 9, followed immediately by the telephone number

Listening to call waiting using the IP DECT phone

- If you hear a background beep when using the handset, an alarm call may be waiting, finish your call by hanging up and the waiting alarm call will be sent to the handset.

Activate door entry lock release using the IP DECT

- If you receive and select a call from the door panel, press 7 then # to open the door

Mobile phone based system

In this Communicall Connect version, the mobile phone(s) are connected to the system via the BT network so in order to connect to the system it is necessary to go off-hook on the mobile phone and dial the BT number of the Communicall Connect system. The system will answer automatically.

Switching off-site using the mobile phone

- Dial the system's BT number _____
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 2 followed by #
- Listen to message 'system off-site'
- Then hang up

Switching on-site using the mobile phone

- Dial the system's BT number _____
- Listen to the message - it will ask you to enter the resident number followed by *
- Press 1 followed by #

- Listen to message ‘system on-site’
- Then hang up

Answering an alarm call using the mobile phone

- Press 📞 when the phone rings
- Listen to the full spoken alarm message. If necessary, make a note of the alarm details before selecting the alarm call
- Press * to select
- Speak to resident
- Press 0 to clear the alarm call and then hang up

NOTE: Failure to follow these steps fully and in order may result in the loss of important information about the source of the call.

Calling a resident using the mobile phone

- Dial the system’s BT number _____
- Listen to the message - it will ask you to enter the resident number, followed by *
- Enter the resident number followed by * eg. 3 0 2 *
- Speak to the resident
- Press 0 to clear and then hang up

Receiving an external call using the mobile phone

- When the phone rings, answer as normal
- The caller will be connected straight to handset
- Hang up when call is finished

Making an external call using the mobile phone

- Dial number as usual

Listening to call waiting using the mobile phone

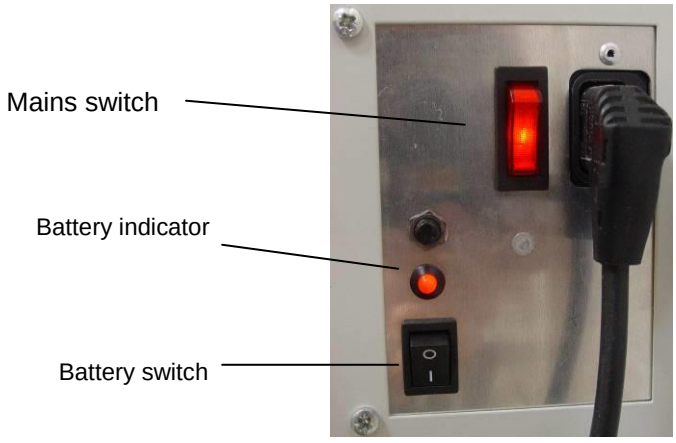
- If you hear a background beep when using the handset, an alarm call may be waiting, finish your call by hanging up and the waiting alarm call will be sent to the handset.

Activate door entry lock release using the mobile phone

- If you receive and select a call from the door panel, press 7 then # to open the door

Control Unit

The Control Unit (CU) functions to control the flow of electronic signals through the system and provides the low voltage electricity supply for most Communicall equipment. The unit also incorporates a backup power supply that will keep the system operational, for more than 7 hours following a failure of the mains supply. As a rule, the CU does not require any attention. However, it may become necessary to restart the CU should power be lost for any reason. The CU control panel and instructions for turning the unit on are described below.



Turning the Control Unit on

The control unit has two controls: a mains power switch and a battery in circuit switch. Under normal circumstances both switches should be on and illuminated. If either switch is in the off position, the unit must be switched on in the following way:

1. Put both switches into the off position (this turns the control unit off).
2. Press the mains power switch to on (down towards the “1” mark). The switch will illuminate.
3. Press the battery switch to on (down towards the “1” mark), the red light will turn on.
4. The system is now powered.

Using the Entry Level (EL) system

Entry Level systems use a master unit which must be plugged into a speech module in order to communicate with the Communicall Connect system. The EL system is available in paging and non-paging versions. For non-paging versions, the master unit must be plugged into a speech module at all times in order to receive notification of alarm calls. For paging versions, the master unit can receive alarm calls when unplugged from a speech module but must be plugged into a speech module for speech communication.

EL Master Unit

Switching off-site using the master unit

- Press 2 followed by #

Switching on-site using the master unit

- Press 1 followed by #

Answering an alarm call using the master unit

- The master unit will beep to indicate an alarm call and the details will be shown on the master unit display
- For paging systems – plug the master unit into a speech module (if not already plugged in)
- Press SEL to select the call
- Press TALK to talk to the resident, keeping the TALK button pressed down whilst you speak
- Release the TALK button to listen to the caller
- Press CLR to clear the call

Calling a resident using the master unit

- Ensure the master unit is plugged into a speech module
- Type in the resident number and press SEL
- Press TALK to talk to the resident, keeping the TALK button pressed down whilst you speak
- Release the TALK button to listen to the caller
- Press CLR to clear the call

Activate door entry lock release using the master unit

- If you receive and select a call from the door panel, press 7 then # to open the door

Speech Modules

What do the speech modules look like?

The following Communicall speech modules may be used on your system:

Communicall Connect Speech Module

Unique features

- LEDs indicate button presses
- Message waiting LED indicates message has been left

Communicall Vision Speech Module

Communicall EL Speech Module

Speech Module User Cards

The following pages provide examples of user cards that can be provided to residents to help them familiarise themselves with the system. A standardised version of the guide is provided with each speech module however if you wish to provide residents with a guide that exactly reflects their speech module print out the relevant page below then photocopy it for each resident.

Speech module with no additional features

Speech modules with no additional features have no buttons for the user to use except red alarm button and the privacy switch on the underside of each module

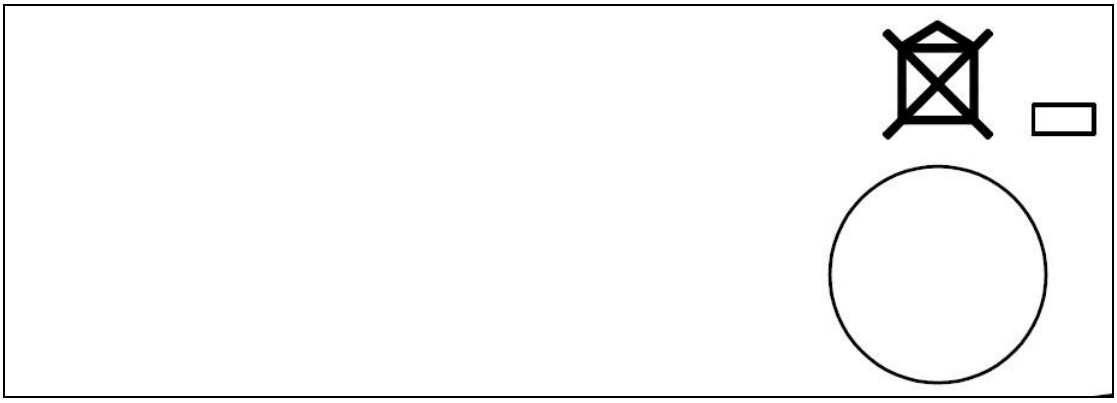
To raise an alarm

- Press the alarm button or pull the red alarm pull cord. Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Speech module with Away



In addition to the red alarm button and privacy switch, speech modules with Away have one button which is used to turn the away mode on and off. An away light is also provided to clearly indicate to the user which state the module is in.

To raise an alarm

- Press the alarm button or pull the red alarm pull cord. Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

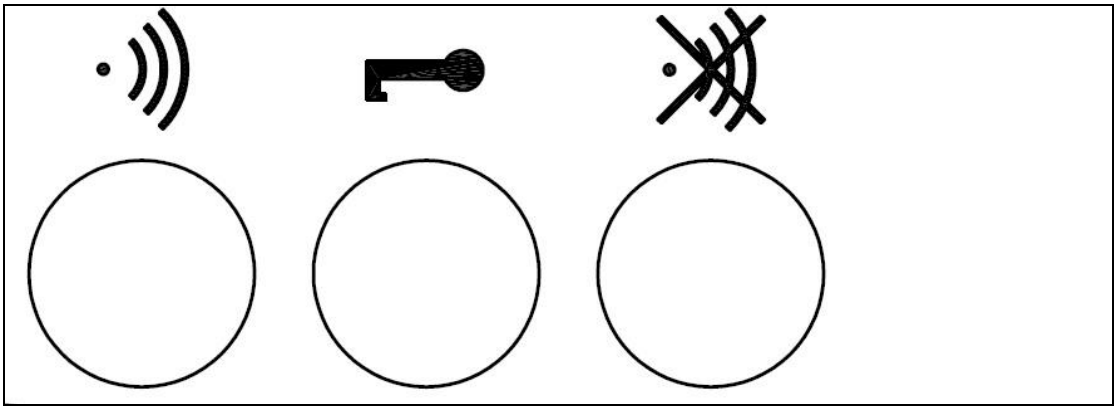
To indicate that you are away

- Press the Away button once (you will see the Away light illuminate).

To indicate that you have returned

- Press the Away button once (you will see the Away light go off).

Speech module with Door Entry



In addition to the red alarm button and privacy switch, speech modules with door entry have three buttons – TALK, UNLOCK DOOR and DOOR ENTRY OVERRIDE.

To raise an alarm

- Press the alarm button or pull the red alarm pull cord. Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Following a loud ringing tone indicating a call from the door

- Press the Talk button to speak to the caller.
- Release the Talk button to listen to the caller.

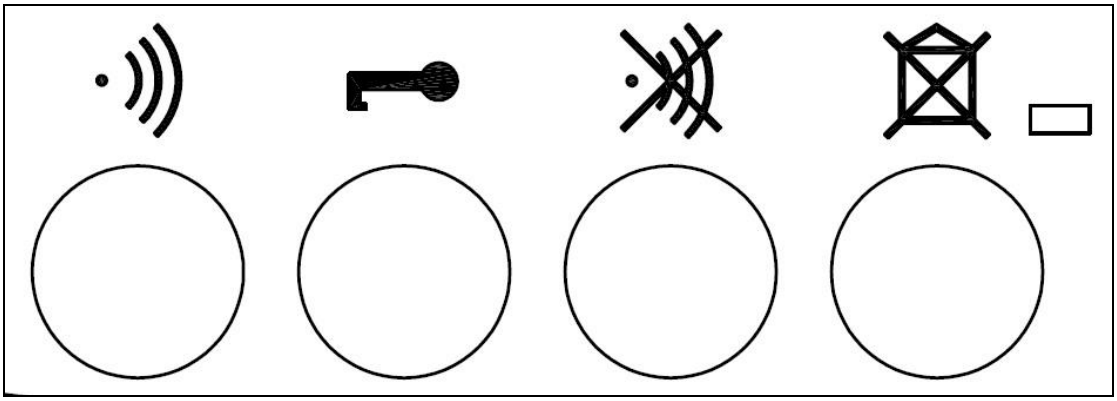
To let the caller into the building

- Press the unlock door button (rapid tones indicate that the door is unlocked).

To block door entry calls

- Press the Door Entry Override button. When you do this your speech module will not accept door entry calls for the next few minutes.

Speech module with Door Entry and Away



TALK **UNLOCK DOOR** **DOOR ENTRY OVERRIDE** **AWAY**

In addition to the red alarm button and privacy switch, speech modules with door entry and away have four buttons – TALK, UNLOCK DOOR, DOOR ENTRY OVERRIDE and AWAY. An away light is also provided to clearly indicate to the user which state the module is in.

To raise an alarm

- Press the alarm button or pull the red alarm pull cord. Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Following a loud ringing tone indicating a call from the door

- Press the Talk button to speak to the caller.
- Release the Talk button to listen to the caller.

To let the caller into the building

- Press the unlock door button (rapid tones indicate that the door is unlocked).

To block door entry calls

- Press the Door Entry Override button. When you do this your speech module will not accept door entry calls for the next few minutes.

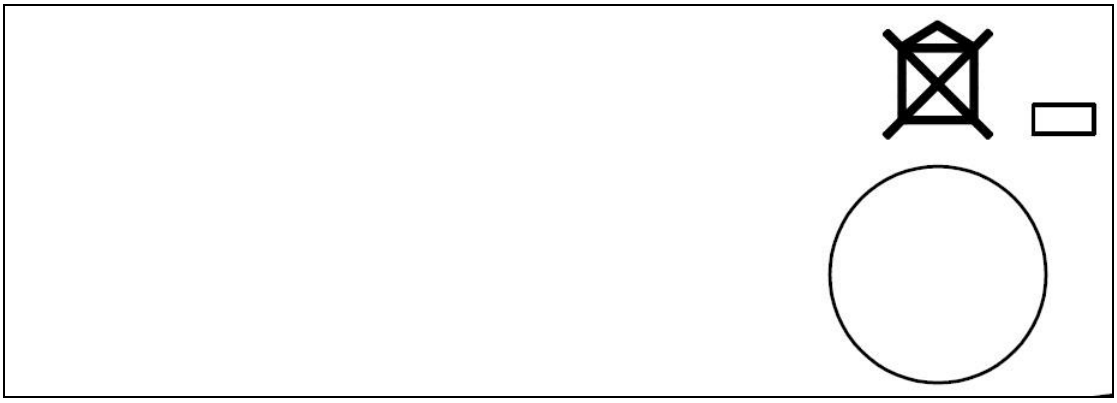
To indicate that you are away

- Press the Away button once (you will see the Away light illuminate).

To indicate that you have returned

- Press the Away button once (you will see the Away light go off).

Speech module with Cancel at Source



CANCEL AT SOURCE

In addition to the red alarm button and privacy switch, speech modules with Cancel at Source have one button (away button) which is used to clear alarm calls from the speech module on the system. If this button is not pressed after an alarm call is raised then the speech module will continue to raise alarm calls.

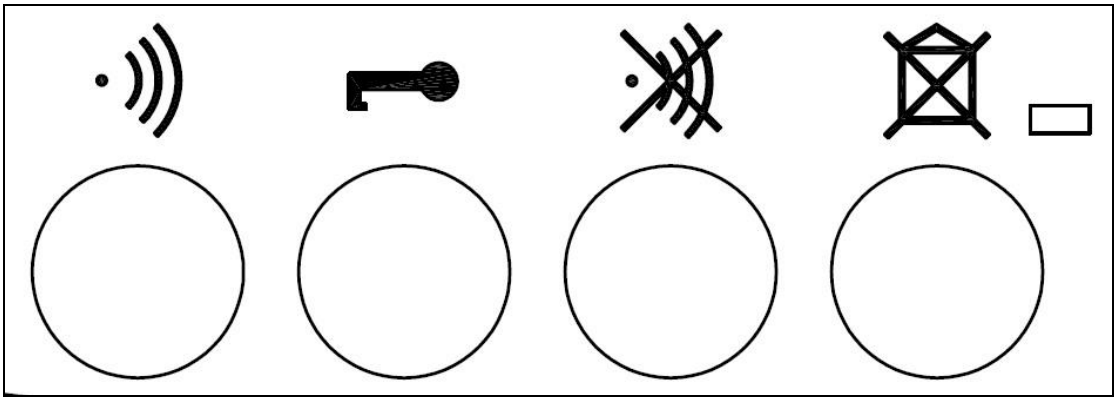
To raise an alarm

- Press the alarm button or pull the red alarm pull cord. Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.
- After the call has finished the scheme manager will call to press the Cancel button. Alternatively, you may be asked to press the Cancel button yourself. If this button is not pressed then your speech module will continue to raise alarm calls.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Speech module with Door Entry and Cancel at Source



In addition to the red alarm button and privacy switch, speech modules with door entry and cancel at source have four buttons – TALK, UNLOCK DOOR, DOOR ENTRY OVERRIDE and CANCEL AT SOURCE (away button). The cancel at source button is used to clear alarm calls from the speech module on the system. If this button is not pressed after an alarm call is raised then the speech module will continue to raise alarm calls.

To raise an alarm

- Press the alarm button or pull the red alarm pull cord. Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call. After the call has finished the scheme manager will call to press the Cancel button. Alternatively, you may be asked to press the Cancel button yourself. If this button is not pressed then your speech module will continue to raise alarm calls.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Following a loud ringing tone indicating a call from the door

- Press the Talk button to speak to the caller.
- Release the Talk button to listen to the caller.

To let the caller into the building

- Press the unlock door button (rapid tones indicate that the door is unlocked).

To block door entry calls

- Press the Door Entry Override button. When you do this your speech module will not accept door entry calls for the next few minutes.

Communicall Connect 1 Button Speech Module User Card with Cancel at Source

How to call the Scheme Manager

1

Press button

or

pull cord

2

Beep sounds

Red alarm button flashes

3

A tone is heard then the Scheme Manager speaks

4

Speak normally - you do not need to shout.

Amie Personal Trigger

Press to call Scheme Manager

Light will illuminate for 5 seconds

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Privacy

If the button is pressed in the scheme manager can hear you. If the button is out then the scheme manager cannot hear you.

Privacy Override

If the scheme manager calls and the privacy button is out then the scheme manager cannot hear you. To let the scheme manager hear you just press the button on your Amie personal radio trigger once.
If you make an alarm call, by pressing a button or pulling a cord, the scheme manager will always be able to hear you.

Cancel at Source

1

In addition to the red alarm button and privacy button, your speech module has a Cancel at Source button. If this button is not pressed after an alarm call is raised the speech module will continue to raise alarm calls.

2

After an alarm has been raised, the scheme manager will visit you to press the cancel button. Alternatively, they may ask you to press the cancel button yourself.

Communicall Connect 1 Button Speech Module User Card with Message Waiting

How to call the Scheme Manager

1

Press button

or

pull cord

2

Beep sounds

Red alarm button flashes

3

A tone is heard then the Scheme Manager speaks

4

Speak normally - you do not need to shout.

Amie Personal Trigger

Press to call Scheme Manager

Light will illuminate for 5 seconds

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Privacy

If the button is pressed in the scheme manager can hear you. If the button is out then the scheme manager cannot hear you.

Privacy Override

If the scheme manager calls and the privacy button is out then the scheme manager cannot hear you. To let the scheme manager hear you just press the button on your Amie personal radio trigger once.
If you make an alarm call, by pressing a button or pulling a cord, the scheme manager will always be able to hear you.

Message Waiting

1

A message is indicated by a flashing light above the right hand button. The speech module will also bleep and the red alarm button will flash.

2

To listen to the message press the right hand button once. To repeat the message, press the right hand button again within 1 minute.

Communicall Connect 4 Button Speech Module User Card with Door Entry and Message Waiting

How to call the Scheme Manager

1

Press button

or

pull cord

2

Beep sounds

Red alarm button flashes

3

A tone is heard then the Scheme Manager speaks

4

Speak normally - you do not need to shout.

Amie Personal Trigger

Press to call Scheme Manager

Light will illuminate for 5 seconds

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Privacy

If the button is pressed in the scheme manager can hear you. If the button is out then the scheme manager cannot hear you.

Privacy Override

If the scheme manager calls and the privacy button is out then the scheme manager cannot hear you. To let the scheme manager hear you just press the button on your Amie personal radio trigger once.
If you make an alarm call, by pressing a button or pulling a cord, the scheme manager will always be able to hear you.

Message Waiting

1

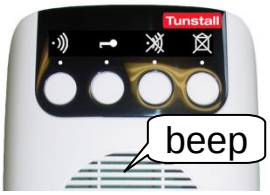
A message is indicated by a flashing light above the right hand button. The speech module will also bleep and the red alarm button will flash.

2

To listen to the message press the right hand button once. To repeat the message, press the right hand button again within 1 minute.

Door Entry System

1



You will hear a beep if someone rings your doorbell.

2

Press this button to speak to the caller. Release it to listen to the caller.

3

Press this button to open the door for the caller.

Press this button to stop unwanted calls for a few minutes.

Communicall Connect 4 Button Speech Module User Card with Away Facility and Door Entry

How to call the Scheme Manager

1

Press button

or

pull cord

2

Beep sounds

Red Light flashes

3

A tone is heard then the Scheme Manager speaks

4

Speak normally - you do not need to shout.

Amie Personal Trigger

Press to call Scheme Manager

Light will illuminate for 5 seconds

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Away facility

1

When going out press this Away button.

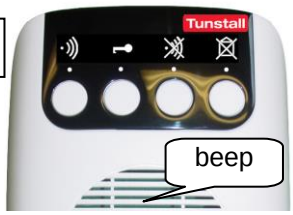
The light above the button will come on.

2

When returning home press the Away button and the light will go off.

Door Entry System

1



You will hear a beep if someone rings your doorbell.

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3

Press this button to open the door for the caller.

Press this button to stop unwanted calls for a few minutes.

Communicall Connect 4 button Speech Module User Card with Away Facility, Message Waiting and Door Entry

How to call the Scheme Manager

1

Press button

or

pull cord

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Beep sounds

Red Light flashes

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A tone is heard then the Scheme Manager speaks

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Speak normally - you do not need to shout.

Amie Personal Trigger

Press to call Scheme Manager

Light will illuminate for 5 seconds

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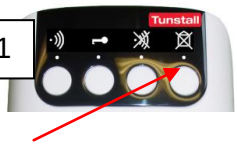
Away facility

1



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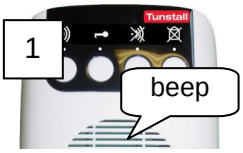
Door Entry System

1



You will hear a beep if someone rings your doorbell.

3

Press this button to open the door for the caller.

2

Press this button to speak to the caller. Release it to listen to the caller.

Press this button to stop unwanted calls for a few minutes.

System Control Panel (SCP)

The System Control Panel (SCP) allows the user to place calls to residents, perform simple radio trigger management tasks and to perform certain system configuration tasks. The SCP user interface is menu driven, with illuminated keys indicating available user options.

Standby Screen

The 'standby' screen (Fig. A.1) displays the scheme system time, date and onsite / offsite status. To move from the standby to the initial screen it is necessary to press the '*' (star) key to unlock the SCP.

Figure A.1 Standby Screen

Initial Screen

Figure A.2 Initial Screen

After unlocking the SCP, the initial screen (Fig. A.2) allows the user the option of either selecting ‘Menu’ or ‘On Site/Off Site’. Press the relevant illuminated key to move to the Change Site Status screen (Fig. A.3) or to the Main Menu (Fig. A.4). Pressing any numeric key while in the initial screen provides a shortcut to calling a resident by ID (see the 'Resident ID' option of the Calls menu).

Change Site Status

This screen enables the user to change the current site status to either On Site or Off Site. When in On Site mode, an alarm's call group settings are processed as normal. In Off Site all alarms calls are routed the specified Monitoring Centre numbers for the system.

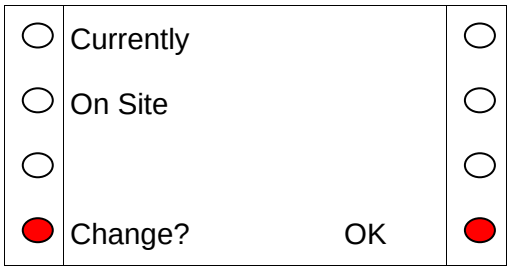


Figure A.3 Site Status Screen

The site status is changed by pressing the illuminated key next to the word change. When the required status is displayed press OK to save the settings and the SCP will return to the Initial Screen.

Main Menu

The main menu allows the user 4 options:

Call Menu	Allows the user to place calls, broadcast speech and call QuickDials.
Trigger Menu	Allows the user to view, assign and delete residents' triggers.
Settings	Allows the user to change date, time, site status and turn keypad beeps on or off.
Advanced	Allows the user to go to a 'Restart' or the engineer to go to 'Engineer'.
Exit	Exits to Initial Screen

Pressing the illuminated key next to any of the 4 options will take the user to the appropriate menu. Pressing any numeric key while in the Main Menu screen provides a shortcut to the 'Call by ID' option (see Calls menu).

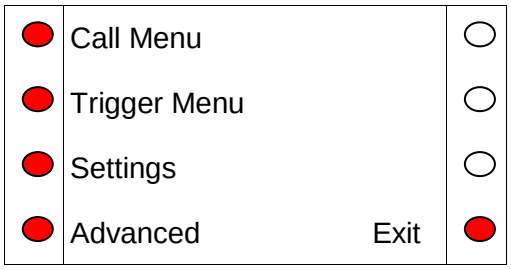


Figure A.4 Main Menu Screen

Call Menu

The call menu allows the user to place a call by either inputting the resident ID or looking the resident up in an alphabetical list. The calls menu also allows broadcast speech and quickdial calls to be placed by selecting the appropriate option from the Calls Menu, press the scroll up and down buttons (> and <) to show the Broadcast Speech and QuickDial options. Pressing any numeric key while in the Call Menu screen provides a shortcut to the 'Resident ID' option.

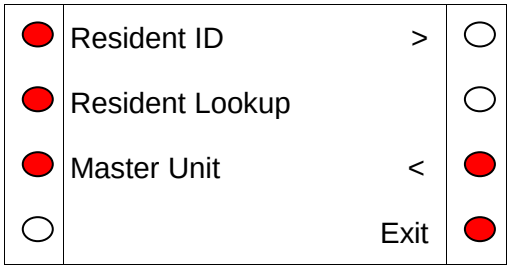


Figure A.5 Call Menu Screen

Placing a call using resident ID

Press the 'Resident ID' key on the Call Menu. Enter the Resident ID, with leading zeros for IDs less than 100 (e.g. enter 20 as 020). Pressing the 'Clear' button at any point clears any input numbers and pressing 'Exit' returns to the Call Menu. Once a 3-digit number has been entered the SCP will check that the ID exists in the database. If the ID does exist the 'Call' button will illuminate and pressing this will start a call attempt.

Placing a call using resident lookup

Press the 'Resident Lookup' key on the Calls Menu. A list of residents in the system will be displayed. This list can be navigated by pressing the '<' and '>' keys to scroll up and down respectively. For faster searching through large lists the alphanumeric keys can be used to move through the list alphabetically in much the same way as a telephone or mobile keypad. For example, to jump to residents beginning with the letter 'H', press the 'GHI' key (key '4') twice. To select a resident, press the illuminated key by their name. The SCP will display ‘please wait connecting…’. It will then allow the user to select ‘call’ to call the resident, ‘skip’ to move to the next resident ID in the list or ‘Exit’ to return to the Call Menu Screen.

Handling a Call

In processing a call, the SCP will attempt to establish a connection between the resident's speech module and the SCP phone or telephone line 3 (telephone line 3 should be on-hook at this point). Possible reasons for failure include line 3 being busy, line 3 being off-hook and resident's speech module being absent or incorrectly configured. Once connected, the caller has the option to terminate the call by hanging up or pressing the 'Clear' button and can change the mode of connection being used (see Fig. A.6). The connection will start in the default mode for the resident's speech module, and will allow appropriate changes from there. The sequence of possible modes is HVS -> VOX -> PTT. In HVS (**H**ands-free **V**oice **S**witched) mode, both participants in the conversation appear to talk simultaneously. In VOX (**V**oice **O**perated switching) mode, the system will automatically detect who is speaking and allow one-way communication on this basis. In PTT (**P**ush-**T**o-**T**alk) mode, the bottom right hand key will alternate between 'Talk' and 'Listen'. Press 'Talk' to enter talk mode, and 'Listen' to enter listen mode.

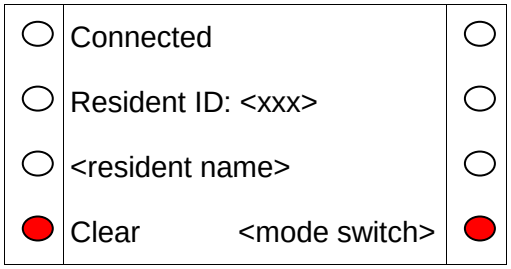


Figure A.6 During a Call

After a Call

After a call has been finished, the SCP will display details of the next resident ID in the system (as shown in Fig. A.7). To call this resident, press 'Call'. To skip to the next resident in the list, press 'Skip'. To return to the Calls Menu, press 'Exit'.

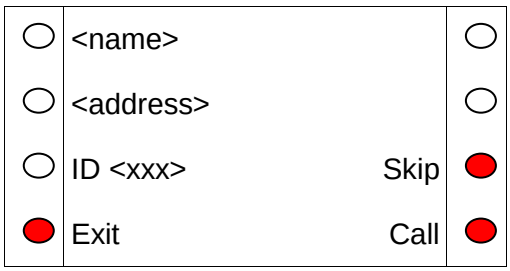
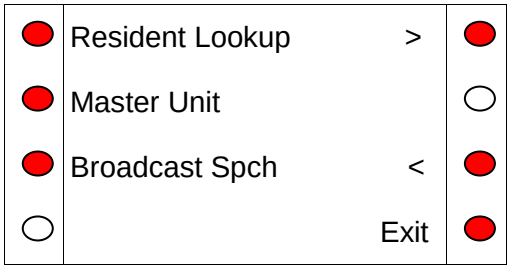


Figure A.7 Next Call Screen

Broadcast Speech (this is an optional feature)

In broadcast speech mode, Line 3 is connected to all speech modules (Communicall Vision and Communicall Connect speech modules with Broadcast Speech option only). Note that if the system parameter allowing broadcast speech is not set, the option button on the SCP will not be lit up.

Scroll down the Call Menu using the down key (<) until Broadcast Spch is shown. Then select Broadcast Speech by pressing the corresponding button on the left.



Call Menu showing Broadcast Speech option

The display shows ‘Connecting……Broadcast Spch’, the phone connected to line 3 will ring. Answer the call and speak into the microphone, this message will be broadcast to all speech modules that support the broadcast speech feature. To end the broadcast, hang up the phone.

QuickDial

The QuickDial menu allows the user to select a number to call from a scrollable list of currently configured numbers. The numbers and their descriptions can be configured from the Communicall Connect web interface.

Trigger Menu

The Trigger menu allows the user to view, delete and assign triggers to a resident. As in the Call menu, a specific resident can be chosen either by ID ('Resident ID') or by looking up from a list ('Resident Lookup'). Pressing any numeric key while in the Triggers Menu screen provides a shortcut to the 'Resident ID' option.

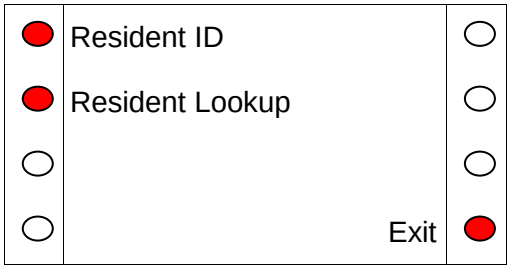


Figure A.8 Trigger Menu

Viewing and deleting triggers

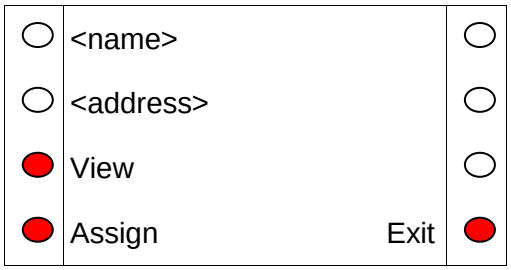


Figure A.9 View / Assign Screen

Once a resident has been selected, the user will be prompted to view or assign triggers or return to the Triggers Menu by pressing 'Exit' (Fig. A.9). Press 'View' to display triggers already registered to the resident. See Figure A10 for the information shown for each registered trigger. If there is more than one trigger registered against a resident, the top left hand button will be illuminated and will allow the user to scroll through the triggers, as shown in Fig. A.10. To delete a particular trigger, press 'Delete' whilst viewing the trigger details. Pressing 'Exit' returns the user to the View / Assign Screen.

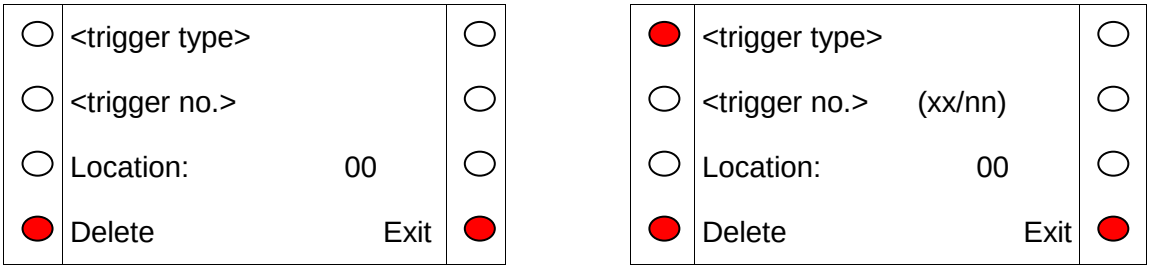


Figure A.10 View Screen for 1 trigger (left) and many triggers (right)

Assigning triggers

To assign a trigger to a resident, press the 'Assign' button on the View / Assign screen. The SCP will prompt to activate the trigger with the text shown in (Fig. A.11).

Figure A.11 Press Radio Trigger Prompt Screen

When the trigger activation is received by the system, which may take several seconds, the trigger number and type will appear. Pressing the illuminated key by 'Location' displays a list of Location codes and descriptions which can be assigned to the trigger. Press '<' and '>' to scroll up and down the list respectively. For ease of navigation, numeric keys jump to the starting digit of the Location codes. E.g. pressing '8' will scroll the list down to Location code 80. Press the illuminated key by the desired location to select that Location. Press 'Yes' to assign the trigger, or 'No' to discard the trigger (Fig. A.12) or press 'Exit' to return to the previous screen.

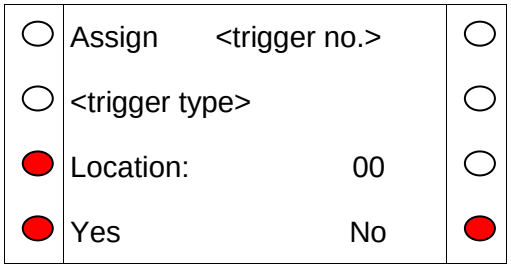


Figure A.12 Assign Screen

Settings Menu

The settings menu allows the user 4 options:

Time	Allows the user to enter the time in the format hh:mm
Date	Allows the user to enter the date in the format dd/mm/yyyy
Keypad Sounds	Turns the keypad sounds on or off
Onsite/OffSite	Allows the user to change the site status

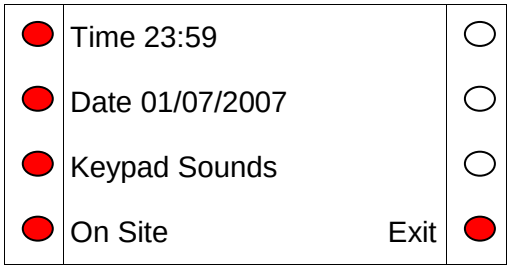


Figure A.13 Settings Menu Screen

Pressing the illuminated key next to any of the 4 options will take the user to the appropriate option, while pressing ‘Exit’ returns the user to the main menu. For the time and date edit screens (Fig. A.14) numeric keys allow input, 'Delete' deletes the previous number and 'OK' updates the system time and returns the user to the Settings Menu. If the time or date is invalid, the SCP will beep and not return to the Settings Menu until the error is cleared. Note that the system uses a 24 hour clock and the SCP will not allow invalid times to be entered; thus it may be necessary to set both the hour digits to zero before the correct time can be input (e.g. changing from 17:00 to 23:00 could be done by first changing to 00:00 then changing to 23:00 on the 2nd cycle through).

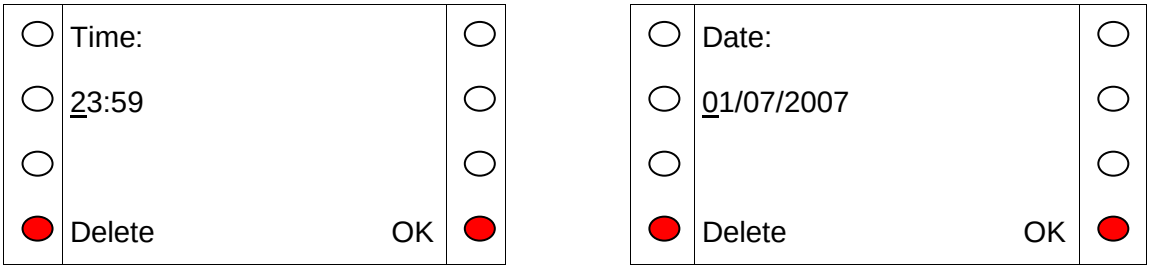


Figure A.14 Time (left) and Date (right) Set Screens

Advanced Menu

The advanced menu has the following options:

Engineer This is PIN protected for use by Tunstall engineers. It provides access to ‘Set IP’, ‘Set Subnet’, ‘Set Gateway’ and ‘Set DNS’. The 'exit' key will return to the Main Menu. Pressing the key next to the appropriate prompt will take the user to the appropriate option.

Restart The user is asked to confirm before system displays ‘please wait’. It could take several minutes.

Shutdown This option allows the user to shut down the system, it should only be used when a Tunstall engineer instructs the user to do so.

Backup DB Allows the user to backup the system database. The system will confirm successful backup and then will return to the advanced menu screen.

Record Allows the user to customise the system by recording voice tags for resident names, receivers and door panels. The user can also record messages to be left for residents on their speech modules (Communicall Connect speech modules only).

Press '<' and '>' to scroll up and down the list respectively.

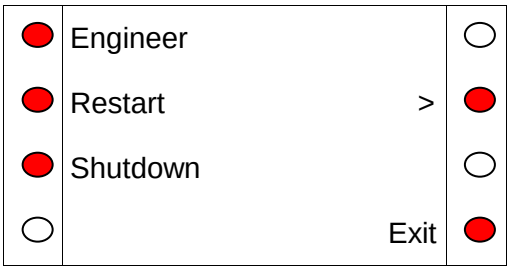


Figure A.15 Advanced Menu

Restart Menu

After selecting ‘Restart’ the user will be asked to confirm to avoid accidental presses.

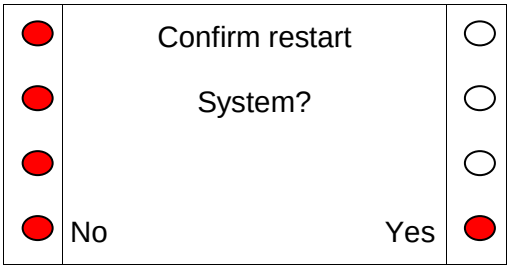


Figure A.19 Restart Menu

Record Menu

Allows the user to customise the system by recording voice tags for resident names, receivers and door panels. The user can also record messages to be left for residents on their speech modules (Communicall Connect speech modules only).

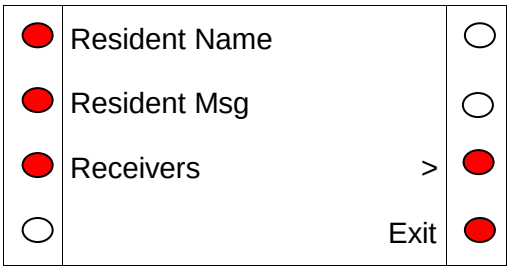


Figure A.19 Restart Menu

Resident Name

After selecting resident name, the system will prompt the user to input a Resident ID or lookup a resident. Once a resident is selected, the system will prompt the user to pick up the handset of the phone attached to the SCP. The SCP will then display the Recording Screen (Figure A.20).

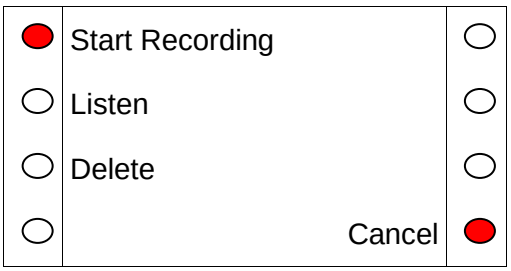


Figure A.20 Recording Screen

To record the message, press ‘Start Recording’ then clearly speak the resident’s name into the handset. The user can then listen to or delete the name. This speech tag will be used to personalise the system and help scheme managers to become more familiar with residents by hearing their name when a call is received from their speech module or registered trigger.

Resident Message

After selecting resident message, the system will prompt the user to input a Resident ID or lookup a resident. Once a resident is selected, the system will prompt the user to pick up the handset of the phone attached to the SCP. The SCP will then display the Recording Screen (Figure A.20).

This feature is only available on Communicall Connect speech modules therefore only these speech modules are shown when selecting resident lookup. If an incorrect Resident ID is selected the system will show the following screen (Figure A.21).

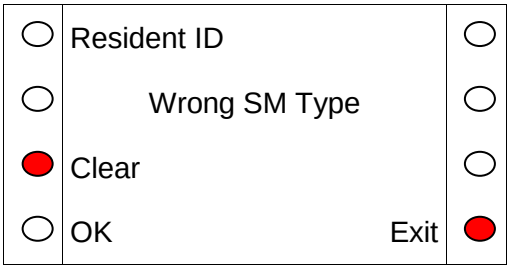


Figure A.21 Wrong Speech Module Screen

Receivers

After selecting receivers, the system will prompt the user to input a receiver number. Once a receiver is selected, the system will prompt the user to pick up the handset of the phone attached to the SCP. The SCP will then display the Recording Screen (Figure A.20).

Door Panels

After selecting door panels, the system will prompt the user to input a door panel number. Once a door panel is selected, the system will prompt the user to pick up the handset of the phone attached to the SCP. The SCP will then display the Recording Screen (Figure A.20).

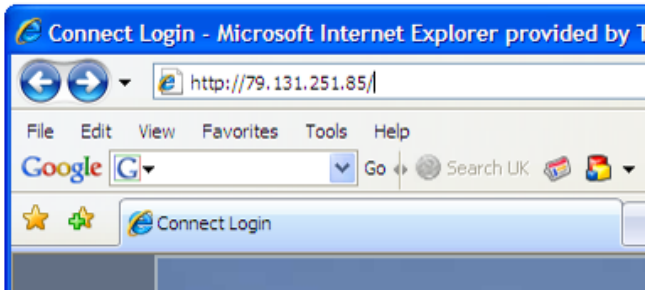
Web Browser

The Communicall Connect web browser enables authorised users to alter settings for the scheme over the internet. This includes resident's names, assigning personal triggers, adding/removing telecare sensors, setting up tradesmen codes and many other useful features. For security reasons the web browser will automatically log you out if it detects a period of no activity.

The below guide explains the features and how they should be used.

Login

To login enter the IP address (provided by the installer) into your web browser (see below). We recommend that you keep a record of the IP address in the space provided below.



The IP address is _ _ . _ _ _ . _ _ _ . _ _

To login enter your username and password (both case sensitive), then click login. The default Username is 'User' and the Password is 'Password'. It is recommended that the default username and password is changed to during the initial visit to the web browser (See the Users section). It is important to keep a secure record of the username and password as schemes without broadband access will require a site visit by a Tunstall engineer to reset the password.

Login screen

Note: The daily code and SMS Details are for use by Tunstall engineers only. If you

Navigation

To navigate through the site, click on the blue buttons at the top of the page

Users

You can change your username and password by clicking on the blue Users button.

Home Page

The home page provides an overview of the scheme including:

Site ID and Name - these can be change be simply clicking on the white text and then typing in the required text. Then click the save button.

Number of residents – in this case there are 4 residents in the scheme, to view the residents click on the sentence or the blue Residents button (see Resident section).

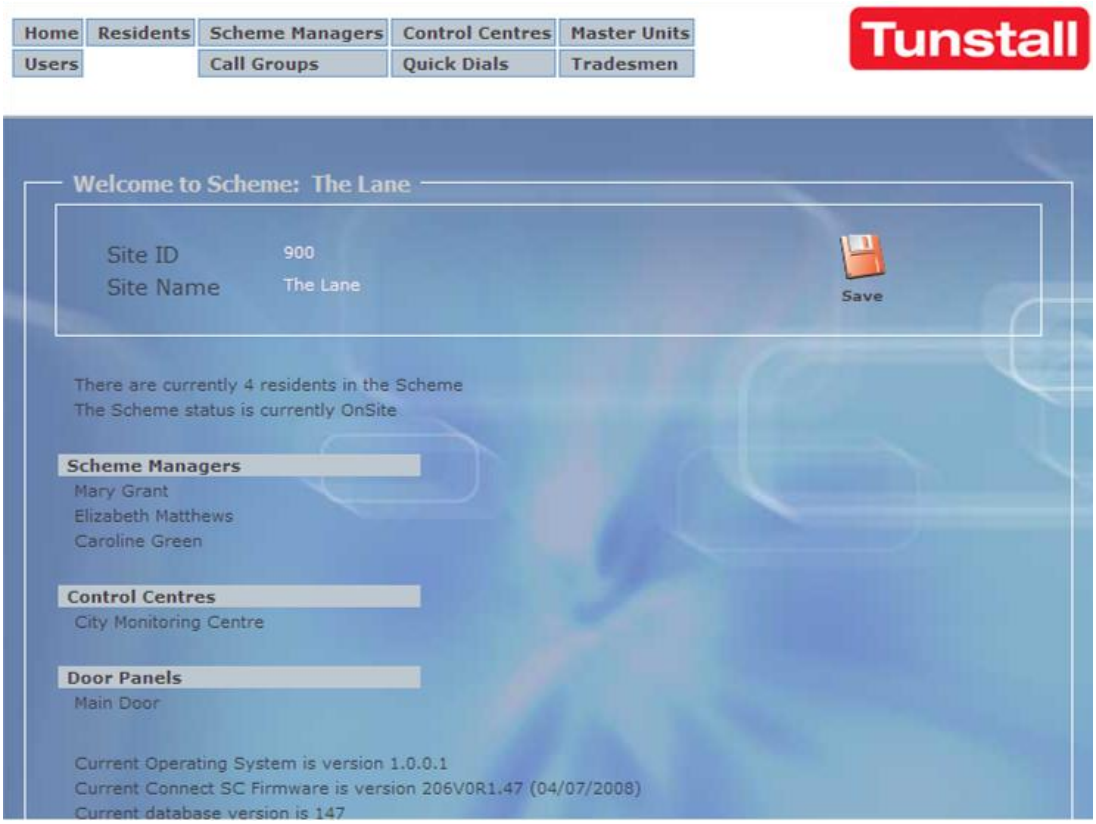
Scheme status – clearly shows whether the site is on or offsite.

Scheme managers – shows the scheme managers assigned to the scheme, to view more details click on the individual scheme managers (see Scheme Managers section).

Control Centres – lists the monitoring centres that are assigned to the scheme. To view more details on the monitoring centre, click on the individual monitoring centre name (see Control Centres section).

Door Panels – lists the door panels within the scheme (only engineers can click on the doors to view the information in more detail).

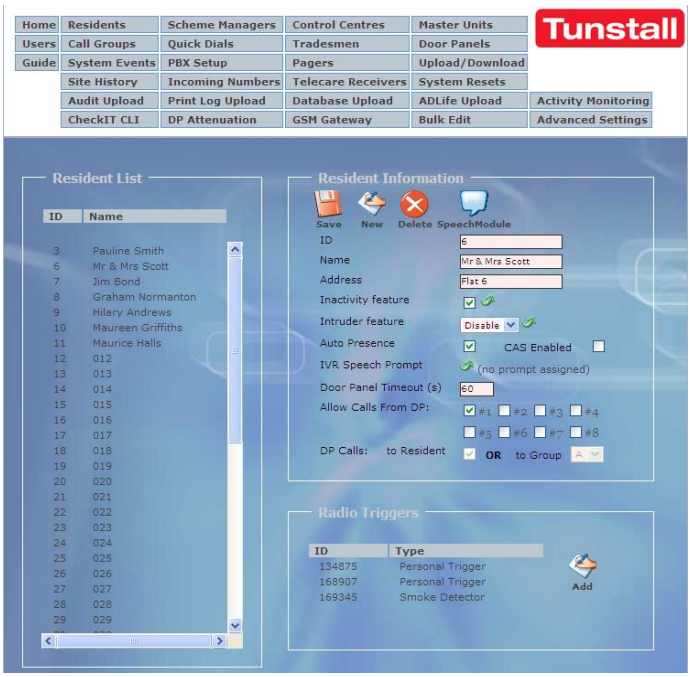
System information – operating system, firmware, and database versions are also listed these may be requested when speaking to a Tunstall engineer.



Home Page

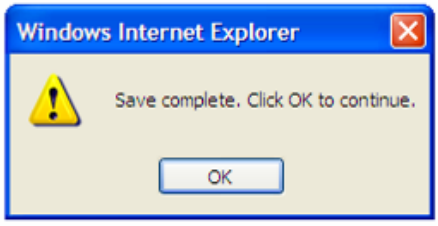
Residents

The Residents page provides detailed information on each resident within the scheme including their ID, name, address, features enables on the speech module and any radio triggers assigned to them. To view a particular resident, click on their name or ID in the resident list box. Their details are then displayed in the Resident information box and the radio triggers box. The resident information box enables you to alter delete and add new residents.



Residents screen

Add a resident



To add a resident, click on the New icon in the Resident information box. Enter their details including their ID, Name and Address, then alter the inactivity, Interactive Voice Response (IVR), call from door panels, radio triggers sections (see section below) as required then click save. Wait for the save complete box. When this confirmation box is displayed the information has been saved successfully, click OK to continue. The speech module settings can also be altered for the individual resident. It is recommended that this is only done by a trained individual (see section below).

Note: If the new resident doesn't appear immediately, click on the blue 'residents' button or refresh your web browser.

Inactivity Feature

If the resident requires inactivity monitoring, tick the inactivity feature box and click save. Then click on the green arrow to open up a new window to set up the inactivity periods for the resident (see screen below).

Inactivity schedule window

Click new to add an inactivity time period with a start and finish time (24 hour format, 00:00), then enter an elapsed time in minutes. Then tick/untick the relevant days of the week. Removing the tick turns inactivity monitoring off for that particular day. Click save, then if required click new to add another inactivity monitoring period.

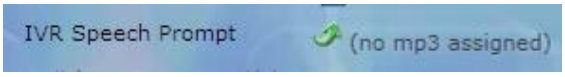
In the example above, an inactivity alarm will be raised if the resident is inactive for any 45 minute period (elapsed time) between 6am-10am and any 30 minute period between 6pm-10pm inactivity will be monitored between 6am and 10am.

Note: inactivity periods should not overlap

Interactive Voice Response (IVR) Speech Prompt

An IVR speech prompt can be recorded for each resident. This message replaces the resident ID each time an alarm is raised to the scheme manager. It helps to personalise the system and helps scheme managers to become more familiar with residents by hearing their name when a call is received from their speech module or registered trigger.

Messages can be recorded via the System Control Panel (see Advanced menu section). When a message is recorded the web browser text changes from ‘no mp3 assigned’ to ‘mp3 assigned’.



Call from Door Panel (s)

Ticking each box enables calls from the particular door to be routed directly to the resident’s speech module. A list of the door panels on the scheme is available on the home page.

Radio Triggers

The radio triggers box enables you to add and remove triggers/telecare sensors for the resident that is listed in the resident information box.

Add a radio trigger

Click on the resident that requires the trigger/sensor, when their details appear in the resident information box, click the add icon in the radio triggers box this will open a new window. In the add trigger window enter the 6 digit trigger id from the triggers bar code (see image below), select the appropriate trigger type, location and a call group (see call groups section). Finally click the add icon. Remember to click the save icon in the resident information box after adding or amending any details associated with an individual resident.

Radio triggers box

Radio trigger label with ID highlighted

Note: This feature is only available for 869MHz telecare radio receivers on the RS485 bus. For more information on how our scheme has been installed please contact your manager. If a radio trigger has already been added to a resident via the SCP then the details of the trigger will appear in the web browser these details can then be altered if required.

Remove a radio trigger

To remove a trigger, click on its ID or name in the radio triggers box. A new window will open, click the delete icon.

Note: The other settings within the radio trigger screen should not be altered unless full training has been provided.

Speech Module

Clicking on the speech module icon opens a new window where advanced settings can be viewed and altered. It is recommended that these settings are only altered by a Tunstall engineer.

Alter a resident

Click on the resident that requires altering. When the resident's details are displayed in the Resident Information box, alter the required fields and then click save. Wait for the save complete box. When this confirmation box is displayed the information has been saved successfully, click OK to continue.

Delete a resident

Click on the resident that requires deleting. When the resident's details are displayed in the Resident Information box, click delete. Wait for the delete confirmation box. When this confirmation box is displayed, check that you are deleting the correct resident and then click OK to delete the record.

Note: All details associated with the resident (including any radio triggers) are deleted

Scheme Managers

Scheme managers can be added to the list by simply typing into the relevant fields and then clicking the save icon. The scheme managers can then be selected as part of a call group (see Call Groups). Scheme managers can also be assigned a panic trigger by ticking the box and entering the triggers 6 digit ID from its barcode.

Scheme Managers Screen

The scheme manager IVR setting box enables you to select which elements of the voice message the scheme managers should hear when they receive an onsite alarm call, this is split into the following:

- Announce header – announce ‘alarm call from’ at the start of the call
- Announce footer – announce ‘press * to select’ at the end of the alarm message
- Announce clear instructions – announce ‘press 0 to clear the call’ when an alarm is selected
- Announce trigger locatability message – announce which radio receivers detected the radio trigger
- Announce location – announce location of the telecare sensor
- Announce select success status – announce the call selection status
- Announce hangup message – announce ‘please hangup or press * to call another resident’ when a call is cleared

Click the save icon to save any changes.

Control Centres

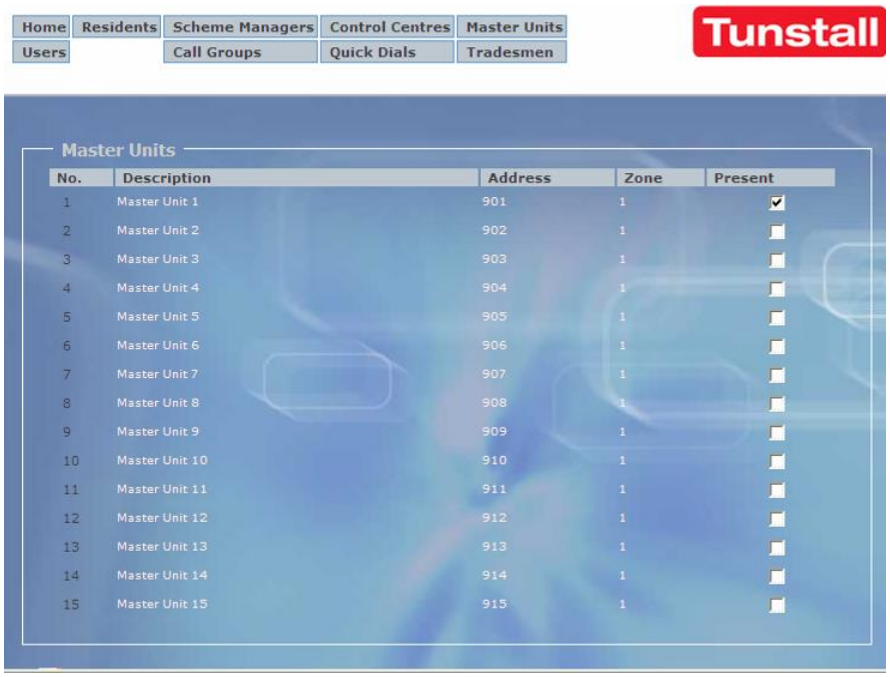
Multiple control centres can be added to the database. This may be used for example to direct particular resident calls to one control centre and other residents to another.

Type in the details of the control centre and then click save. The control centre should then be set up as part of a call group (see Call Groups).

Control Centres Screen

Master Units

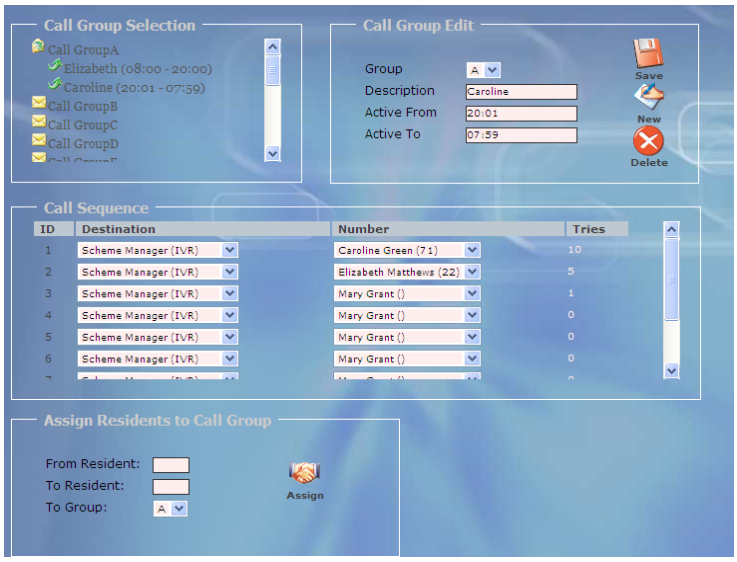
For entry level systems using master units (see ‘Using the Entry Level System’ earlier in this user guide), the master unit screen enables multiple master units to be added to the database. Type in the details of the master unit and then click save. The master unit should then be set up as part of a call group (see Call Groups).



Master Units Screen

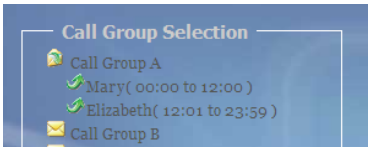
Call Groups

Call groups provides a highly flexible way of routing alarms calls to the most appropriate recipient (Scheme Manager, Master Unit or Control Centre).



Call Groups Screen

Setting up a call group



Click on the envelope icon next to the call group you wish to set up in the Call Group Selection box. This displays any time periods the call group is split into.

Click on the text next to the green arrow (name and time), the details of this time period are then displayed in the Call Group Edit Box. Edit these settings by changing the text in the boxes. Ensure that the times are in 24 hour format (00:00) and that they do not overlap with another time period within the same call group. Then select the destination in the Call Sequence box (Scheme Manager IVR, Master Unit or Control Centre), when this is selected the specific number/recipient can then be selected from the drop down list. This list is populated following information inserted in the sections Scheme Managers, Control Centres and Master Units (see relevant section of this guide).

If multiple times periods are required within one call group, click the new icon then enter the details for this time period ensuring the times do not overlap (see below).

In this example call group A is split into two, alarm calls from residents assigned to call group A will go to Mary between 00:00 and 12:00 and will then go to Elizabeth between 12:01 and 23:59.

Note: Unanswered calls or those generated outside the times of a call group are directed to the control centre.

Assigning residents to a call group

In the assign residents to call group box, enter the resident ID values that are required to be assigned to a specific group. Then select the call group to which they should be assigned. Finally click the assign icon.

Quick Dials

Quick Dials enables the scheme manager to quickly call other schemes or a remote phone using the System Control Panel. The quick Dials are simply set up by entering the description and telephone number in the required fields along with the telephone line and type. Then click save to save the settings. These quick dials will then be available via the SCP.

Tradesmen

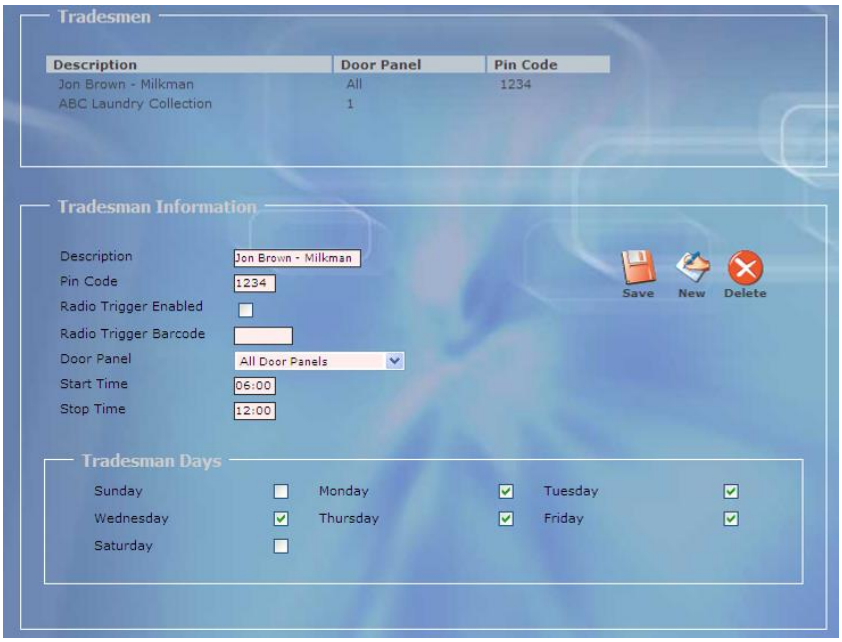
Tradesmen access codes for the door entry panels can quickly and easily be set up using this page. This could be to enable the milkman to access the building without having to press the buzzer each day and disturb the scheme manager or any residents.

Add a tradesman

Click the New icon in the Tradesman information box, enter the description of the tradesman (e.g. milkman) then choose how they should enter the building. There are two options:

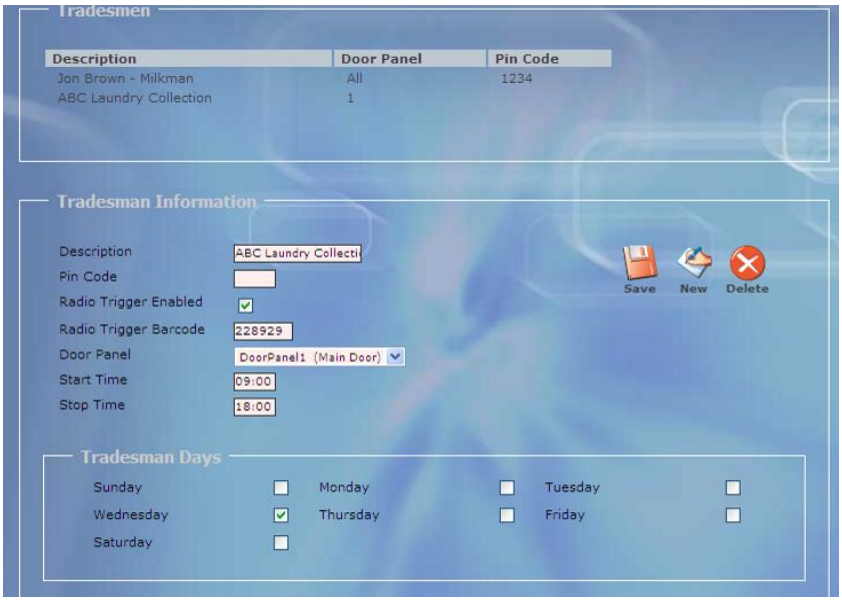
- **Pin code entry** – this allows the tradesman to enter a pin code into the door panel (s) to gain access.
    - To set this option, click the new icon then enter a Pin Code in the box and leave the radio trigger enabled box unticked, select the door (s) through which access is authorised and the times and days during which the tradesman should have access (see example below). Click save to save the tradesman's details.

Note: This feature is only available for 869MHz telecare radio receivers on the RS485 bus. For more information on how our scheme has been installed please contact your manager.



Tradesmen Screen with Pin Code entry

- **Dedicated trigger** – the tradesman must carry this trigger with them and press the trigger to gain access, upon pressing the trigger the appropriate door will be released (for security reasons only 1 door can be selected with this entry method e.g. All door panels cannot be selected).
    - To set this option, click the new icon then tick the radio trigger enabled box, enter the 6 digit radio trigger ID on the trigger barcode, select the door that should be released and select the times and days during which the tradesman should have access (see below example). Click save to save the tradesman's details.



Tradesmen Screen with trigger access enabled

Amend a tradesman

Click on the tradesman's description in the Tradesmen box, then make the necessary amends and click save.

Delete a tradesman

Click on the tradesman's description in the Tradesmen box, then click delete.

Blank Page

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