

solutions sheet



check-it™ telephone line integrity checking for sheltered housing schemes

What is Check-It?

Check-It provides a simple, efficient and highly effective method of providing continuous telephone line integrity checking in order to re-enforce the safety and reassurance afforded by sheltered housing schemes.

Check-It can be easily installed on any Piper Haven, Communicall or Communicall Vision equipped scheme and is compatible with PNC3 or PNC4 in order to provide comprehensive telephone line integrity checking without incurring any call charges whatsoever.

Why is Check-It?

Every day of every year literally hundreds of thousands of people depend upon the integrity of a single phone line per sheltered housing scheme in order to summon help when wardens are off site.

Regular checks on these telephone lines are essential to ensure their integrity and this is normally carried out manually, with either the warden or response centre staff dialling into the scheme to verify that the telephone line is operational.

This process is not only labour intensive but also provides a weak link, as it is often impractical to regularly check each telephone for integrity. This could mean that a fault may not become evident for several hours, rendering many users unable to raise an alarm call.



All the reassurance you need

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The Check-It solution is ideal for schemes which are not manned by an on-site warden 24 hours a day and for response centres who are monitoring such schemes.

How does it work?

The Check-It solution consists of a response centre upgrade together with an interface unit which is connected locally to the control unit of each scheme.

The response centre can then be configured to raise an automated call to each of the schemes in turn, using dedicated telephone lines, so that alarm call handling is not affected.

On receipt of an automated call from the response centre, the interface unit on the scheme will immediately recognise the telephone number and, rather than accepting the call, will simply send a confirmation call back to the response centre.

Following this, the response centre will not answer the call but instead, register receipt of the call as confirmation that the telephone line is working correctly, thus again not incurring any call charges.

If the call from the scheme to the response centre is not received, the response centre will initiate a second attempt with a higher priority. If after the third highest priority call attempt, the response centre still hasn't received a confirmation call, it will raise an alert, providing details of the scheme to allow rapid action to be taken.

Depending on the number of schemes being monitored, and the frequency of scheme checking required, it is possible to connect up to 8 dedicated telephone lines to the response centre (4 to make calls and 4 to receive calls) to allow a number of schemes to be checked simultaneously for enhanced efficiency and reassurance.

Who is it for?

The Check-It solution is ideal for schemes which are not manned by an on-site warden 24 hours for response centres who are monitoring such schemes.

The solution allows for the streamlining of response centre operations, especially at night, whilst enhanced levels of telephone line integrity checking, service delivery and overall reassurance.

Why choose Check-It?

Concerns over relying on the integrity of a single telephone line to support the monitoring of an entire scheme with off-site wardens are ever present, forcing response centres to adopt a manual checking procedure which is both inefficient and restricted in its ability to continuously check for line availability.

Implementing Check-It can completely eradicate these concerns, while providing a higher level of fault identification without the involvement of response centre staff and without incurring telephone call charges.

Check-It will enhance the continuity of service provision and operational efficiency in order to ensure a greater level of reassurance and overall best value for the service provider.



Features and benefits

- **Real time telephone line checking** - automatic integrity checking provides total reassurance while reducing demands on staff time.
- **CLI data recognition** - provides a cost effective method of checking line integrity without incurring call charges.
- **3 automatic retry attempts to check the telephone line of each scheme** - if a line checking attempt fails, two further attempts are made in order to ensure the validity of each line failure warning.
- **Uses dedicated telephone lines** - line checking will not disrupt the operation of the response centre as alarm calls and line checking are totally independent with all alarm calls receiving automatic priority.
- **Call Logging at response centre** - all line check calls are logged including time and date of each call and the ID/telephone number of each scheme.
- **Ease of scheme upgrade** - schemes can be easily upgraded with Check-It at minimal cost and require no staff involvement at the scheme once installed.
- **Compatible with PNC3 / PNC4** - Check-It functionality can be cost effectively installed on all PNC3 and PNC4 response centres.



Technical details

Standards

EMC:	EN 55022: 1998, EN55024: 1998, EN 501300-4 1995
Safety:	EN 60950: 1992 including amendments 1,2,3,4 and 11
CE:	Compliant
Manufacture, design, service and installation:	ISO9001:2000
Weight:	930g
Dimensions:	170 X 55 X 233mm (WxHxD)
Mains power:	240V ac, 13A electrical socket
Stand-by battery:	Greater than 8 hours
Power consumption:	10W max

Environment

Temperature:	Operating temperature 0C to 45C
Humidity:	0 to 80% non-condensing humidity

CLI must be enabled on the telephone line being monitored

Response centre equipment

- Check-It server with dialogic card for use with PNC3 (not required when used in PNC4)
- Check-It software application
- Minimum of 2 dedicated telephone lines (1 each for outgoing and 1 for incoming calls)
- CLI* must be provided on the lines dedicated for receiving incoming Check It calls

Please Note: This system relies on features available from your telecoms provider.

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Tunstall is a founder member of the Continua Health Alliance

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