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

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.

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)

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