



Communicall Vi

Leading housing technology solutions for supported living



Tunstall's latest supported living solution, offering an integrated platform for the delivery and management of communications, telecare, door entry and access control.

What is Communicall Vi?

Communicall Vi is an easy to use, integrated system which has been designed to support efficient care delivery by providing real-time information, bespoke management reporting and a flexible platform to offer needs-based telecare solutions for residents with diverse, changing requirements.

The interactive system can be configured onsite using its system control panel, or via Tunstall's Housing Services Portal (HSP), a touchscreen scheme management application designed to help prioritise and manage care delivery. Communicall Vi can also be configured remotely via the internet.

Key features include:

- Newly styled speech module with choice of mounting options and colour combinations
- DDA compliant door panel with optional integrated access control and camera
- 'I'm OK' button to support resident independence and efficient care delivery
- The system can operate on legacy infrastructure cabling or latest Cat6 wiring platform
- A platform for telecare excellence
- Integrated door control option

Who is it for?

Communicall Vi is a scaleable communication system that is suitable for use in a wide range of grouped living environments, including sheltered housing, residential care, nursing homes and extra care schemes. The system delivers safety and security for residents, without encroaching upon their independence, and also provides managers with information to deliver effective, high quality care.

Whether incorporated into a new-build specification or used as a cost-effective option for re-modelling an existing provision, Communicall Vi meets the needs of today whilst providing a platform for the changing needs of residents and providers now and in the future.

Features

The latest generation of Communicall offers flexibility, choice, and a wealth of new functionality in a single system which is adaptable for a wide range of housing and care models. It supports people with diverse needs including dementia, learning disabilities and physical and sensory impairments.

Management and Operational Features and Benefits

Supports flexible resourcing

- onsite – calls sent to DECT handsets, cordless handsets or pagers individually or in groups
- offsite – calls sent to monitoring centre
- local offsite – calls can be temporarily diverted to mobile number (allows permanent off-site operation)
- pager mode enables specific alarm calls to be directed to pagers
- alarm calls allowed to and from other sites
- mobile staff working enabled via GSM
- wired sensors e.g. pull cords can be tested locally at speech module without raising alarms

Person-centred solutions

- flexible call routing to specific care teams by resident/time of day/day of week sensor type etc.
- door calls to concierge and cancel at source operation configurable on a per resident basis
- inactivity and/or intruder monitoring to protect resident wellbeing
- personal trigger locatability to support efficient response times

High quality speech

- hands free voice switching (HVS) for natural 'telephone like' conversations
- options to use VOX or 'push to talk' where situations demand
- dual speech channels allows two speech alarm calls to be handled at same time
- voice message function allows message to be left for selected or all residents
- broadcast speech option allows Scheme Manager to speak to all residents simultaneously

Safe and secure

- system continually self-checks and generates fault reports
- system settings are automatically backed-up
- category one radio receivers for reliable transmission and receipt of sensor alerts

- all events logged can be accessed onsite or remotely via internet connection
- supports integration of PNC calls history with scheme manager calls history
- BSI quality compliant for the Design, Manufacture, Installation & Service of Emergency Alarm Systems
- Panic alarm function

Easy to use and configure

- routine operations performed on simple to use

System Control Panel (SCP)

- configuration and management information via web browser or Housing Services Portal (HSP) including remotely over internet
- telephone calls can be made through the DECT handset improving efficiency
- integrated access control means only one system to configure and manage
- fire system integration

Alarms reported by clear, unambiguous text and/or spoken messages

- text notification to DECT/cordless handsets or pagers
- spoken message to other telephone devices (length is configurable)
- ability to record speech tags e.g. "smoke alarm, Edna Brown"

Real-time display of resident activity

- I'm OK button on speech module supports resident safety and independence
- allows morning call round to be prioritised
- provides a more efficient and less intrusive alternative to other inactivity reporting solutions
- accessible as traffic light colour coded dashboard via HSP
- activity monitoring can be configured to take place over multiple time periods

Resident Features and Benefits

Contemporary styled speech module

- designed following extensive customer insight programme
- simple to use with alarm, away, I'm OK and door entry buttons
- message waiting notification via LED and audible tone
- privacy function gives greater control
- high quality speech
- volume level can be adjusted on a per-resident basis

Integrated door entry system

- receive door entry calls directly through speech module, no requirement for separate handset
- remote door entry control for residents with limited mobility
- ability to view door caller on TV screen for added security
- progressive door entry feature minimises inconvenience to resident and callers
- optional integrated access control
- optional door entry handset

Simple to use intruder system

- range of arm and disarm options e.g. home/away button, dedicated radio trigger and keyswitch
- additional reassurance of a monitored alarm call in event of intrusion

Supports full range of Tunstall telecare solutions

- solutions to support specific conditions such as epilepsy, dementia, learning disabilities
- equity of access supported by additional options such as sounders, pagers and vibrating alerts
- solutions such as remote door opener for people with limited mobility
- DDA compliant door panel with LCD display and tactile buttons
- I'm OK function enables resident to indicate care need
- optional unobtrusive activity/inactivity monitoring using PIRs

Functionality configurable on a per resident basis

- telecare support can be tailored to individual residents and accommodate changing circumstances
- door entry calls can be routed to staff on a per resident basis, providing concierge functionality
- individual resident profiles created enabling their choices and preferences to be managed

Enables choice

- choice of colour combinations and mounting options (portrait/landscape/flush)
- door entry handset option for speech module

Housing Services Portal

The Housing Services Portal (HSP) is a pioneering scheme management application that runs on a Windows PC. It connects via WiFi to your Communicall system to give you a live view of residents' activities as they happen, and enables you to interrelate various factors in order to prioritise and manage their care.

Key features and benefits:

- Optimises care management time
- Improves operational efficiency
- Facilitates risk assessment and reassessment
- Reduces administration costs
- Graphical resident activity
- all system activity recorded and can be viewed locally or remotely



Additional features

Combined door entry and video

Door entry can be easily and cost effectively incorporated into Communicall Vi systems. Resident speech modules have additional buttons added including door entry privacy. The door panel will allow visitors to call either residents or on-site staff. When in off-site mode the monitoring centre also has the option to be able to view and speak to the visitor before releasing the lock, using the same workstation - this requires an internet connection.

DDA door panel

An enhanced DDA door panel also provides HVS speech and an LCD display to allow visitors with hearing or visual impairments to gain access to the scheme. Features include audible user instructions, illuminated visual display, door open indicator, raised "pip" on central button 5 dedicated trades' buttons and ABC buttons. The 4 line LCD display can be customised with the name of the scheme, and includes instructions on how to use the panel.

Call panel

Where combined door entry may not be required, then a means for visitors to be able to call the manager from an external point is often required. The call panel is a single button panel designed to meet this need. It may also be used as a call point from a lift.

Progressive Door Entry

In sits with multiple door panels, a caller can be optionally permitted passage through securing door if access has been granted at primary door panel.

Integrated Access Control

The management of keys to the main scheme door can become an issue. The key fob system provides a fob for every resident and staff as required. Fobs can be easily added or deleted on-site to aid the overall security of the site.

Mobile phone

With the reducing costs of mobile phones and increased coverage they are increasingly being used as an alternative to DECT/cordless systems. They are particularly useful in locations that are quite dispersed or those consisting mainly of disparate bungalows.

Voice Extender Terminal (VET)

Additional speech terminal device that extends the speech coverage over and above that available from the standard Communicall Vi speech module.

Remote release keysafe

The safe holds the scheme's master key and can be opened remotely by a monitoring centre in case of the emergency services requiring access.

Broadcast speech

Messages that need to be communicated to all residents immediately can be broadcast from either the DECT/cordless handset, a mobile phone or from a PNC monitoring centre.

Fire alarm interface

When the fire panel is activated it may also raise a call on the system. This ensures that the monitoring centre is aware of the situation on site and can take appropriate action. Suitable outputs from other equipment may also be linked to the system eg boiler fail alarm.

Door open alert

Typically used to protect fire exits and the main front door, the door open alert generates an alarm if the door is left open and therefore vulnerable to unauthorised people entering the scheme.

DualCom SafeLink® option

SafeLink ensures the continuous protection of people and property by providing a secondary communication path using any GPRS mobile network should the system detect a call from the fire alarm panel whilst the landline is in use. SafeLink also continuously monitors telephone lines and raises the alarm at the monitoring centre if it detects a fault.

'I'm OK' functionality

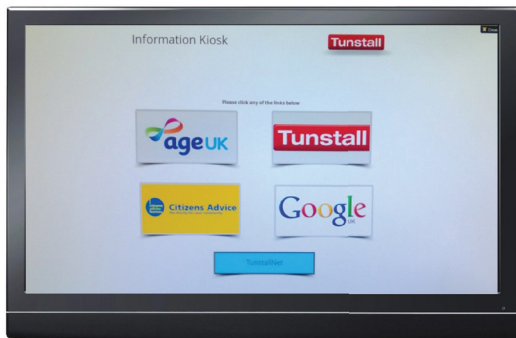
The I'm OK button on the Communicall Vi speech module has been designed to enable residents to easily control whether they receive a morning call from the onsite team to check on their wellbeing. Pressing the dedicated button on the speech module will register on the Communicall Vi system, ensuring the resident is not disturbed unnecessarily. This will also change the resident's colour status on the HSP activity dashboard to green for active, enabling staff to prioritise care delivery at a glance.

Enhanced services

Resident support

Systems can also include innovative options giving residents access to a wealth of relevant information and the means to access digital services.

An information kiosk enables residents to report a repair, check their rent balance, do online shopping and much more with ease in a secure online environment and with the support of staff if required.



The digital notice board is a large wall mounted screen in the communal area providing all the latest news, weather and information about social events relating to the individual scheme. The system is easily updated via local or remote staff.

Future proofing

The Communicall Vi system protects your investment by ensuring it will provide a reliable platform for many years to come, offering the opportunity to develop and upgrade the system as required.

- additional functions (e.g. intruder monitoring) can be easily added at a later date
- supports internet connectivity for remote configuration etc.
- configurable to use protocols including Tunstall TT21 for reliable performance, advanced telecare reporting and information encryption
- supports Tunstall's patented STMF protocol for proven reliability over NGN (Next Generation Network) and mobile networks
- software upgradeable to support future new functionality
- system may be wired using Cat 6 structured cabling to support future technologies
- system upgradeable to partial or full IP operation



Typical Communicall Vi system

Communicall Vi utilises an advanced control unit with speech modules and offers configuration via a web browser or system control panel. Communicall Vi can be installed as part of a new system installation or can be provided as an upgrade to an existing Tunstall system. It has been specifically developed to enable the complete utilisation of the flexibility of telecare in grouped housing schemes.



About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform community-based health and social care, and enable people to live independently and with an improved quality of life.

Tunstall's Connected Health and Care solutions are underpinned by IP enabled platforms and infrastructure, supporting the innovative use of technology including IoT, SaaS and cellular communications. It offers an end-to-end solution, including training and consultancy, service and maintenance, and monitoring services which make more proactive and personalised models of care possible, and focus health and care teams where they are most required.

Tunstall works with social care providers, healthcare services, retirement living providers, and nursing and care organisations in 38 countries, improving the lives of millions of people, including those living with dementia, learning disabilities, physical disabilities and long term health conditions.

The Tunstall logo consists of the word "Tunstall" in a white, bold, sans-serif font, centered within a red rounded rectangular background.