



communicall connect

What is Communicall Connect?

Communicall Connect is Tunstall's most advanced grouped housing communication system. Its innovative design builds upon the success of Tunstall's established Communicall range whilst ensuring that simplicity of use and reliability are the most important assets. Its unique use of the internet will allow your facilities to be tailored to different care applications by providing a flexible telecare enabled communication system, utilising the very latest technology. It will also provide a number of benefits to both your staff and residents and support the process of remodelling care using telecare technology.

Its features include:

- Individual telecare settings per resident
- Easy configuration via web browser or system control panel
- Improved resident speech module

What does it consist of?

Communicall Connect utilises an advanced control unit and modern speech module to create a system capable of remodelling care provision through the use of individually tailored telecare. The combination of the two provides enhanced features to support both the care provider and resident.

Who is it for?

Communicall Connect is a communication system that meets the needs of today whilst providing the ability to adapt to resident's changing telecare needs over time by allowing care staff to easily change individual resident settings either for a local PC or remotely over the internet.

It therefore offers a future proofed system for care providers who may wish to remodel care provision through the use of telecare. It can quickly and simply transform care provision through the implementation of the most flexible telecare system on the market today.



Innovative web browser allows settings to be quickly changed

It can help transform your facilities into true extra care facilities by replacing your existing communication system with a flexible telecare enabled system utilising the very latest technology.



Effectively meeting the challenges

The key to Communicall Connect is its ability to provide an integrated approach to telecare that is completely flexible and can be set for each individual resident rather than the system as a whole. Its enhanced telecare features make it an ideal solution for a range of care models by:

- Supporting residents to maximise their independence
- Providing a 24 hours a day communications system for residents and staff
- Enabling flexibility so that the solution that can evolve to meet the changing needs of individual residents
- Providing additional support to residents that allows them to be discharged earlier from hospital
- Providing a single source of supply and service for call systems with combined door entry (including diversion of calls to scheme manager for identified clients), fire alarm, emergency lighting, security systems and telecare sensors

Tailored solutions can also make life easier for residents with reduced mobility. Remote door entry control allows control of door entry without having to leave your chair and pictures of the visitor can be shown on the resident's television if required. Similarly, additional lights, sounders or pagers can be supplied to provide further reassurance for users with hearing or visual impairments.

New features

Many new features have been developed as a direct response to customer requests and feedback. They include:

- **New resident activity screen** – this simple to use feature uses traffic light colour coding to clearly display which residents have been active. The feature supports scheme managers to prioritise their resident 'ring round' allowing them to call residents who are listed as 'not active' first.
- **Group Paging** – provides the ability to route specific alarm calls to staff carrying pagers rather than DECT handsets.
- **Advanced Door Entry** – allows door entry calls for specific residents to be routed to staff rather than the resident in order to protect residents that may not be able to handle calls such as those with dementia.
- **Enhanced intruder** – wireless radio PIR and the Arm/Disarm trigger can be used on Communicall Connect schemes to provide even greater levels of protection to residents.
- **Handset Text** – when an alarm is generated text can be displayed on the DECT handset in order to provide staff members with more alarm information before the handset rings.
- **Local Call Routing Configuration** – settings for call routing can be altered via the system control panel enabling local staff to select from three different configurations; Onsite – calls are sent to DECT handsets or pagers, Offsite – calls are sent to a monitoring centre, Local Offsite – calls are sent to a mobile phone for use when local staff have responsibility for more than one scheme.
- **Door entry trigger** – the Keyless Door Access trigger (P67005/57) can be used by the resident to remotely signal to their speech module to open the door during a door entry call.



Features

- **Modern Speech Module** - designed to complement the modern home environment, the new speech module offers the following features;
 - **Message waiting** - the new speech module encompasses an LED that flashes when a message has been left on the system for the resident from the scheme manager.
 - **Simple to use** - unobtrusive with integral alarm button, pullcord and privacy button and optional door entry buttons which are simple to use.
 - **High quality two-way speech** - handsfree voice switching (HVS) speech provides a more natural form of communication than either push to talk or VOX based systems.
 - **Test Mode** - enables scheme managers to substantially reduce the time taken to test pullcords and any other wired devices so freeing up time for more productive tasks.
 - **Easy to upgrade** - can be easily and economically upgraded to add functions later such as door entry and/or an intruder system.
 - **Intruder function** - provides the ability to set up a simple to use intruder system within resident's homes.
- **TT21 protocol** - protocol is specifically designed to offer complete support for modern telecare services by allowing event and location information to be provided for all telecare sensors and by supporting encryption to enable exchange of health information to be sent in the future.
- **Simple to set up** - settings can easily be changed both locally and remotely using the easy to use System Control Panel (SCP) or over the internet via a web browser. The SCP provides a simple way for scheme managers to add/remove telecare sensors whilst the web browser allows scheme managers to locally or remotely carry out more in depth programming.
- **Text messaging to scheme manager** - upon activation of an alarm the scheme manager is provided with details of the alarm via a text message on their DECT handset.
- **Remote door control** - a special radio trigger can be used to provide cost effective remote door control.
- **Personalised alarm call messages** - the system enables the scheme manager to locally record alarm messages specific to an individual resident e.g. alarm call from Mrs Smith.
- **Enhanced call routing** - the system has a local off site mode which provides the scheme manager with the ability to temporarily divert alarm calls to their mobile phone rather than offsite to the monitoring centre.
- **Built in Check-It functionality** - a cost effective method of providing continuous telephone line checking to provide additional safety and protection to residents.

Features

- **Category one radio receivers** - radio receivers meet the Category One requirements, for safety critical systems, of EN300 220. The use of non category one receivers can mean that alarm calls from personal triggers or other radio devices may not be received reliably.
- **Choice of personal radio trigger** - option of a choice of personal radio trigger (Amie+ or Gem+) with a variety of wearing options can be provided to meet individual resident requirements.
- **Telecare easily tailored to individual needs** - transforms your system into a fully integrated telecare platform with enhanced features designed specifically for telecare users including;
 - **Individual settings per flat/user** - ensures care provision is completely flexible and designed to meet individual needs.
 - **Cancel at source** - can be set individually per resident to ensure a response to the source of alarm calls by care staff.
 - **Locatability of personal trigger alarms** - on activation of a resident's personal trigger the system automatically provides location information to the scheme manager to help them respond quicker.
- **Easy to use system configuration** - setting up individual telecare settings per resident is simple via a web browser or simplified system control panel
- **Interactive voice response** - the fully customisable voice messaging system provides a simple way for scheme managers to alter scheme settings and respond to alarm calls.
- **Recordable messages** - Upon activation of an alarm the scheme manager will receive a voice message to their handset saying the resident's name that generated the call and the sensor/trigger that was activated.



- **Smart call management** - alarm calls can be grouped by type or time and can be directed to the appropriate person/monitoring centre eg auto battery low alarms can be directed to a maintenance team or high dependent residents can be directed to a specific care team. Multiple call destinations are available which can include a combination of DECT, mobile (GSM) or monitoring centre numbers.
- **Enhanced system integrity & reliability** - a large number of additional safety features have been added including:
 - **Continual system monitoring** - the system automatically self-checks and generates the appropriate fault reports.
 - **Backing up of system settings** - all system settings including telecare settings per resident are automatically backed up and stored on a Multi Media Card (MMC) to ensure the settings are quickly transferable.
- **Logging of events** - all events generated on the system are stored on the MMC for audit purposes.
- **Future proofed** - the system is Ethernet enabled to allow for future developments using internet technologies.
- **Scheme audit** - allows integration of scheme



Smoke Detector



Flood Detector



Sander Beacon



PIR (Movement Detector)

Optional features

Combined door entry and video

Door entry can be easily and cost effectively fitted to Communicall Connect. 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 and dedicated trades button.

Remote release safe

Alarm calls received, when the scheme is monitored remotely, may result in emergency services requiring a means of accessing a master key to enable access to a resident's dwelling. The remote release safe can hold the master key securely and be opened by the monitoring centre when required.

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.

Link to fire alarm panel

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.

Fireman's switch

Usually located externally near the door panel, the switch enables the fire services to release the lock on the main front door.

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.

Key fob system

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 so aiding the overall security of the site. In addition, residents with limited dexterity often prefer the usability of a fob over a key.

Mobile phone

With the reducing costs of mobile phones and increased coverage they are increasingly being used as an alternative to DECT systems. They are particularly useful on sites that are quite dispersed or those consisting mainly of disparate bungalows. The mobile phone provides all the same functions except text messaging as the DECT handset, but alarm calls from a resident to the mobile will be charged to the scheme phone line. On a whole of life basis the costs may be lower than a DECT system.

Broadcast speech

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



Technical details

Speech module:

Includes integral alarm button, pullcord and privacy button

System capacity:	204 standard, 459 expanded
Dimensions:	110 x 175 x 55mm (WxHxD)
Weight:	310 g
Options include:	Basic, with door entry, away, broadcast speech

DECT infrastructure:

Handset:	50 x 148 x 28mm (WxHxD)
Weight:	130 g
Batteries:	1 nickel metal hydride rechargeable pack with 15 hours talk time or 150 hours standby
Frequency band:	1880 -1900MHz
RF output power:	250mW max
Maximum handsets:	25 (with standard PBX)
Maximum number of bases:	256
Maximum number of speech channels:	4 per base

Control equipment:

Batteries (typical system):	2x12v 12AH Lead acid battery support for 8 hours Optional support for DECT infrastructure
Power supply:	220/240 V ac 50Hz
System voltage:	40V
Number of radio devices per scheme:	500
Receiver radio frequency:	869.2125Mhz. Compliant with the dedicated social alarm frequency

Optional door entry:

Panel dimensions:	236 x 366 x 40mm (WxHxD)
Back box dimensions:	212 x 342 x 70mm (WxHxD)
Door panels:	Maximum 8

Standards:

LVD:	EN 60950
EMC:	EN55022, EN61000-3-2, EN61000-3-3, EN50130-4
Radio triggers:	EN300 220-3, EN300 683, EN50134-2
Radio receivers:	EN300 220-2 (2010)
System:	EN50134-3
DECT:	EN301 406
CE:	Compliant

Design, manufacture, installation and Service ISO9001:2000

Please Note: Category 1 receivers are for use within highly reliable Short Range Devices serving human life inherent systems where failure may result in a physical risk to a person.

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