# Communicall Vi IP

## Manager User Guide

# Contents

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# 1.Introduction

Communicall Vi IP 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.

This user guide is designed to help Scheme Managers to understand and operate the basic operational features of Communicall Vi IP for the different system versions.

The system consists of a number of parts as detailed in the following text: -

**Control Unit**
The Control Unit (CU) performs the central control functions of the system. The unit also incorporates a backup power supply that will keep the system operational, in the event of a failure of the mains supply.

**System Control Panel (SCP)**
The System Control Panel (SCP) allows the user to perform certain system configuration tasks. The SCP user interface is menu driven, with illuminated keys indicating available user options.

**Resident  IP Room Unit**
This is a touch screen telephone that is placed within the residents property. The telephone is the device that provides audio communication between the staff DECT handset and the resident in an emergency call situation. Further details can be found in the Resident User Guide.

**Speech Module**
Communicall Vi speech modules may be fitted in communal areas of the building. This is to allow visitors or residents to raise alarms when not within their property if they do not have a personal radio device.

**Door Entry System**
Door Panels are usually fitted at the main entrance doors to a site. Visitors can make a call direct to residents (handled on IP Room Unit) or to on-site staff via the DECT handset. Access control (fob system) is usually incorporated into the door entry system.

**Telecare Receivers**
Receivers are fitted around the building to provide coverage for radio devices, e.g. personal radio triggers.

**Remote web browser programming**
The Communicall Vi IP web browser enables more complex system settings to be configured remotely and provides the ability to configure settings on a per resident basis. See the web browser section of this guide for detailed instructions on how to use the web browser.

# 2. Main System Components

## 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 of the 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.





Mains switch

Battery indicator
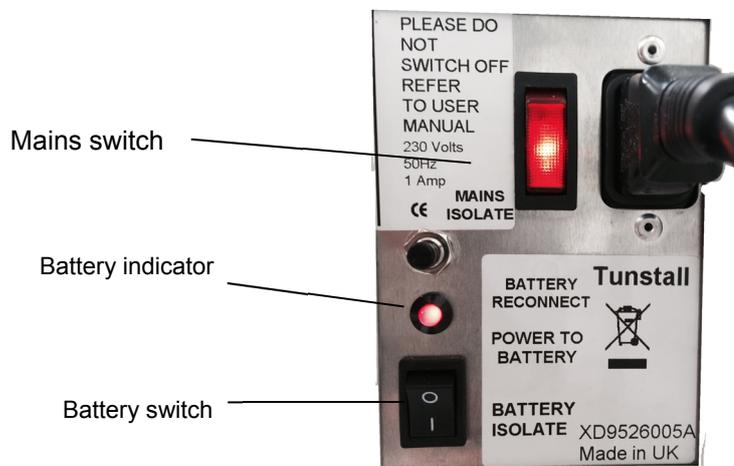
Battery switch

### 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.

## IP Room Unit

The IP Room Unit (GXV3240) consists of a handset, a keypad and a touch screen. The IP Room Unit (GXV3275) consists of a handset and a large touch screen. The telephone is preconfigured and requires no setting up.

The IP room Unit provides an audio channel when the resident raises an alarm call.

The IP Room Unit can also be used by the resident for free resident to resident telephone calls. Calls from staff to the residents are also free. It is not possible to make outgoing telephone calls via the IP Room Unit.

## Speech Modules

**What does the speech module look like?**

The following Communicall Vi speech modules may be used on your system in communal areas or a residents property. The 3 Button model has an alarm button, I'm OK button and a Home/Away button which is generally fitted in communal areas. The six button module can be fitted in residents properties.

Each speech module can be fitted with an optional pullcord. The alarm button when in an idle state can be set by the installer to be illuminated to help users locate the button in the dark

The modules can be orientated in landscape or portrait, the orientation of either model has the same buttons

In addition to the red alarm button, speech modules with 3 buttons have a Home/Away button and a I'm OK button these are not used in communal areas.

**To raise an alarm**
Press the alarm button or pull the red alarm pull cord. This will then generate an alarm call that will be delivered to the DECT handset or the control centre depending on the site status.

## DECT Handsets

The telephone should be charged each day when not in use for 3.5 hours. The handset will give up to 150 hours of standby use or 15 hours active talk time. The handset has numerous personalisation options, these are explained in further detail in the handsets user guide.

Volume Up/Down Buttons

On/Off Hook Button

**Turning the Handset On or Off**

• ON: Press the ☎ key for 1/2 second.

• OFF: Press the upper left key for 3 seconds. When prompted with Yes and No, select the Yes key.

# 3. System Operation

## Quick Start Guide

### Resident Numbers & Phone Numbers

Each resident has a 3 digit resident number e.g. 015 which is normally related to the number of the property they live in e.g. Flat 15. The IP Room Unit has a 4 digit telephone number in the format 2xxx – where xxx is the resident number.

e.g. Flat 15, resident number 015, IP Room Unit phone number 2015

When alarm calls are reported via the DECT handset, the resident number is normally used (although it is possible to configure the system to report e.g. Flat 15)

When calling residents, using the DECT handset, then the IP Room Unit phone number should be entered  e.g. 2015. The resident IP Room Unit will ring and the resident will need to answer the call manually. If the phone number is preceded with 10 e.g. 102015, then the IP Room Unit will automatically answer the call, without the resident needing to manually answer the call.

### Answering an alarm call using the DECT phone

When an alarm is generated on the system the alarm message will be sent to the handset as a paged message and be displayed on the handset, in the example shown opposite. The first line is the description of the device that has raised the call. The second line indicates the residents ID or name depending on how your system is configured

Pullcord
0002

**Before selecting the call take note of the caller in case you need to visit the property.**

- When the alarm message is presented on the display of the handset press the ☎ button. Take note of the IP room units ID before selecting the call.
- An audio path will automatically be connected to the IP Room unit
- Speak to the resident
- To clear the call, press the ☎ button.

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

### Answering a call from a  Door Panel
- When a call is received from a door panel it is presented on the display of the handset as a message identifying the door panel. Press the ☎ button to connect with the door caller.
- An audio path will automatically be connected to the door panel
- Speak to the visitor
- To release the door press 3 on the handset
- To clear the call press the ☎ button.

**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 (IP room Unit) using the DECT phone
- Take the phone off hook by pressing ☎ button, then dial the residents IP Room Units telephone number. The residents number is 2XXX, XXX is normally related to the property number E.G. to call flat 11 then dial 2011.
- Wait for the resident to answer the call.
- Speak to the resident

- To end the call, hang up by pressing the ☎ button.

**Receiving an external call using the DECT phone**
- When the phone rings (CLI will be shown if enabled), answer the call by pressing ☎ on the handset.
- The caller will be connected straight to the handset.
- To end the call, hang up by pressing the ☎ button.

**Making an external call using the DECT phone**
- Take the phone off hook by pressing ☎ button.
- Dial the required telephone number, with a prefixed 8 E.G 8 01977 123456

**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.

**Calling another member of Staff using DECT phone**
- Take the phone off hook by pressing ☎ button, then dial the staff members handset telephone  number. The staff members telephone number is 60XX, XX is related to the handset number E.G. to call handset 1 then dial 6001
- Wait for the other party to answer the call.
- To end the call, hang up by pressing the ☎ button.

**Switching off-site using the DECT phone**
- Take the phone off hook by pressing ☎ then dial the system number 6098
- 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 6098
- 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 Alarms from Remote Sites**
Alarm calls from remote sites will be presented as a spoken message.

- The DECT handset will ring
- Take the phone off hook by pressing ☎ button and listen to the spoken message
- Press * to accept the call – remember to record details of the call before accepting the call
- Speak to the caller
- Press 0 to end the call and then hang up

**Broadcast Speech Calls**
This feature allow you to broadcast a speech message to all or selected groups of residents.
Dial 901x (x = 0 is speak to all residents or x = 1-8 to speak to a group of residents

- Take the phone off hook by pressing ☎ , then dial the system number 901x
- Speak to residents – note speech is one way only from you to residents
- Hang up when complete

## System Control Panel (SCP)

The System Control Panel (SCP) in mainly used to perform various system configuration tasks. The SCP user interface is menu driven, with illuminated keys indicating available user options. The SCP will have a big button telephone connected to it, this is used for various call related features as detailed later.

### Standby and Initial Screens

**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.

```
○                    23:59                    ○

○                  01/07/2016                 ○

○                   On Site                   ○

○                 * To Unlock                 ○
```

*Figure A.1 Standby Screen*

**Initial Screen**

```
○                    23:59                    ○

○                  01/07/2016                 ○

○                                             ○

⬤   Menu                      On Site   ⬤
```

*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).

### Change Site Status

This screen (Fig. A.3) enables the user to change the current site status to either On Site or Remote Off Site. When in On Site mode, an alarm's call group settings are processed as normal. In Remote Off Site all alarms calls are routed to the specified Monitoring Centre numbers for the system.
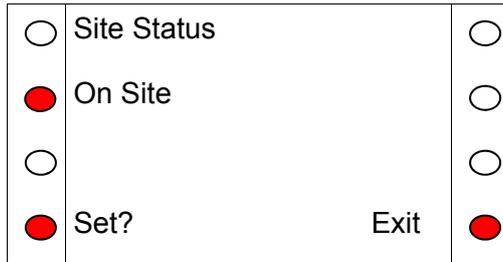
*Figure A.3 Site Status Screen*

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 'Quick Dial' another site. |
| **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. |
| **Access Ctl** | Access Control allows the addition and removal of access fobs |
| **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. Or pressing the > key will move the menu downward.
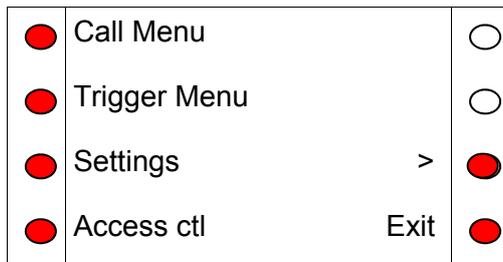


*Figure A.4 Main Menu Screen*

## Call Menu

The only option which may be relevant to the Vi IP system is Quick Dial which is used if the system has been configured to contact residents on other sites

*Figure A.5 Call Menu Screen*

**Quick Dial**

The Quick Dial 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 Vi IP web interface. These could be other remote schemes.

## 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**

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.9 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.

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 |

```
  ●  Time 23:59                ○

  ●  Date 01/07/2016           ○

  ●  Keypad Sounds             ○

  ●  On Site          Exit     ●
```

*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).

```
  ○  Time:               ○         ○  Date:               ○

  ○  23:59               ○         ○  01/07/2016          ○

  ○                      ○         ○                      ○

  ●  Delete        OK    ●         ●  Delete        OK    ●
```

*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**      Not relevant to Vi IP system

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.16 Restart Menu*

## Access Fobs

The system may be equipped with the Tunstall fob access system. This allows users who are issued with a fob to gain access through certain doors that are equipped with a reader. The reader is normally mounted within the door panel or next to a warden call panel. The fob that is used to gain access is a device that does not require any maintenance or batteries.

**Adding a fob**

All fobs that are added to the system are assigned via the SCP. If the SCP shows Press * to unlock, press the * key or select Menu, using the keys next to the display.

```
 ○              23:59              ○

 ○            01/07/2016           ○

 ○                                 ○

 ●   Menu              On Site     ●
```

Select 'Access ctl' from the menu

```
 ●   Call Menu                     ○

 ●   Trigger Menu                  ○

 ●   Settings                      ●

 ●   Access ctl           Exit     ●
```

Now select Add Device.

```
 ●   Add Device                    ○

 ●   Delete Device                 ○

 ○   Settings                      ○

 ○                       Exit      ●
```

The following menu, has four stages that need to be completed. First start by selecting ID from the menu.

```
 ●   ID                            ○

 ●   Description                   ○

 ●   Group                         ○

 ●   Save                 Exit     ●
```

Enter the ID of the fob by using the numeric keypad, only enter the group of 5 digits on the rear of the fob. Once entered, press the button OK button.

```
 ○ | ID :                    ○
 ○ | _ _ _ _ _              ○
 ● | Clear                   ○
 ● | OK            Exit       ●
```

Next assign a description of who the fob will be assigned too. This is a numeric description generally the flat number. Use the SCPs keypad to enter a numeric description up to a maximum of 5 digits. Once the description is entered press OK.

```
 ○ | Description             ○
 ○ | _ _ _ _ _              ○
 ● | Group                   ○
 ● | OK            Exit       ●
```

Now we must assign the fob to a group. The group the fob is assigned to decides which doors the fob can release. The groups are pre-set at the time of installation and are recorded by the installation team in the back of this manual.

When group is selected from the SCP menu, it is possible to scroll through the groups which are referenced as a numeric value. When the correct group is selected press the OK key.

```
 ○ | Group                   ○
 ○ | 1                       ○
 ○ | `                       ●
 ● | OK            Exit       ●
```

Once all the details have been entered for the fob, press the Save key.

```
 ● | ID                      ○
 ● | Description             ○
 ● | Group                   ○
 ● | Save          Exit       ●
```

**Deleting a fob**

If a fob is no longer needed it is possible to delete this from the system.. If the SCP shows Press * to unlock, press the * key or select Menu, using the keys next to the display.

```
  ○              23:59              ○
  ○             01/07/2016          ○
  ○                                 ○
  ● Menu                  On Site   ●
```

Select 'Access ctl' from the menu

```
  ● Call Menu                       ○
  ● Trigger Menu                    ○
  ● Settings                        ●
  ● Access Ctl            Exit      ●
```

Now select Delete Device.

```
  ● Add Device                      ○
  ● Delete Device                   ○
  ○ Settings                        ○
  ○                       Exit      ●
```

Once Delete Device has been selected enter the numeric ID of the fob that needs to be deleted using the keypad on the SCP.

```
  ○ Delete                          ○
  ○ _ _ _ _ _                       ○
  ● Clear                           ○
  ○ Delete                Exit      ●
```

If the fob ID that is entered is recognised by the system, the delete key will become available. This will be indicated by the red LED been illuminated near the word 'Delete'  Press the delete key to remove the fob from the system.

## Web Browser

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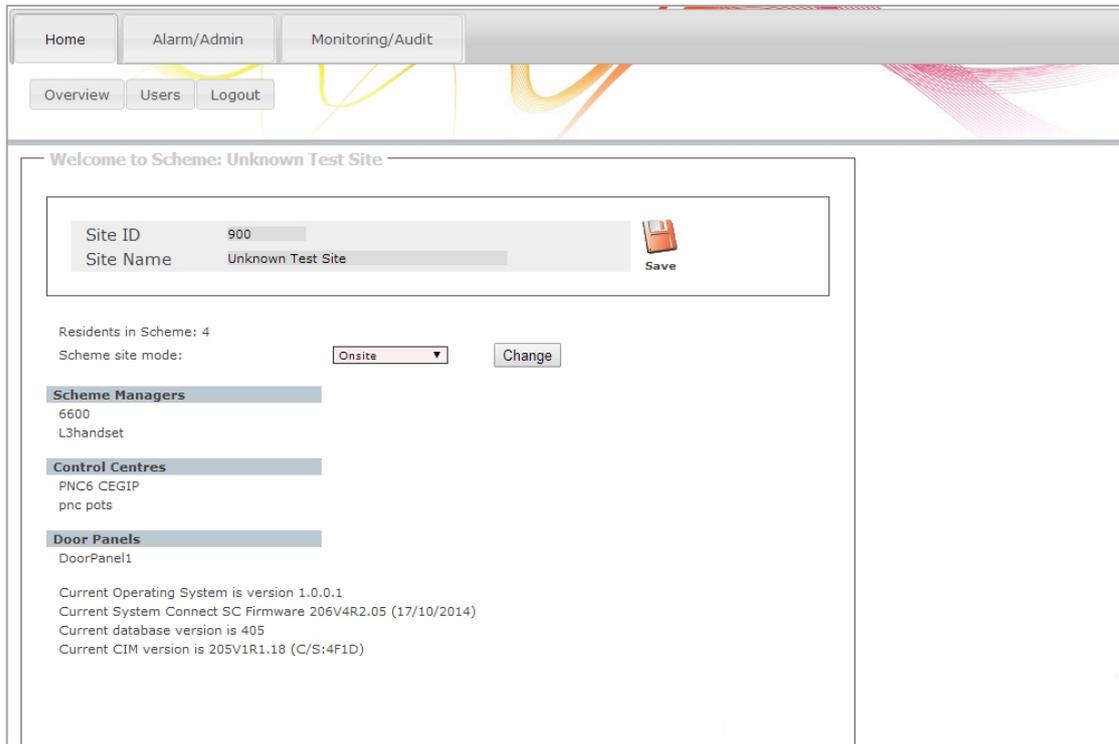


### Login

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 highly recommended that the default username and password is changed 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.

### Navigation

To navigate through the site, click on the tabs at the top of the page.



Please Log In

Welcome to Site 900, NEXT GEN

Today's daily code is 33347

Enter Username

Enter Password

Login

SMS Details: '285 33347 nextgen'

Note - SMS is NOT sensitive to either case or whitespace in the site name and there are spaces separating the first two numbers.

**Overview Page**



The overview page provides an overview of the scheme including:

**Site ID and Name** - these can be changed by 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.

## Users

You can change your username and password by clicking on Home button then selecting Users. You will be prompted to enter your existing password and then to enter a new Username and Password. Once all the details have been entered press the change button.



## Residents

The Residents page (Alarm/Admin tab then elect Residents tab) provides detailed information on each resident within the scheme including their ID, name, address, features enabled 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.

There are fields that can be filled E.G. address and name, these are useful for visiting house mangers. If any changes are made click the Save icon.

## Inactivity Feature

The Inactivity feature is a way of monitoring a person's activity. This can be via a movement detector (PIR) fitted in the property or them using the I'm OK button.

**Configuring Inactivity Monitoring**

If the resident requires inactivity monitoring, first select the resident in the resident list as shown on the previous page. Check the inactivity feature box and click the save button.

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 Schedules ForJane Smith**

| Start Time | Finish Time | Elapsed Time(Mins) | Mon | Tue | Wed | Thur | Fri | Sat | Sun | Remove |
|---|---|---|---|---|---|---|---|---|---|---|
| 06:00 | 10:00 | 45 | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ✖ |
| 18:00 | 22:00 | 30 | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ✖ |

Save    New

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. The elapsed time is the number of minutes some activity should be detected otherwise an alarm will be raised.

Then check/uncheck 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.

**Note:** inactivity periods should not overlap

**How Inactivity works**

For this example we shall assume monitoring is active between 6am and 10 am with an elapsed time of 60 minutes.

Once the time is 6am the monitoring will start, and the 60 minute timer will start to count down to zero. When a resident moves and activates their movement sensor and/or presses their I'm OK button this generates activity which resets the elapsed timer. If the resident does not move or press the I'm OK button the elapsed timer will expire and an alarm call will be raised when 60 minutes has expired with no activity.

## Activity Monitor

The activity monitor is a means of monitoring resident's activity without the system raising an alarm when a resident hasn't generated activity. This is useful if you only want to call residents that have not been active after 10 am every day. The activity view can be found under Monitoring/Audit tab.

Activity monitoring detects resident's activity using a movement sensor (PIR) or the resident pressing their I'm OK button. The information is displayed as a list in a traffic light format.

Red indicates the resident has not been active. Green indicates the resident has been active. Yellow indicates the residents speech module is set to Away.

**Configuring Activity Monitoring**

If the resident requires activity monitoring, first select the resident in the resident list as shown on the page 29. Check the inactivity feature box and click the Save button. This is all that is required for the resident to appear in the Activity list.

The time the list shown above is reset is controlled by the 'Automatic Reset Time' Use the drop down boxes to choose the hour followed by the minute.

**Viewing the Activity page**

The activity page can be viewed by logging into the scheme and navigating too Monitoring/Audit then choose the Activity tab.

The page automatically refreshes every 60 seconds. It is possible to reset the list so everyone is marked as inactive by pressing the Manual Reset button.

## Allow Calls from Door Panel (s)

Door panels can be configured so visitors can only call certain residents from certain door panels. The system can also be set that when a visitor attempts to call a resident the call is diverted to the house manager.

Select the resident form the residents list, checking each box enables calls from the particular door to be routed directly to the resident's IP Room Unit. A list of the door panels on the scheme is available on the home page.

If you wish to intercept door calls for a resident then uncheck the 'DP Calls : to Resident ' check box. This will then cause the system to send all door calls that were destined for the resident to the relevant call group.

Allow Calls From DP:

| ☑ #1 | ☑ #2 | ☑ #3 | ☑ #4 |
|------|------|------|------|
| ☐ #5 | ☐ #6 | ☐ #7 | ☐ #8 |
| ☐ #9 | ☐ #10 | ☐ #11 | ☐ #12 |
| ☐ #13 | ☐ #14 | ☐ #15 | ☐ #16 |

DP Calls:   to Resident   ☑   OR   to Group   Onsite ▼

## 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.
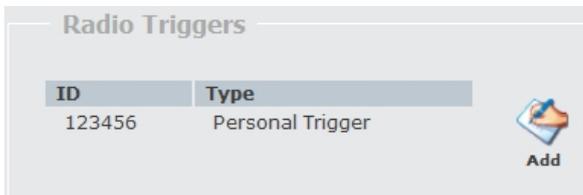


Radio trigger label
with ID highlighted

**Note:** 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.

## Advanced Speech Module Settings

Clicking on the 🗨 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.

## Control Centres

It is possible to change the Control Centre number; this would be used if your monitoring centre changed their incoming number. Identify the old number and delete this and enter the new number and then click save. Do not change the IP Address field unless instructed to do so.

| Control Centres | | | | | | | |
|---|---|---|---|---|---|---|---|
| Description | Telephone Number | Telephone Line | Use STMF | IP Address | Port | Delete | |
| PNC6 CEGIP | 01977662443 | Line 1 ▼ | ✔ | 85.189.97.161 | 5146 | ✕ | New Element  Save |
| pnc pots | 01977662443 | Line 1 ▼ | ✔ | | | ✕ | |

**Note:** STMF should only be enabled if advised by an Engineer.

## 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.

| No. | Description | Telephone Number | Telephone Line | Type |
|---|---|---|---|---|
| 1 | Pine Court | 01302111222 | Line 1 ▼ | Remote Scheme ▼ |
| 2 | QuickDial2 | | Not Set ▼ | Remote Phone ▼ |
| 3 | QuickDial3 | | Not Set ▼ | Remote Phone ▼ |
| 4 | QuickDial4 | | Not Set ▼ | Remote Phone ▼ |
| 5 | QuickDial5 | | Not Set ▼ | Remote Phone ▼ |
| 6 | QuickDial6 | | Not Set ▼ | Remote Phone ▼ |
| 7 | QuickDial7 | | Not Set ▼ | Remote Phone ▼ |
| 8 | QuickDial8 | | Not Set ▼ | Remote Phone ▼ |

Save

The example above has set the Description to a simple to use name that will appear on the SCP. The telephone number and line have been set along with the type of device the system will be connecting to.

## Tradesmen

Tradesmen access codes for the door entry panels can quickly and easily be set up using this page accessed from Alarm/Admin/Tradesmen. This could be to enable the milkman to access the building without having to press the call button 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. Milk Man) 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 unchecked, 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.

**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 check 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.

### 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.

# 4. System Information

## Access Group Log

| Group | Doors Belonging to this Group |
|:---:|:---|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |

## Resident Information

| Resident ID | Phone Number | Dwelling | Fob ID | Broadcast Zone |
|---|---|---|---|---|
| 001 | 2001 | Flat 1 | | 1 |
| 002 | 2002 | Flat 2 | | 1 |
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| Resident ID | Phone Number | Dwelling | Fob ID | Broadcast Zone |
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| Resident ID | Phone Number | Dwelling | Fob ID | Broadcast Zone |
|---|---|---|---|---|

| Resident ID | Phone Number | Dwelling | Fob ID | Broadcast Zone |
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| Resident ID | Phone Number | Dwelling | Fob ID | Broadcast Zone |
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| Resident ID | Phone Number | Dwelling | Fob ID | Broadcast Zone |
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**Tunstall Radio Products Technical Details**

Radio frequency:          869.2125MHz, compliant with the European Social Alarm frequency band

Radio trigger power:      The transmitted power in this band is less than 1mW e.r.p.

**Declaration of Conformity**

Tunstall declare that the radio equipment supplied as part of the Communicall system is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address: **www.tunstall.co.uk/approvals**

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