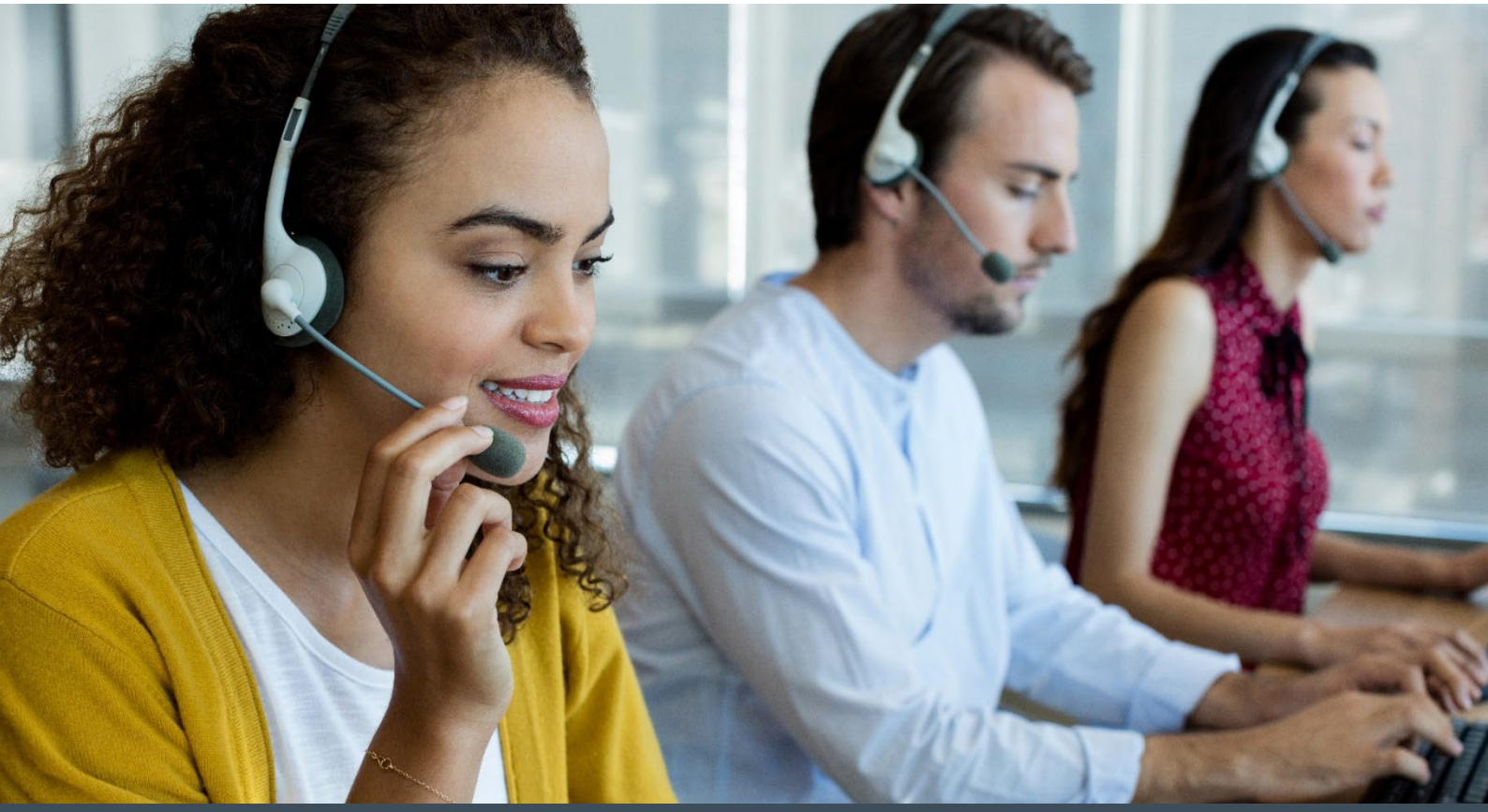
Tunstall



PNC Remote Programming Guide

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Introduction

This document is a guide for PNC Remote Programming.

This is suitable for all Control Centre Managers, PNC Administrators and other staff who need to manage remote programming within the monitoring centre.

This user guide will assist with:

- Remotely programme standard radio triggers
- Programme Date/Time and Reminder facilities
- Enter location codes and alarm sequences
- Save Programming Templates

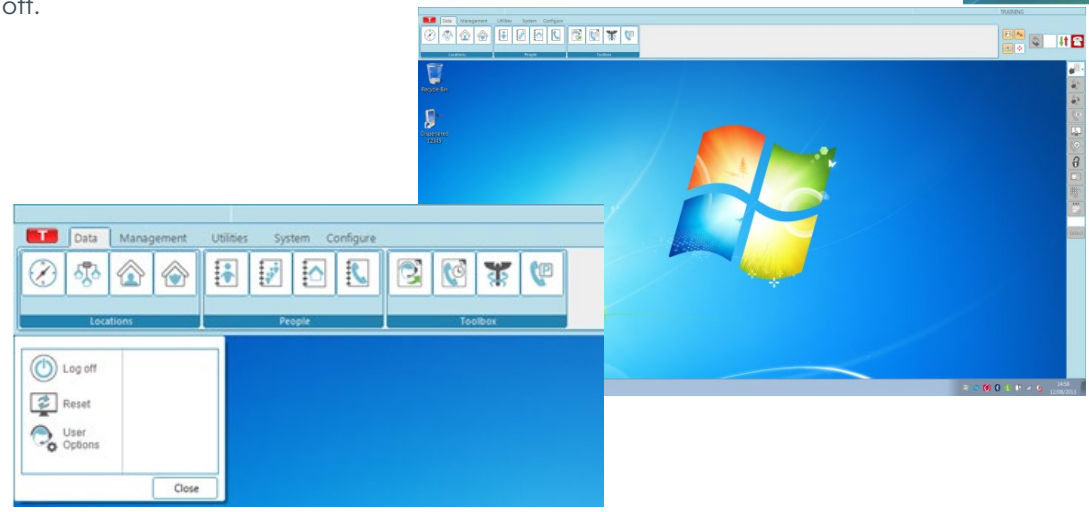
Logging on and off PNC

Enter your username and password; passwords are case sensitive.

Database menus and icons display along the top of the screen and if you have the correct system privileges the call handling icons display down the right-hand side of the screen.

The functions available to you are governed by your user account which has been set up by your monitoring centre PNC system administrator.

To log off, select red **[T]** from the top left-hand corner of the screen followed by Log off.

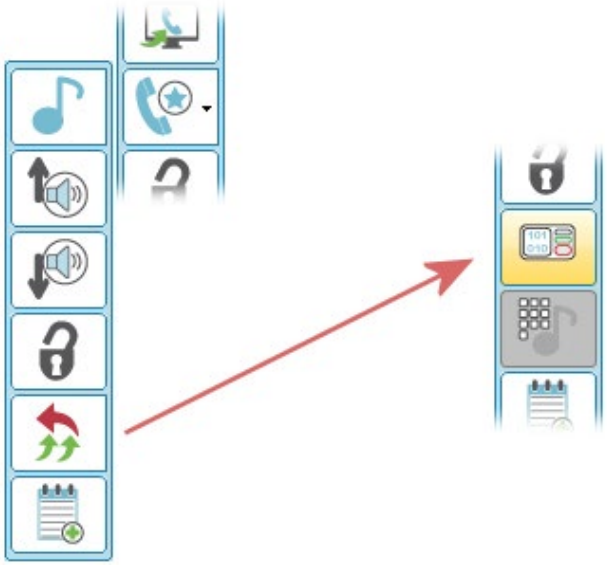


Duplex

Home communications units in dispersed dwellings can be directly programmed from the monitoring centre.

Programming can be undertaken when a call is made from the dispersed unit to the monitoring centre, or when the unit is called from the monitoring centre.

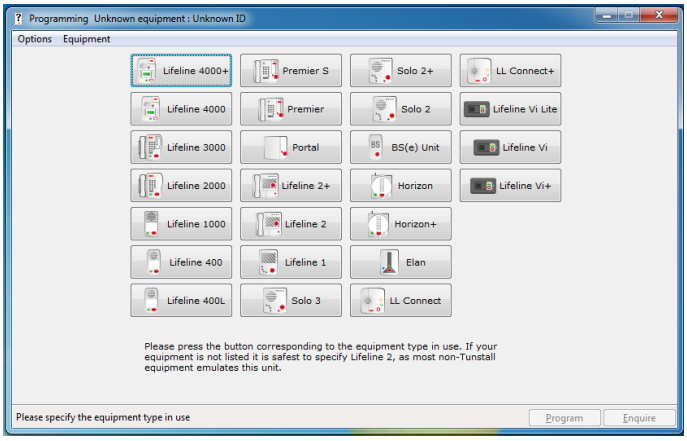
If you call a dispersed unit using either a handset or headset then you will be able to speak to the resident using full-duplex communication (i.e. you will not have to press the Talk button on the call station's speech unit).



However, programming can only take place when there is half-duplex communication. You can either manually switch into half-duplex communication by selecting Change Duplex from the special features button sub-menu, or simply press the programming button and PNC will make the change for you.

Equipment model

Once Program has been selected from the Call menu you can now select the model of the home communication unit from the buttons or the Equipment menu. However, the equipment type will normally be selected for you.



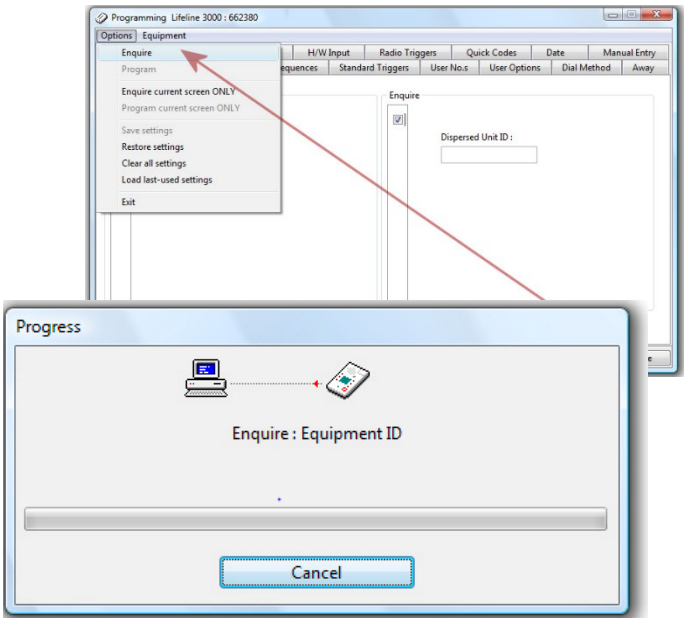
Once you have selected the equipment type (or it has been automatically selected for you) various options are shown in one tabbed window. These options are specific to each equipment type. If you select a different equipment type you will often notice that the number of available tabs alters.

If you select Information from the Equipment menu you will be shown a summary of the capabilities of the particular model you have chosen.

Enquire and programme

Enquire

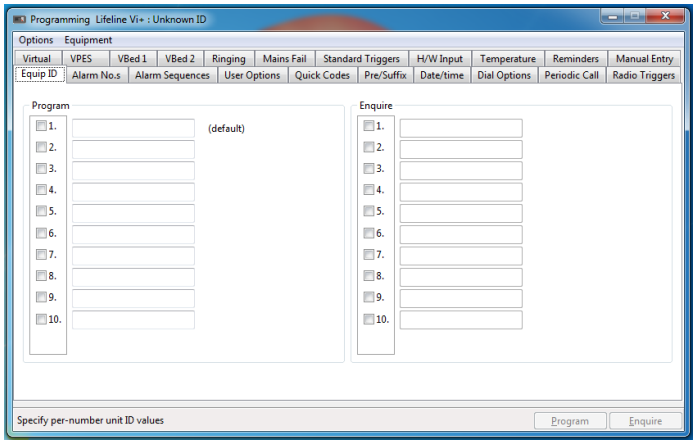
This allows you to discover the existing settings. If you select Enquire then every parameter you have selected for **Enquire** on every tab will be requested from the home unit in question (including the tabs you cannot see). This can take some time. If you select **Enquire this screen ONLY** from the Options menu then only the parameters you have selected on the screen you can currently see will be requested. Pressing the Enquire button in the bottom right-hand corner of the programming screen is the same as selecting Enquire from the menu.



Programme

If you select Program from the Options menu then it will program every parameter you have selected on every tab/screen. If you select **Program this screen ONLY** from the **Options** menu then only the selected parameters from the screen you can see will be programmed. The program button at the bottom right, as for enquire, is the same as selecting Program from the Options menu.

Equipment ID



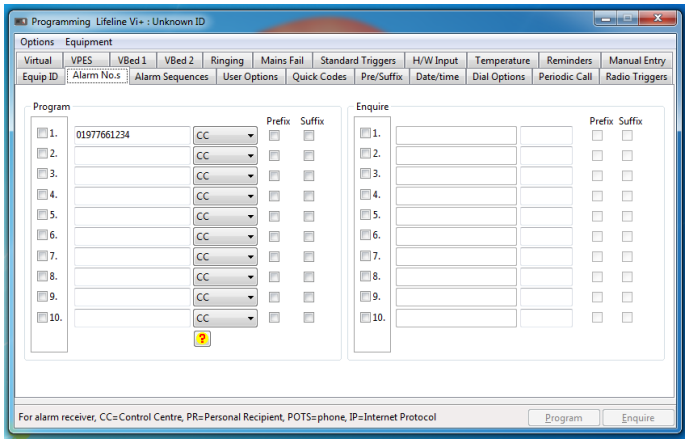
Setting the Equipment or Unit identification number is one of the most common programming tasks.

This is the unique number that the home communication unit sends to the monitoring centre so that PNC can get the relevant information from its database.

Units are normally dispatched from the factory with a fixed easily recognisable value (for Tunstall units this is usually 995), so the first thing that needs doing once a unit is installed is to reprogram its ID value.

If you change this number for a unit already placed in a dwelling, then you must remember to also alter the Unit Ident for the dwelling in the database.

Alarm numbers



The Alarm numbers are the numbers the telephone will call in the event of an alarm activation. Imagine that a smoke alarm connected to the home communication unit has been set off. The unit will call the monitoring centre number.

If the monitoring centre does not answer, or is engaged, then it will call the next number, and the next and so on.

You can find out which numbers are already programmed into the home communication unit by using the Enquire facility. Any of the telephone numbers in the Enquire fields can be dragged across to the program fields, and this can be useful if you want to make minor changes to numbers.

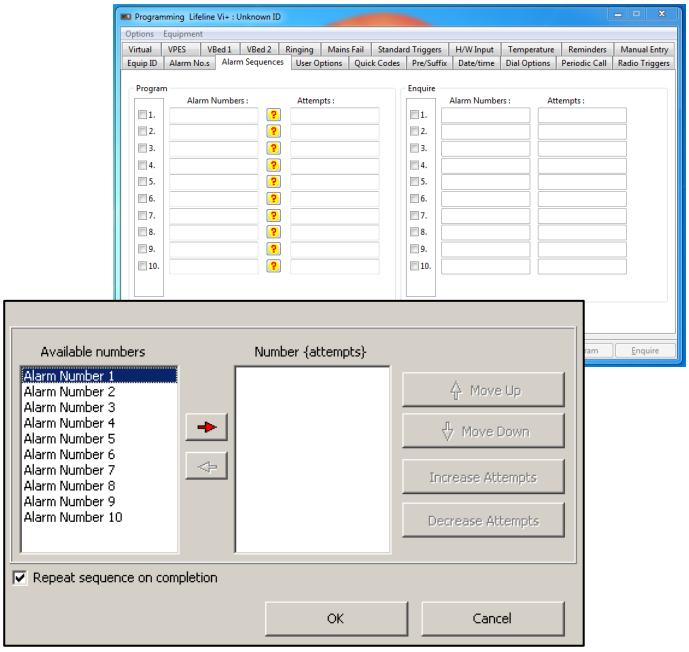
The button to the right of each Alarm Number field is used to set the number to monitoring centre or Personal Recipient. A personal recipient is someone who usually lives close to the resident and who can assist if there is a problem. The home communication unit will call any personal recipient listed in its memory before it calls a monitoring centre.

Alarm sequences

There are up to ten alarm numbers that can be stored in a Lifeline. Alarm sequences allow you to specify a series of alarm numbers that the home unit will ring (a "sequence") and how many times each number is attempted.

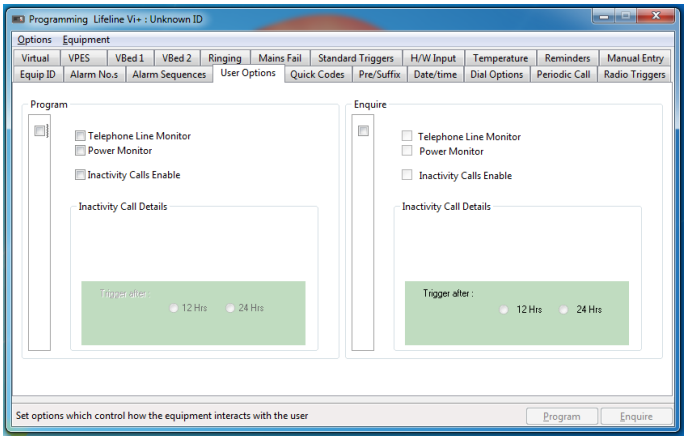
By clicking on the question mark you can use s simple interface for alarm sequences to define the order and number of attempts the number is dialled.

You can specify to repeat the sequences on completion until contact is made with either a monitoring centre or a personal recipient.



User options

The User Options tab is the one most likely to vary according to the type of equipment you are programming.



Telephone Line Monitor

This is a message that is emitted if the unit loses its connection to the telephone line. This message reminds the resident that they need to plug the telephone back in.

Power Monitor

This is a message that is emitted when power is lost to the home communication unit (i.e. its transformer is not plugged in). This message acts as a reminder that they need to plug the transformer back in.

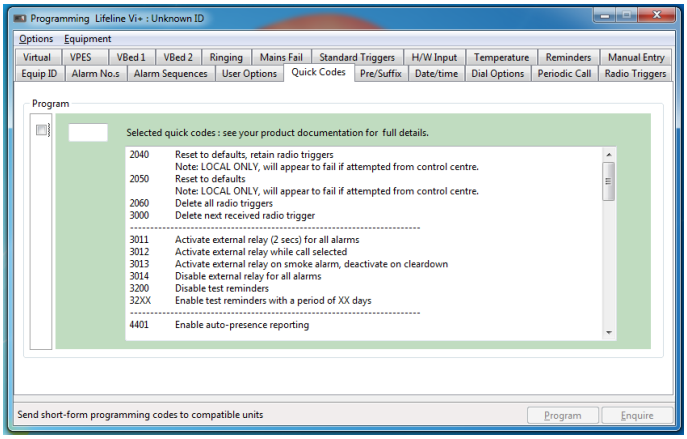
Inactivity

Home communication units can be connected to pressure mats and movement detectors. These will be triggered by the resident moving around their house or flat. If the resident does not move around (and hence trigger one of these movement sensors or use the telephone) then the home communication unit will call the monitoring centre with an alarm. The inactivity alarm can be set to 12 hours or 24 hours.

Quick codes

Using quick codes allows the programmer to change the settings and preferences of any compatible Lifeline by copy and pasting the 4-digit code specified from the list and pressing 'Program'.

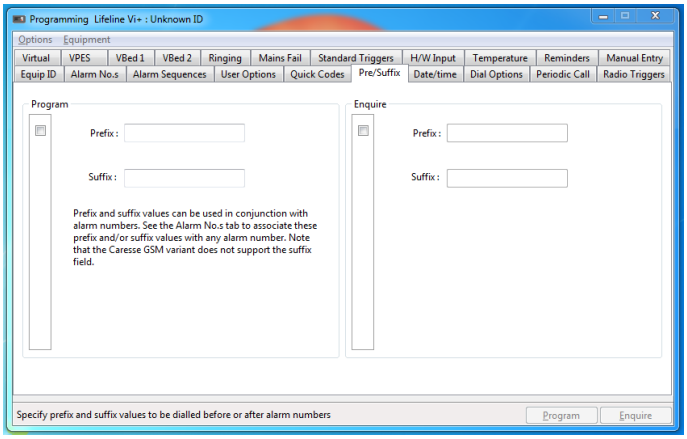
You will find a description of the programming codes to the right of the 4-digit quick code.



Prefix / Suffix

Prefix

Some home communication units will be connected to internal telephone exchanges, that require an extra digit at the beginning of the number before they can be connected to an outside telephone line. The prefix options allow you to select one, two or no digits to be inserted before the monitoring centre number is dialled.



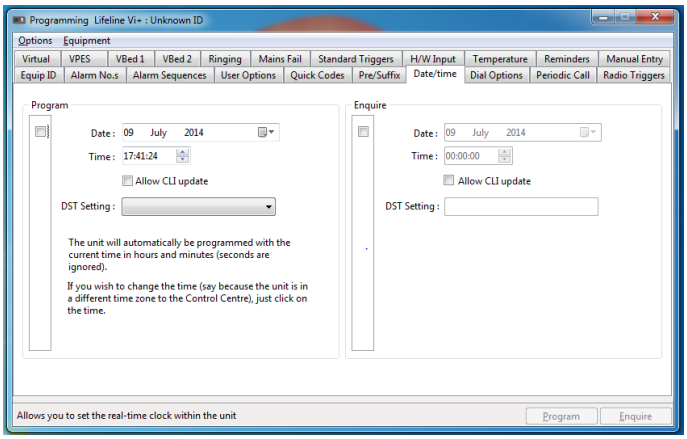
Suffix

These are numbers that are dialled after the telephone number e.g. an extension number.

Date / Time

Date/Time allows automatic updates of the internal clock each time the unit makes a call from Greenwich clock. If you wish to change the times (say because the unit is in a different time zone to the monitoring centre), just click on the time and press Program.

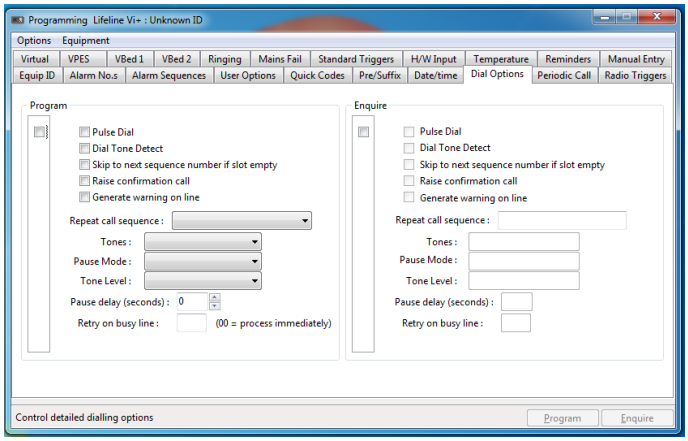
Checking the CLI update box will update the date and time of the internal clock on the Lifeline each time a call is connected to/from the monitoring centre.



Setting the DST setting advance the internal clock ahead one hour at the beginning of DST (Daylight Saving Time) and move them back one hour ("spring forward, fall back") when we return to standard time.

Dial options

Pulse Dial



Check this box if the service user is using a rotary dial telephone. Older telephones use slow pulse dialling. Modern telephones and telephone exchanges use tone dialling, which is faster. Tunstall home communication units can use both, to ensure that they will still work with old telephone exchanges.

Dial Tone Detect

If enabled the unit will firstly check that there is a dial tone on the line (checking that there is a telephone line connected) before dialling. Not generally enabled as BT voicemail service will present a broken dial tone when answerphone message has been left which could stop the unit dialling out.

Skip to Next Sequence Number if Slot Empty

This works in conjunction with the Alarm sequences tab to skip to slot 3 if slot 2 remained empty between boxes 1 and 3.

Raise Confirmation Call

This will ensure the "don't not worry" message is played when a alarm call is raised.

Warning On Line

If selected this provides a warning if the line is disconnected.

Repeat Call Sequence

Use the options from the drop down to specify whether or not you wish to repeat the call sequence or use the sequence settings entered on the alarm sequences tab.

Tones

When an alarm is raised, the service user will hear the dial tones phoning the monitoring centre. Use this drop down to manage whether or not the resident hears those tones. If Periodic Tones is selected you hear a beep every 30secs or so to indicate the line is open.

Tone Level

This is the volume for the beeps the lifeline sends / receives when dialling.

Pause Delay

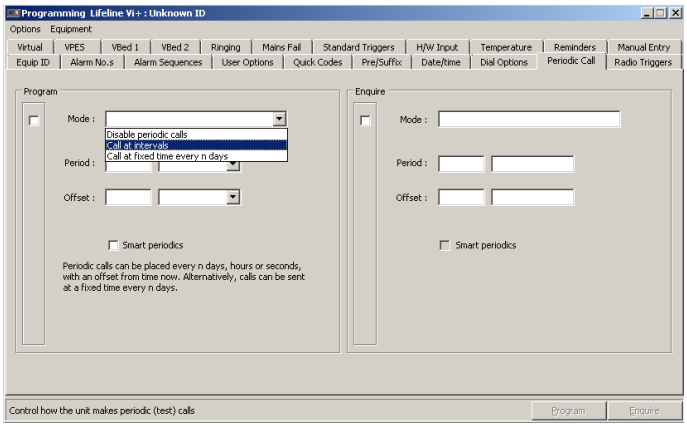
This is the delay that the home unit will provide before the home unit reacts to the event e.g. wait 10 seconds before dialling the monitoring centre.

Retry on Busy Line

This is the duration of how long to wait before the Lifeline tries to re-raise the call to the monitoring centre.

Periodic calls

Periodic Calls allow a unit to routinely dial into a monitoring centre to confirm that the unit is still operating ok.

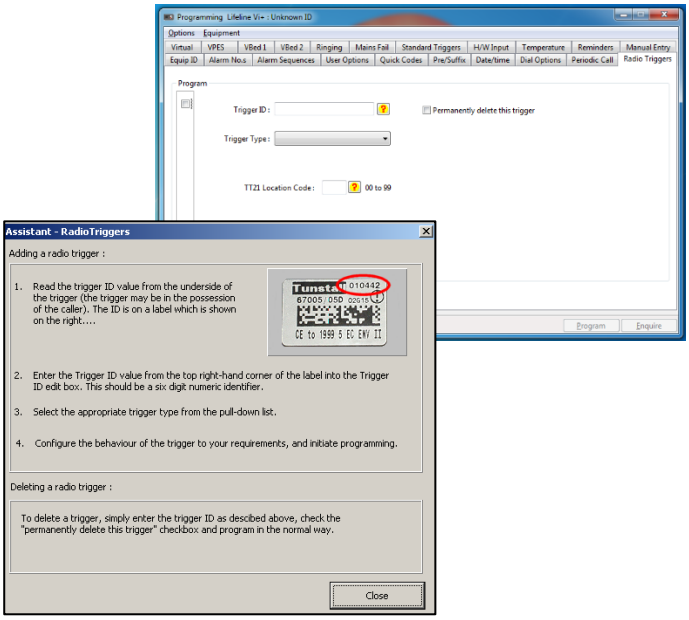


Some models can be set to call every so often (periodically) - usually every twenty-eight days. You can use the Periodic Call tab to turn this feature on and off and to set the number of days between calls.

Offset If you set the home communication unit to send a periodic call in twenty-eight days' time then it will call in exactly twenty-eight days from when you click on the Program button. Consequently, if you program it at 3.30 in the afternoon then the unit will call back in twenty-eight days' time at 3.30pm. Many monitoring centres prefer home communication units to call with periodic calls in the late evening or the middle of the night, when the monitoring centre has few calls therefore you can offs et the call by 'X' number of hours before it makes its call.

Radio triggers

Radio Triggers tab allows the monitoring centre to remotely add a new trigger e.g. to replace a lost pendant by entering the trigger ID (6-digit Ident on the reverse of the trigger), entering the trigger type from the drop-down list.



Additionally, you can enter a location code if required. Pressing the (?) produces a list of available location codes. E.g. 02 = Second resident

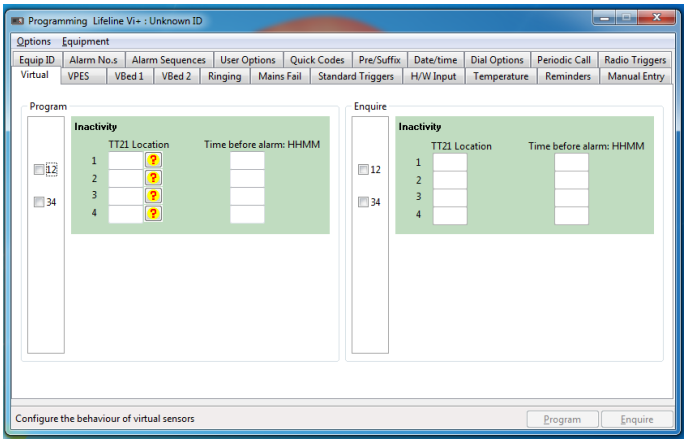
If a location code is programmed this will appear on the alarm text when it hits PNC.

Virtual

Virtual sensors e.g. movement sensors may require a location set against them in order to determine which sensor has been triggered e.g. kitchen, lounge etc.

- 12 = boxes 1 and 2
- 34 = boxes 3 and 4

By using the time before alarm: HH:MM box you can also specify the delay time before the alarm is triggered to the monitoring centre.



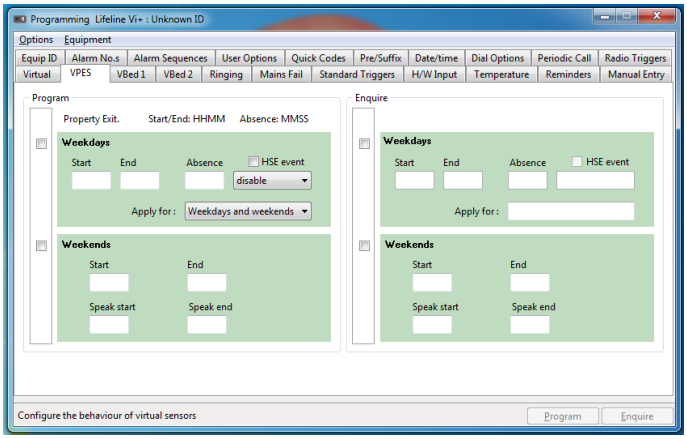
Virtual property exit sensor

VPES

Virtual property exit sensor (VPES) allows you to specify when the VPES in monitoring i.e.:

- Weekdays
- Weekends
- Between what times

The absence slot allows you to specify in minutes and seconds how long of a delay (if any) you wish to provide the service user before an alarm call is raised to the monitoring centre.



HSE Event

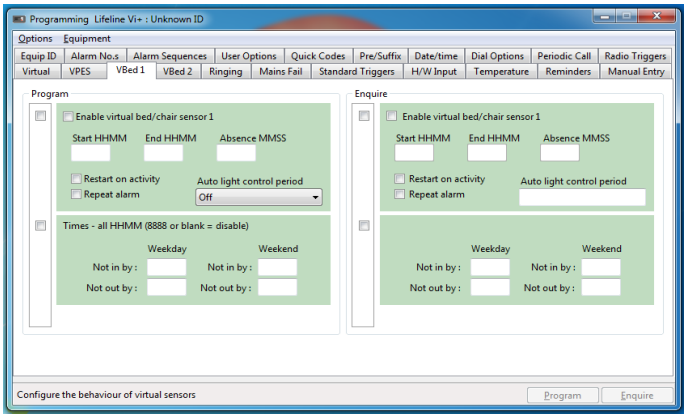
This relates to the 'Generate Home State Entry Event when Activity Detected' function on PC Connect – which will change the status of the unit to 'HOME' on detecting activity from such sensors.

Speak Start / End

Defines when the unit will speak announcements or be silent outside of these times.

VBed 1 and 2

VBed 1 and 2



Allows the user to specify between what times the bed/chair sensor is monitoring.

The absence slot allows you to specify in minutes and seconds how long of a delay (if any) you wish to provide the service user before an alarm call is raised to the monitoring centre.

Repeat on activity

If for example you had provided a 30-minute absence time before an alarm is raised to the monitoring centre, the "clock" will keep being knocked back if movement is detected providing the resident an additional 30 minutes.

Repeat alarm

The alarm call to the monitoring centre will be repeated – works in conjunction with "Repeat on activity".

Auto Light

If used with compatible hardware, a lamp can be turned on when a resident mobilises from their bed or chair to allow better visibility.

Not in by

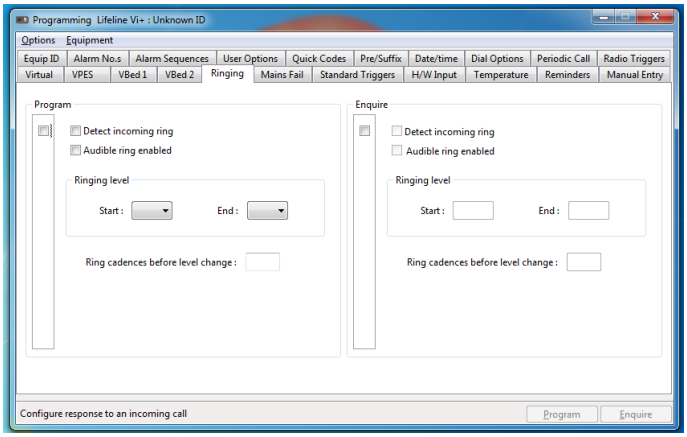
Allows the programmer to specify if the resident in not in their bed/chair by a certain time.

Not out by

Allows the programmer to specify if the resident is not out of their bed/chair by a certain time.

Ringing

Ringing



This screen allows changes the ringing settings of the home unit. This includes the initial ringing volume and the frequency of volume increases.

If selected, the Lifeline will auto detect an incoming phone call on the Lifeline, this can be programmed to get progressively louder the longer the phone call goes unanswered.

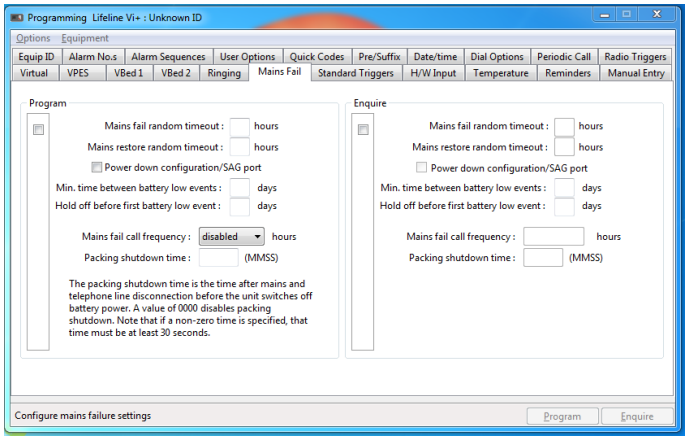
Ring Cadences before level change

This is the number of rings before the audible volume increases.

Mains fail

Mains Fail random timeout

When a mains fail event occurs there is a random timeout period of up to 1 hour that is applied in conjunction with the Mains Fail Timeout. This is designed to avoid large numbers of home units simultaneously dialling the monitoring centre when a power cut affects a densely populated area.



Mains Restore random timeout

Similarly, when a mains fail event has its power restored there is a random timeout period of up to 1 hour that is applied. This is designed to avoid large numbers of home units simultaneously dialling the monitoring centre.

Power Down Configuration

Refers to the "Aux" port on the rear of the Lifeline and if ticked it will kill power to the port on mains fail to preserve its key functions operating on battery for as long as possible, if unticked it will retain power to port thus reducing the battery life.

Min time between battery low events

Here you can specify the call frequency between battery low event calls to the monitoring centre.

Hold off before first battery low event

This is the hold off, in days, after a reset, before System Battery Low event alarms will be raised

Mains fail call frequency

This adjustable time period sets how long it will be before a mains fail event is reported to the monitoring centre.

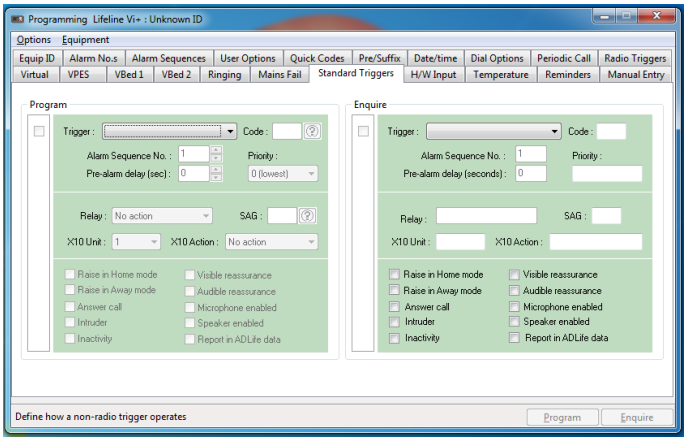
Packing shutdown time

The packing shutdown time is the time after mains and telephone line disconnection before the unit switches off battery power.

Standard triggers

Different types of alarm can use different alarm sequences. You can use the Trigger drop down to work through each alarm type and specify the alarm sequence used. The default for each alarm type is always sequence 1.

Pre-alarm delay. You can also specify a pre-alarm delay for each trigger type. This delay determines how long the Lifeline waits before making an alarm call after receiving a trigger. E.g. For an Integral button alarm you might want a pre-alarm delay of 10 seconds or more.



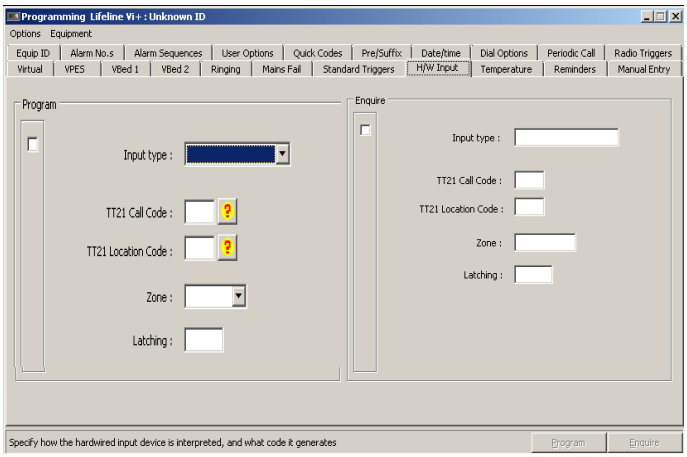
If you select something like the "Cancel button" from the drop down "Trigger" the greyed out become active so you can select what that key will then do.

H/W input

The H/W input specifies how the hardwired input device is interpreted, and what code it generates.

It enables hard wired equipment to be configured as disabled or enabled as a normally open or normally closed. To do this use the drop-down list and choose the appropriate mode:

- Disabled
- Normally Open
- Normally Closed



Use the TT21 drop down list for the connect device to choose the correct name of the device connected to the hardwired input and the TT21 Call Code will automatically be populated.

Use the TT21 location code drop down list to select the correct location code for the hardwired input.

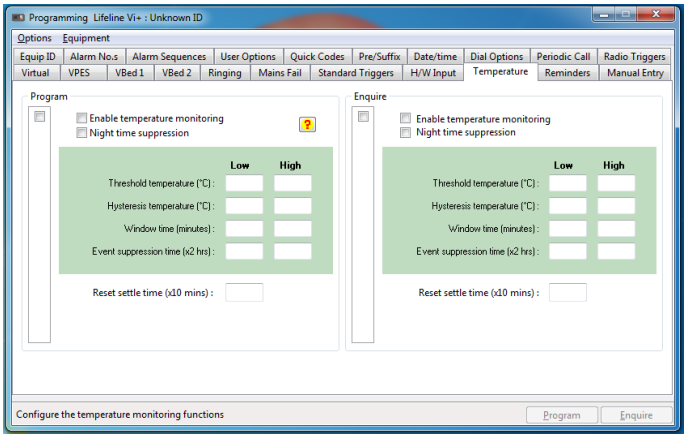
Zone

If the hardwired input is part of the intruder system, then you can set it as either zone 1 or zone 2.

A latch setting of zero means normally unlatched operation. If set to 1, the associated event will be regenerated if the input is still asserted after 30 secs, 2 = 60secs, 3 = 90 secs etc. Latch means "Keep going every xx".

Temperature

Some models of Lifeline's have integral ambient temperature settings, here you can specify the high and low temperatures before an alarm call is raised to the monitoring centre.



Night-time suppression

Allows you to disable the monitoring during the night. The default night-time is from 22:00 to 7:00.

Enable temperature monitoring

Turns temperature monitoring ON and OFF.

Threshold temperature

This is the high and low values that will trigger an alarm from the unit. They define the "safe band" for that service user.

Hysteresis temperature

Once an alarm has been raised, the temperature must return within the safe bands by this many degrees before another alarm will be raised.

Window time

This is where the ambient temperature must fall outside the safe bands for this many minutes before an alarm call is raised.

Event suppression

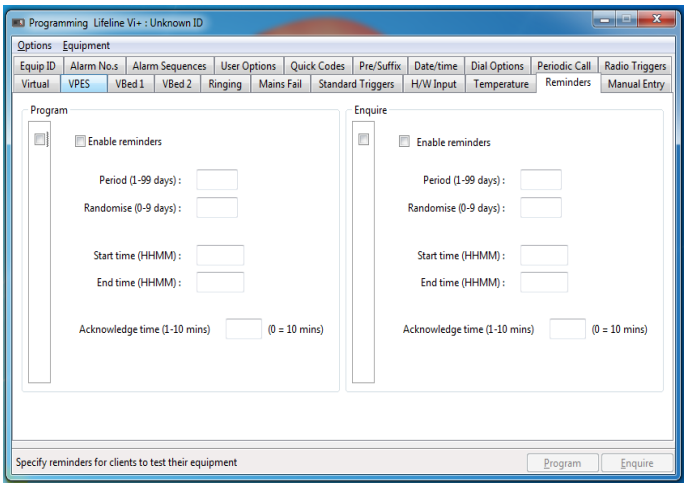
Once an alarm has been raised, the unit will not generate another alarm for this length of time.

Reset settle time

The time after power-up or reset before the unit will generate an alarm.

Reminders

Reminders enable the Lifeline to play a pre-recorded message (up to 60 seconds of playback e.g. 6 x 10 seconds, 3 x 20 second message).



Period

This is the number of days between each reminder e.g. to test the personal trigger.

Randomise

Allows you specify a random number of days that will be added to the period. This is to stop a large number of test calls being received at the monitoring centre.

Start time/ End Time

Allows the message only to be played during hours of your choosing.

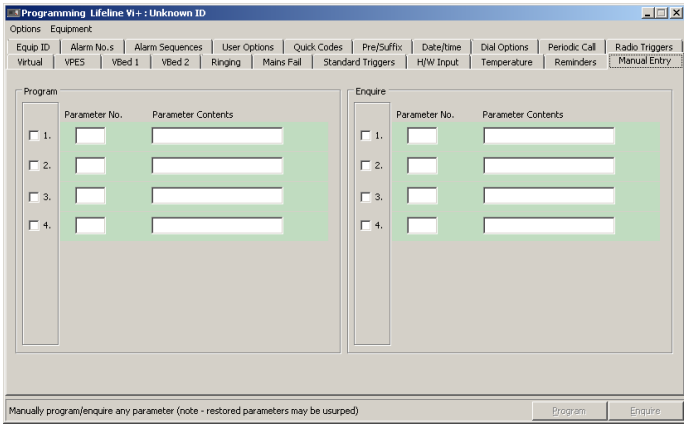
Acknowledge time

This is the time period that the user must press their pendant or alarm key after hearing the initial test reminder message. If the user doesn't press their pendant/alarm button the Lifeline will repeat the reminder message the next day.

Manual entry

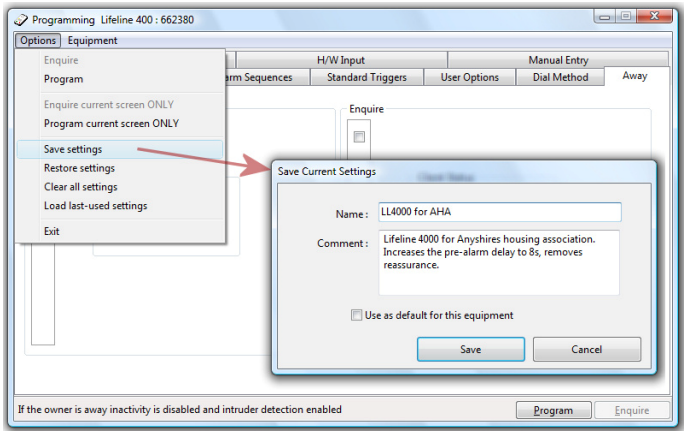
Manual Entry is used to read and write program settings manually into the unit where there is not a tab available to do so.

This is an advanced function that is only to be used by engineers or when advised by Tunstall.



Saving programme settings

In many monitoring centres a regular task is to program new or recycled home communication units. This usually means entering the monitoring centre telephone number, setting the time, setting the user options. Often, these settings will be the same for all units.



To create a settings template:

- Select the model you wish to create a setting for from the Equipment menu e.g. Lifeline 4000.
- Work through the various tabs setting only those parameters and features that will be the same on every home unit (i.e. not the equipment ID).
- Select Save Settings from the Options menu and you will be presented with the 'Save Current Settings' window displayed.
- If you select the Use as default for this equipment checkbox, then your saved settings will automatically load whenever a Lifeline 4000 is being programmed. You can have one default set for each type of dispersed unit you program.

Finalising programming

Once you have completed any programming within PNC, we recommend that a test call is performed as soon as possible to ensure all programming has been completed correctly.

Notes

PNC Remote Programming Guide

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications and data sheets.

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