Tunstall



Product Sheet

Communicall Digital

Supporting connected communities

What is it?

Communicall Digital is an IP Group Living social alarm system, operating using industry standard BS8521-2:2020 (NOW-IP) digital protocol.

It introduces enhanced configurability, giving providers the freedom to digitise their infrastructure while tailoring room-level equipment - including the ability to retain existing non-IP room units where appropriate - to reflect financial priorities, building constraints and resident needs.

Designed as a long-term digital platform, Communicall Digital combines powerful cloud-based management, high-quality speech, and advanced wellbeing features with the flexibility to mix video, audio and virtual room configurations within the same scheme.

Who is it for?

Communicall Digital is suitable for a wide range of retirement and supported living environments, including brand new or existing:

- Sheltered housing
- Extra care schemes
- Supported living accommodation
- Large multi-site housing portfolios

It is particularly valuable for providers who:

- Require a phased migration strategy
- Manage schemes with varying resident needs
- Need to minimise installation disruption
- Want to optimise capital expenditure while securing a fully digital backbone

How does it work?

Whether incorporated into a new build or upgrading an existing site, Communicall Digital provides a fully digital, future-ready telecare platform aligned with the UK's digital transition.

The enhanced system control unit enables Communicall Digital to manage alarms not only from the custom-made video room units, but also from Communicall Vi or Communicall Connect speech modules.

This allows:

- Retention of existing Communicall Vi or Connect speech modules (where appropriate)
- Continued use of existing 10-core cabling, subject to condition
- A phased upgrade from analogue speech to digital video over time

Using BS8521-2:2020 digital protocol for all off-site communications removes reliance on analogue networks entirely, while maintaining compatibility with Tunstall's extensive range of sensors and triggers.
The result is a comprehensive care platform that can be configured scheme-by-scheme, resident-by-resident.

Flexible Configuration Options

Communicall Digital now supports true mix-and-match installation across a scheme.

Providers can specify:

- All Video Room Units (VRUs)
- A combination of video and audio only room units
- A mix of video, audio and "virtual" room units (where two-way speech is not required).

This enables:

- Competitive scheme specification
- Practical deployment of video only where it adds value
- Reduced installation time and disruption
- A genuine phased pathway to full video capability

Regardless of room configuration, every installation benefits from:

- Fully digital BS8521-2:2020 (NOW-IP) system control unit
- Cloud-based Central Management Platform
- Dedicated House Manager handset (optional)
- Full-IP off-site communications
- Compatibility with TLS encryption or VPN* security solutions (*additional equipment required)



System Features and Benefits

Video Room Unit (VRU)

- The custom-made Communicall Digital VRU features a 7” touchscreen with contextual user interface, ensuring only relevant buttons are presented on screen - reducing confusion and minimising the chance of user error.
- A physical, illuminated alarm button sits alongside the touchscreen, complying with social alarm standard EN50134 and ensuring reassurance when it is needed most.

VRU Features and Benefits

- Standards compliant illuminated alarm button (dims at nighttime)
- 7” touchscreen for day-to-day functions
- Separate physical “wake” button to avoid unintended actions
- Video Door Entry
- Resident-to-Resident calling
- Personalised “I’m OK” function
- Timed Home/Away and Do Not Disturb status
- Slimline design, wall or flush mount
- Alarm progress messages
- Intruder mode (3 variants)
- Over-the-air firmware updates

Audio Room Unit Option

Thanks to Communicall Digital’s hybrid interface, alarms can be managed from digital VRUs and/or non-IP audio room units on a single system.

- Retain your existing, or install new Communicall Vi (non-IP) speech modules
- Audio only, reduces cost
- Subtle design with simple to use interface
- Door entry controls
- I’m OK and Home/Away functions
- Mix audio and VRUs on a single system

Virtual Room Option

The Virtual Room option enables peripherals to be assigned to a resident without requiring a physical room unit or during installation.

This is ideal for:

- Residents who do not require or may become distressed by two-way speech
- Earlier telecare coverage during installation prior to a room unit being installed
- Back-of-house spaces

Central Management Platform

- Cloud-based platform accessible from most browsers via 2-Factor Authentication (no dedicated hardware requirements)
- Intuitive user interface for easy use with minimal training requirements
- Real-time resident status overview
- Comprehensive reporting and audit trail
- Data-driven insights to support proactive care
- Supports efficient scheme management

House Manager Handset

- Dedicated “Military Grade” handset locked down for use with CCD only (no external distractions)
- Video feed from door entry panel displayed on screen during door calls
- Simple to follow onscreen prompts (no more codes)
- Resident contacts list for easy call rounds
- Records room visits automatically by holding against video room unit

A future-ready digital platform

Communicall Digital now offers providers a flexible, scalable and commercially practical route to digital adoption — without compromising on capability.

By combining a fully digital backbone with configurable room-level technology, Communicall Digital supports schemes of every size in delivering intelligent, connected care both now and in the future.

Which solution is right for you?

	Communicall Digital (Video Room Units - VRU)	**Communicall Digital Lite** (Partial upgrade with Vi and/or Connect Speech Modules)
IP communication to ARC	NOW-IP (BS8521-2:2020)	NOW-IP (BS8521-2:2020)
Concurrent Calls to capable ARC	Yes (limited only by ARC capacity)	Yes (limited to 2)
IP communication to Resident	IP Comms from VRU to Handset	Analogue from Speech Module to IP handset
Install on 10 core (system) cable	No	Yes
Install a mixture of VRU and Vi speech modules on same site	Yes	Yes
Communicall Digital Cloud-Based Management Portal	Yes	Yes
House Manager Handset	Yes	Yes
Remote call around via Management Portal	Yes	Yes
Integrated Door Entry	Yes (video)	Yes (audio)
Door Entry video to Manager Handset	Yes	Yes
Supports Remote Door Controller	Yes	Yes
Resident-to-Resident Calling	Video calling (optional)	NA
Broadcast Speech	Yes	No
Enhanced "I'm OK"	Yes	Yes (Vi speech module only)
Room unit extends handset and telecare range	Yes	No

Technical Specifications

Standards

Safety	EN62638-1:2020+A11:2020
EMC	EN50130-4:2011+A1:2014 EN55032:2015+A11:2020
Radio	RED Directive 2014/53/EU EN300 220-2:2018 EN300-328 EN 301-489-3
Environmental	RoHS Directive 2011/65/EU

System Capacity

Local room units	Video room units: 500 Audio room units: 250
DES door panels (IP)	32
Telecare sensors	1,000
Concurrent speech calls	Unlimited (Dependent on ARC capabilities)

Tunstall | Contact us:

t: +44 (0)1977 661 234
e: enquiries@tunstall.com
w: www.tunstall.co.uk

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Integrated Healthcare group. Our policy of continual development means that product specifications and appearance may change without notice. Tunstall does not accept any responsibility for any errors and omissions contained within this document.