



# Communicall Digital

## System User Guide

Version 1.3

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### Revision Table

Revision	Change	Who	Date
1.0	Final Release	W.Moate / G.Conway	01.03.2025
1.1	Web portal UI updates	W.Moate / G.Conway	10.07.2025
1.2	Web portal UI updates	W Moate / G.Conway	24.10.2025
1.3	Addition of Vi and Room visits (CCD Lite)	W Moate /G Conway	25.03.2026

## System Overview

Communicall Digital is Tunstall's Group Living Warden Call system, operating using Industry Standard BS8521-2 (NOW-IP) protocol.

Drawing on decades of experience, Communicall Digital has been designed to provide excellent sound quality, reassuring ease of use and enhanced functionality over previous analogue systems with new features such as an intuitive central management platform, dedicated house manager handset, resident smartphone app and advanced "I'm OK" status monitoring.

## Handset Overview

The Communicall Digital handset is a fully locked-down, military-grade device designed for care providers. It enables the management of resident alarms, video door entry calls, "I'm OK" status monitoring, room unit calls, and documentation of visits.

Key features include:

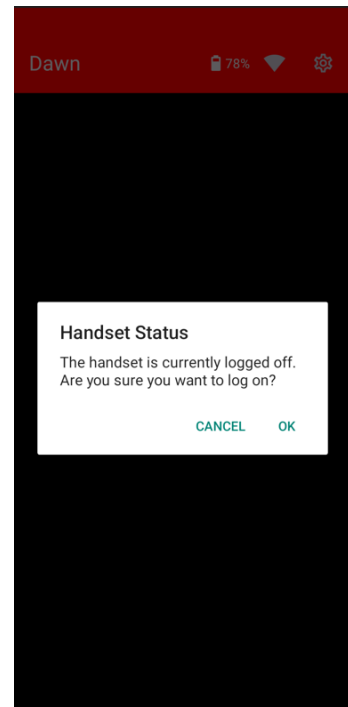
- No SIM or cellular charges: Operates on a secure, dedicated network, preventing offsite use and minimising loss or misuse.
- User-friendly notifications: Verbal alerts for low battery, charging status, and signal loss enhance usability.
- Charging options: Regular charging is required via a separate wireless charger or the USB-C port at the phone's base.



## Logging On Duty

To log on duty, press the top left corner of the screen where the handset name is located. A pop-up will appear requesting your confirmation. Press "OK" and the handset is now logged on.

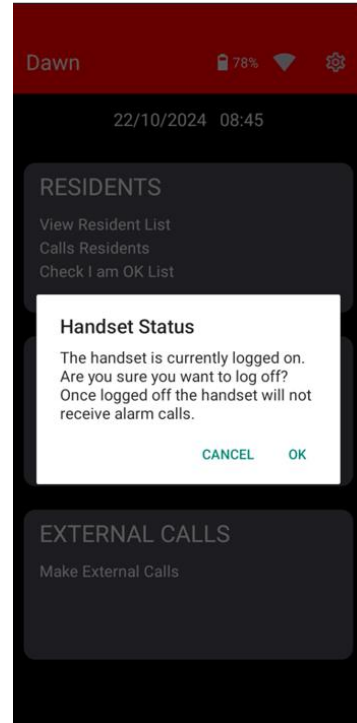
The handset will also verbally announce "Logged On".



## Logging Off Duty


To log off duty, press the top left corner of the screen where the handset name is located. A pop-up card will confirm you wish to log off duty. Once confirmed the handset will verbally announce "Logged Off".

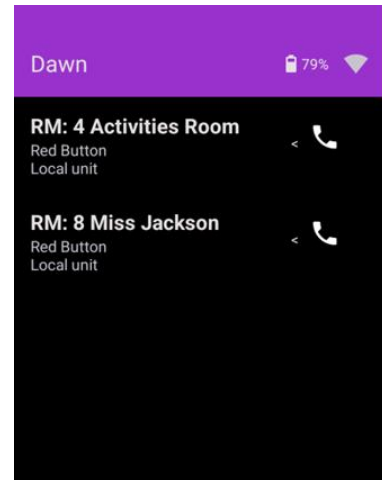
**NB:** If you log off duty, alarms will no longer be delivered to the handset. If there are multiple handsets in a group then all handsets will need to be logged off duty to enable alarms to be sent to the Alarm Receiving Centre (ARC).



## Taking Alarm Calls

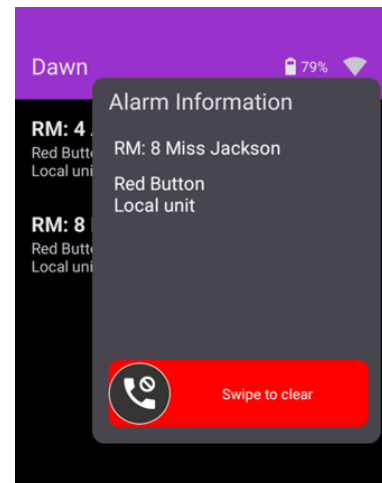
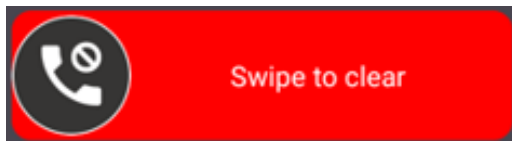
Alarm calls will appear on screen, identifying the room/resident and alarm type. Concurrent alarms will be listed on screen as they happen.

To answer, swipe the  icon from right to left as directed on screen.



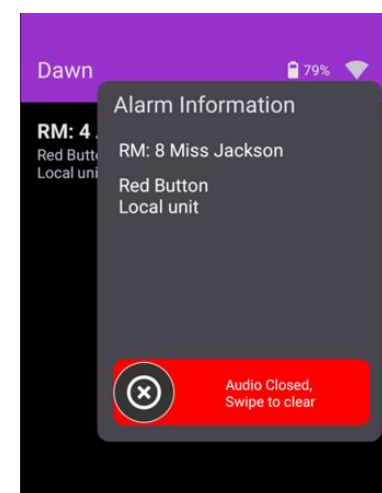
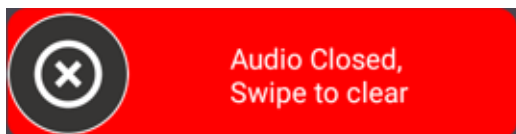
Once answered, alarm information will be displayed in a pop-up.

When ready to end the call and close the alarm, swipe the telephone icon from left to right as directed.



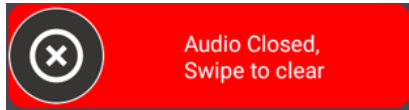
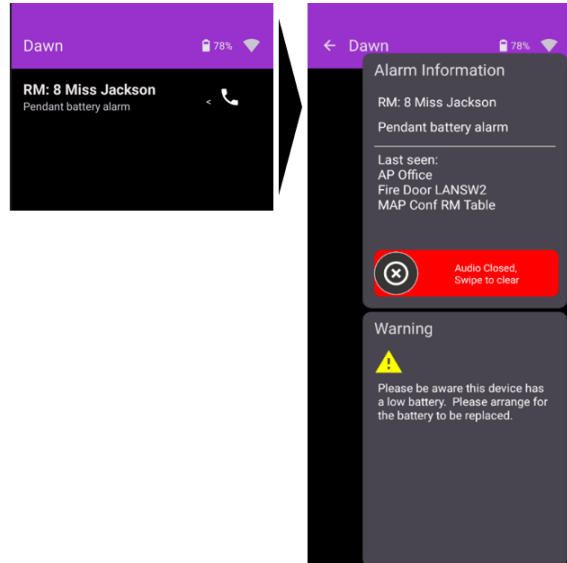
## Non-Speech Alarm Calls

If a non-speech call is received i.e a technical call, then on selection of the alarm, the message "Audio Closed" will be displayed to indicate that this is a non-speech call.



## Alarm Calls with a Low Battery

When a radio device's battery falls below the recommended level, it triggers a "Pendant battery alarm" call to the handset. After answering, a "Warning" card appears under "Alarm Information," confirming the device's location. This standard "Low Battery" alert does not open an audio channel, as noted by the slider text.



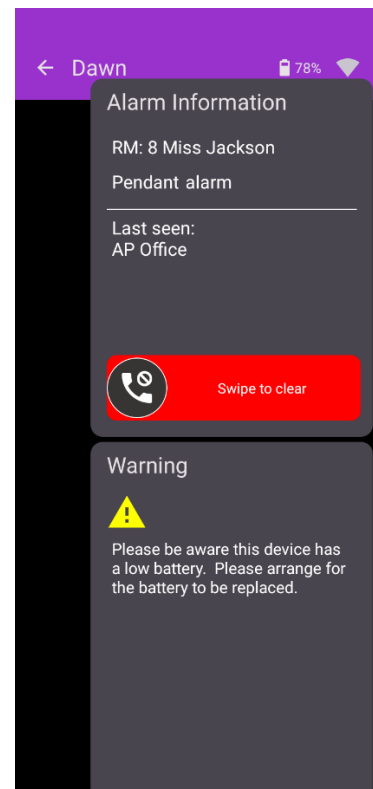
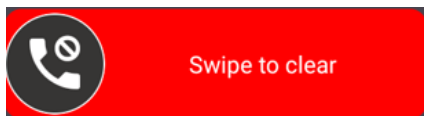
To acknowledge and clear the alert, swipe left to right and arrange for a battery replacement as soon as possible. For additional guidance, refer to the device's product information.

If a genuine alarm is raised using a radio device with low battery, the same "Warning" card will appear.

### IMPORTANT:


Ensure that you recognise the difference between a low battery warning only (as shown above) and a low battery warning with a genuine resident alarm.

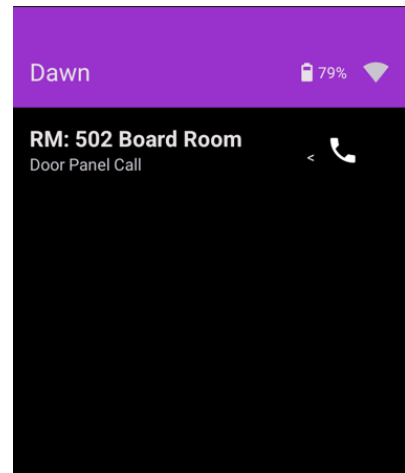
This is clearly identified by the text showing "Pendant alarm" and the icon showing that an audio channel has been opened:



## Answering Door Calls

Door calls are presented on screen confirming which door panel the call originated from.

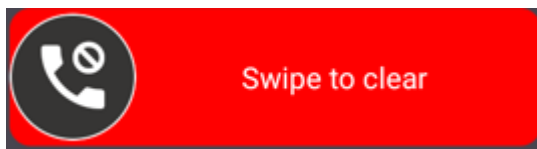
To answer, swipe the  icon from right to left to answer the call.



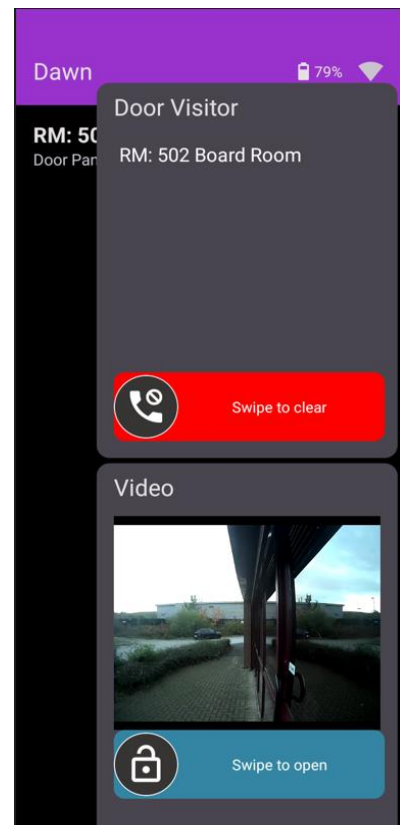
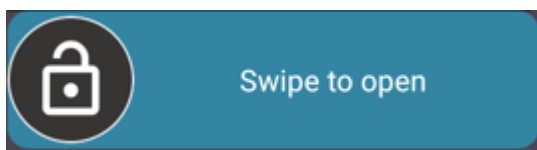
Once answered, the video feed from the camera associated with the door panel will be visible on the screen throughout the call.

Two sliders are also presented for the following actions:

1. "Swipe to clear" – closes the call without releasing the door:




2. "Swipe to open" – closes the call and releases the door to allow entry:

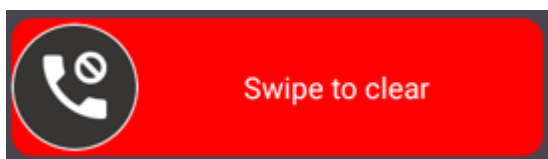


## Calling Residents via the Handset

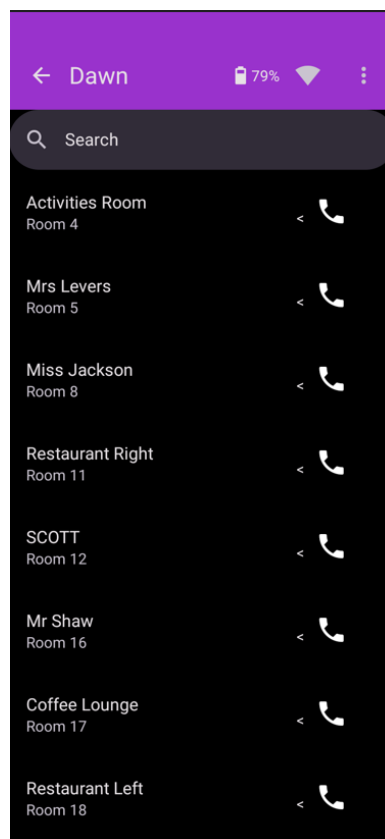
From the idle screen, select the "Resident" tile and then press "View Resident List". All rooms/residents are displayed in list format, there is also a "Search" function.

Swipe the  icon from right to left beside the room/resident you wish to open an audio connection with.


During the call, call information will be displayed. To end the call, swipe the telephone icon left to right:



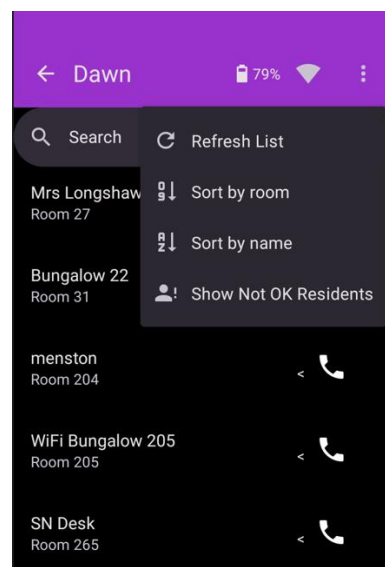
**NB:** If the resident has warden privacy enabled on their room unit, this will prevent you from being able to call them via the handset.



## Checking Residents who have not Pressed the "I'm OK" Button

From the idle screen, select the "Resident" tile and then press the  icon in the top right corner of the screen. Now select "Show Not OK Residents". This will then display a list of all residents who have not pressed their "I'm OK" button.

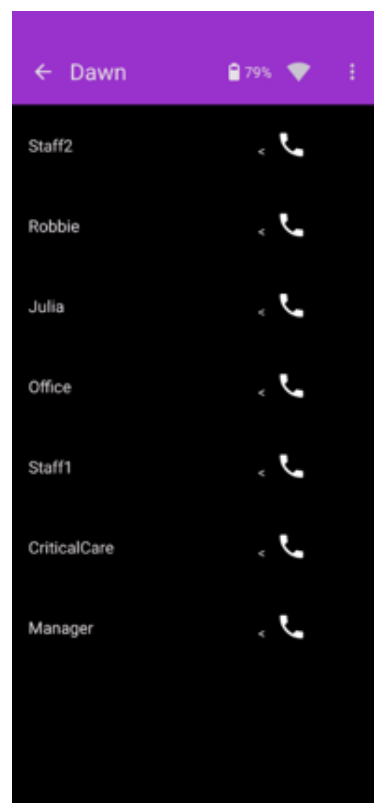
Swiping the telephone icon from right to left on the desired resident/room will connect you to their room unit.



## Calling Other Handsets

To call another house manager's handset, press the "Call Team Members" tile. This will then present a list of handsets that can be called.

Swipe from right to left to call the chosen handset.



## Video Room Unit Overview

The Communicall Digital Video Room Unit (VRU) has a 7" touchscreen with contextual user interface that shows only the buttons you need for the task at hand. The main screen allows you to easily update privacy settings, respond to "I'm OK" prompts and manage video calls.

For emergencies, there is a physical, illuminated alarm button away from the touchscreen to ensure quick and simple use, as required by EN50134-3 standards.

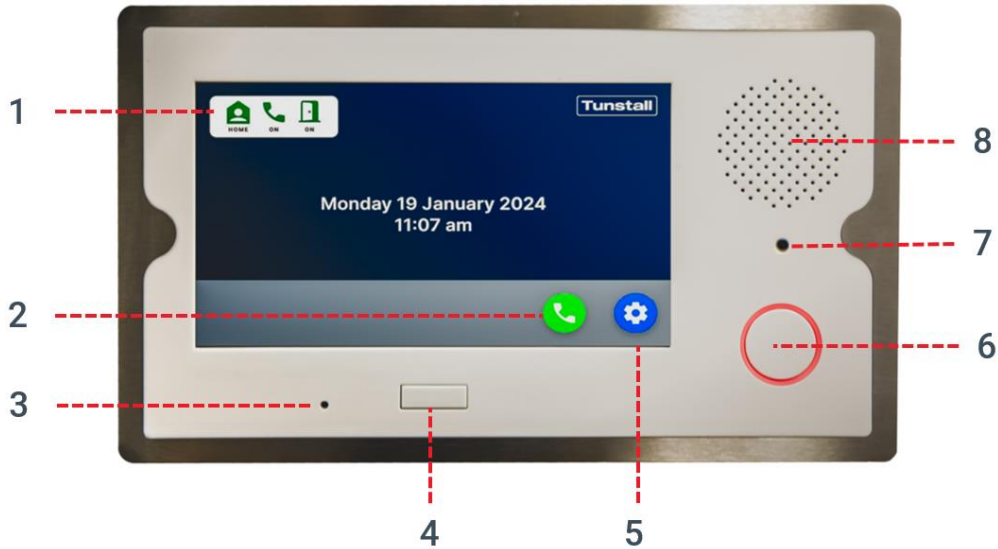
Features include:

- Illuminated, physical alarm button
- 7" touchscreen with contextual user interface
- Resident-to-Resident video calling\*
- Alarm progress messages presented on screen
- Broadcast speech/announcements
- Personalised "I'm OK" function with visual and audible prompts
- Personalised inactivity monitoring
- Inbuilt network extenders to boost coverage of handsets and pendants
- Contactless receiver to record room visits by simply holding house manager's handset against the VRU

\*Video Room Units with integral camera only.




1	Privacy Buttons	3x icons toggle between 1) Home/Away 2) Care Calls/No Care Calls 3) Door Calls/No Door Calls
2	Call Button (optional)	Opens different screen with keypad to dial other residents
3	Microphone	--
4	Home Button	Two functions: 1) turns on display 2) returns to home screen
5	Settings	Opens different screen to view and control privacy settings
6	Alarm Button	Press once to call for assistance
7	Camera (optional)	For resident-to-resident video calling
8	Speaker	--




## Incoming Door Entry Calls

Familiar "answer" and "decline" icons will appear.

Once a call is answered, an audio connection will be established, at which point the green "answer" icon is replaced

with a green  unlock icon. The resident can now choose to end the call or unlock the door to allow entry.

Pressing the  icon at any time presents descriptive text beside all other icons on screen.



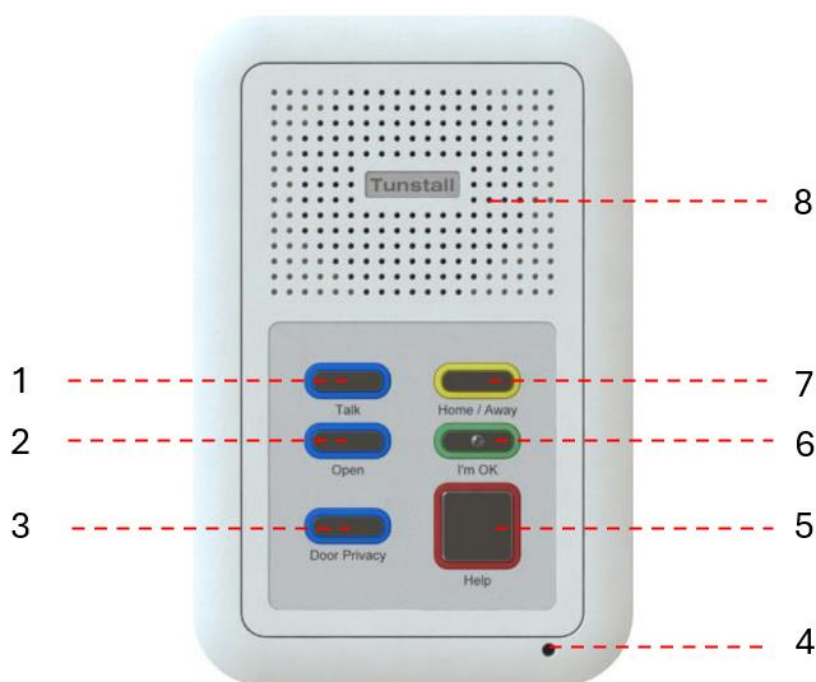
## Vi Speech Module overview

The Communicall Digital System Control Unit includes a 10-core interface to allow compatibility with new or existing non-IP speech modules\*. This delivers the flexibility to install more economical audio only speech modules in areas where video is not required, or across a complete property to achieve a more competitive installation cost. It also allows existing speech modules\* from previous installations to remain in place and active along with the associated cabling (if condition allows).

\*Compatible speech modules include:

- Communicall Vi (new installation or partial upgrade utilising existing Vi speech modules)
- Communicall Connect (partial upgrade on existing installations only)

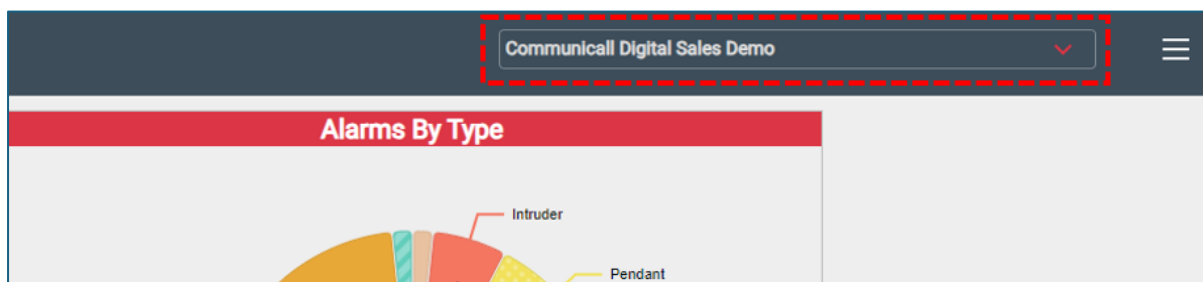
1	Talk Button	Used to answer incoming door call. Flashes when a door call is received.
2	Open Button	When in an active door call and pressed, this releases the door associated with the call.
3	Door Privacy Button	Stops the service user receiving door calls. When pressed and the button illuminates the service user cannot receive door calls. Pressing the button a second time the button is no longer illuminated, the service user can now receive door calls.
4	Microphone	-
5	Help Button	When pressed raises an alarm call.
6	I'm OK Button	Press once to signal service users OK status (optional)
7	Home/Away Button	Toggles between Home and Away mode.
8	Speaker	--




## Communicall Digital Web Portal Overview

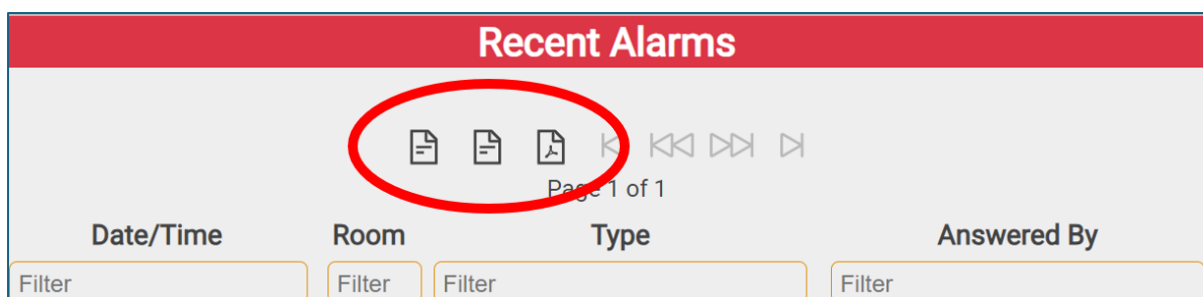
The dedicated web portal for Communicall Digital has been developed to reduce workload and increase efficiencies wherever possible, automating time consuming administrative work and enabling care providers to focus on more person-centred tasks.

Multiple sites can be managed from a single login and from any web browser. Simply log in using the credentials supplied and select the relevant site from the drop-down menu in the top-right corner:



Our intuitive dashboard provides a clear view of alarms by type, resident “I’m OK” status, and handset location and battery level. It also includes exportable audit trails, with options for automated email reports, plus tools to enhance resident service from anywhere.

In various places throughout the web portal, you will see these export icons , also circled below for reference. When using a PC/laptop, hovering over each icon will present a description of its function.



From left to right, each icon will:

- Export a **full** table of data in **.csv** format
- Export only **filtered** data in **.csv** format
- Export a **full** table in **.pdf** format

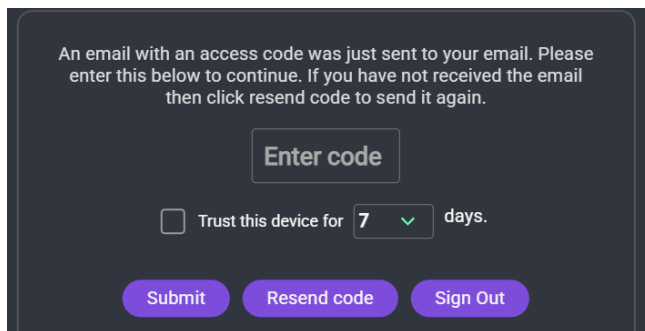
## Logging In

To log into the system, you will require a set of user credentials which consists of an email address and password. These will be provided once your system is installed.

To log in, use a modern browser on a PC or laptop and go to <https://tunstallscheme.com> Enter your username and password. A security code will then be sent to your email. Enter this code in the two-factor authentication section and click 'Submit'.

You can choose to trust your device for several days, which means you won't need to enter the code every time.

**Note:** Do not use this option on shared computers.



An email with an access code was just sent to your email. Please enter this below to continue. If you have not received the email then click resend code to send it again.

Enter code

Trust this device for 7 days.

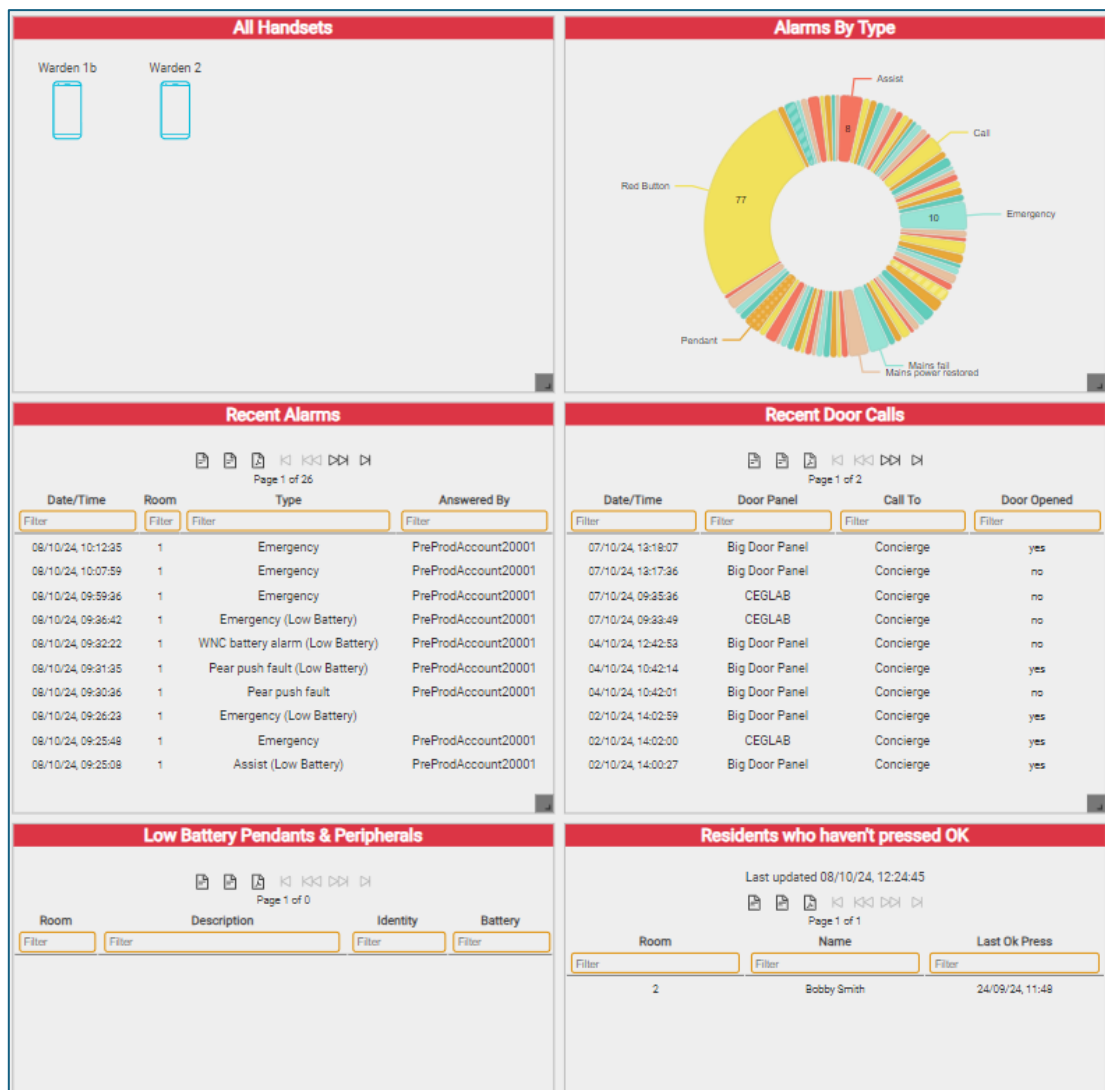
Submit Resend code Sign Out

If you have forgotten your password, click the 'Reset password' on the log in page and follow the prompts.

**NB:**

- Always log out of the system when you have finished accessing it.
- Change your password on a regular basis.
- Do not share your password.

## Overview Page



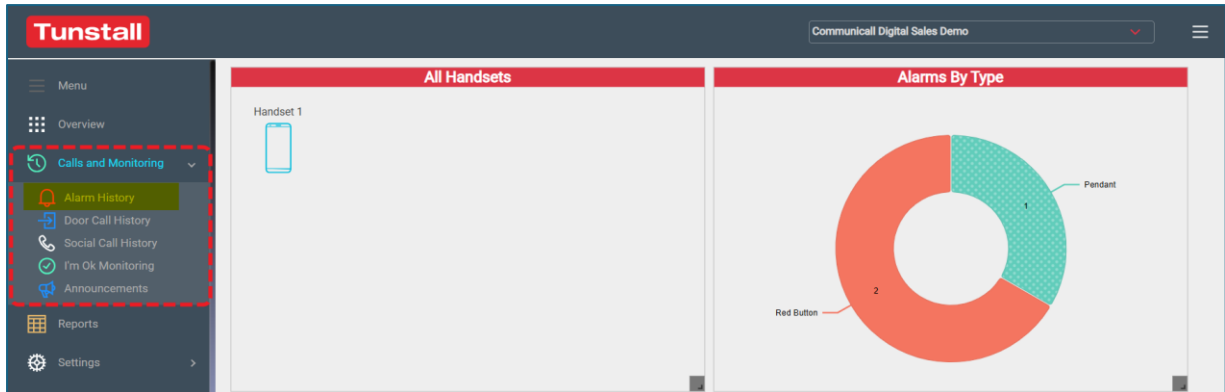
The Overview page consists of six sections, each providing detail on different elements of the system:

1. **All Handsets** shows the battery status and last seen location of all handsets.
2. **Alarms By Type** shows a breakdown of all alarm types from the last 2 weeks (continually updated showing a rolling 2-week period).
3. **Recent Alarms** shows the last 10 alarm calls.
4. **Recent Door Calls** shows the last 10 door calls.
5. **Low Battery Pendants & Peripherals** highlights any battery powered hardware needing attention.
6. **Residents who haven't pressed OK** highlights any residents who may need assistance.

# Calls and Monitoring

## Alarm History

To view alarm history, go to "Calls and Monitoring > Alarm History" in the menu.



Each alarm is shown on a single line, including the date and time it was raised, the room and source it came from, and the type of alarm (under the "Alarm Type" heading). The "Answered By" column shows who responded. The last two columns show how long it took to respond and how long the alarm lasted.

Alarm Call History									
Page: 1 of 3 (83 items)									
Date/Time	Room	Source	Alarm Type	Care Group	Answered By	Time to Answer	Call Duration	Comments	
24/10/25, 15:40	1	Main Lounge	Red Button	Standard		0 s	0 s		
23/10/25, 14:19	2	Bobby Smith	Red Button	Standard	Warden 1	3 s	3 s		
23/10/25, 14:17	2	Bobby Smith	Red Button	Standard	Warden 1	4 s	3 s		
23/10/25, 14:17	2	Bobby Smith	Red Button	Standard	Warden 1	3 s	3 s		
23/10/25, 14:17	2	Bobby Smith	Red Button	Standard	Warden 1	4 s	2 s		
23/10/25, 14:16	2	Bobby Smith	Red Button	Standard	Warden 1	3 s	3 s		

Any alarm on the system that presently has not been answered will be shown in red, once the call is selected it will turn orange. Once the call is cleared it will return to white.

Clicking on the icon will export the full table of alarm events to Excel.

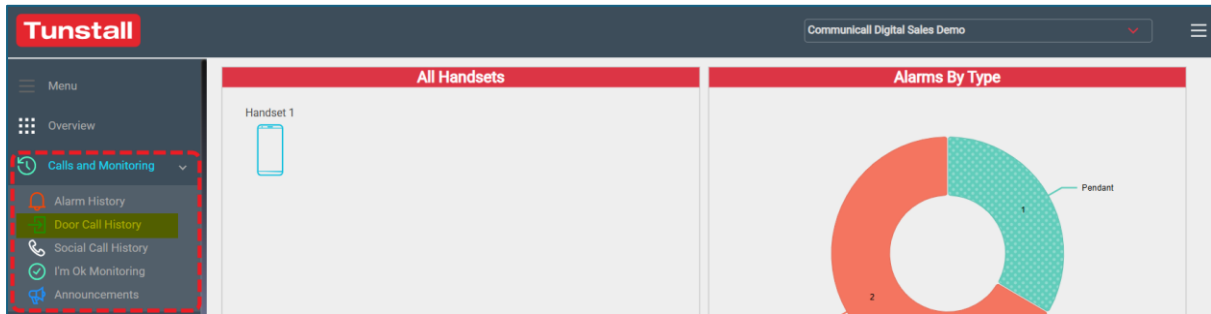
Clicking on the icon beside a single line/alarm event presents a more detailed audit trail for that specific event, which can then be exported to Excel by clicking the icon from within the pop-up.

Audit Trail for Alarm ID: 10465	
Page: 1 of 1	
Date/Time	Event Description
16/06/25, 14:56:14	Call shown on handset 'Warden 1' (10465)
16/06/25, 14:56:14	Red Button 'alarm raise from 'Main Lounge' in room 1 (...a9c0a6) : Alarm id 10465
16/06/25, 14:56:14	Alarm notification to 'All Handsets' (10465)
16/06/25, 14:56:15	Call shown on handset 'Warden 2' (10465)
16/06/25, 14:56:25	Alarm selected by 'Warden 1' (10465)
16/06/25, 14:56:31	Alarm cleared (10465)

Clicking on the icon allows comments to be added to that specific event. Once a comment is added the icon will change colour .

## Door Call History

To view a record of door calls, go to “Calls and Monitoring > Door Call History” in the menu.



This page shows a list of all calls made from a door panel to a resident or staff. Each entry includes which door panel was used, the recipient, the date and time, whether the call was answered, and if the door was opened or not.

Clicking on the icon will export the full table of door events to Excel.

Clicking on the icon against a single line/door event presents a more detailed audit trail for that specific event, which can then be exported to excel by clicking the icon within the pop-up.

Door Call History								
Date/Time	Door Panel	Calling	Answered	Answered By	Call Duration	Door Opened	Notes	Comments
24/06/25, 13:40	Big Door Panel	Manager	13:40:39	Warden 1	11 s	Yes	Door opened.	Salesman
24/06/25, 13:34	Big Door Panel	Manager	13:34:19	Warden 2	15 s	Yes	Door opened.	
24/06/25, 13:33	Big Door Panel	Manager	13:33:31	Warden 2	31 s	Yes	Door opened.	
24/06/25, 13:26	Big Door Panel	Room 1	No answer		11 s	No	Door call cancelled at the Door...	
24/06/25, 08:49	Big Door Panel	Trade Access		Waynes PIN	0 s	Yes	Pin name: Waynes PIN	

Audit Trail for Door Call ID: 10437	
Date/Time	Event Description
10/06/25, 15:34:02	Door call to resident 'Main Lounge' in room 1 from 'Big Door Panel' (...a9b9dc) : ID 10437
10/06/25, 15:34:16	Door call selected by resident (10437)
10/06/25, 15:34:22	Door call cleared with door open (10437)



Clicking on the icon allows a note to be added to any event. Once a note is added the icon will change colour .









Door Call History								
Date/Time	Door Panel	Calling	Answered	Answered By	Call Duration	Door Opened	Notes	Comments
24/06/25, 13:40	Big Door Panel	Manager	13:40:39	Warden 1	11 s	Yes	Door opened.	Salesman
24/06/25, 13:34	Big Door Panel	Manager	13:34:19	Warden 2	15 s	Yes	Door opened.	
24/06/25, 13:33	Big Door Panel	Manager	13:33:31	Warden 2	31 s	Yes	Door opened.	
24/06/25, 13:26	Big Door Panel	Room 1	No answer		11 s	No	Door call cancelled at the Door...	
24/06/25, 08:49	Big Door Panel	Trade Access		Waynes PIN	0 s	Yes	Pin name: Waynes PIN	

## Social Call History

This page shows a list of all calls made to a resident, from either staff or the ARC. If log door calls are enabled for a VRU, then resident to resident calls are logged. Each entry includes which source/person made the call, who answered it, time to answer and duration of call.

Clicking on the  icon will export the full table of social events to Excel.

Clicking on the  icon allows a note to be added to any event. Once a note is added the icon will change colour .

Social Call History								
Date/Time	Room	Source	Call type	Answered By	Time to Answer	Call Duration	Notes	Comments
 24/06/25, 14:45	2	Wayne Moate...	Social call to resident	Bobby Smith	1 s	5 s		
 24/06/25, 14:44	3	Wayne Moate...	Social call to resident	Ken Wade	0 s	13 s		Checked on Ken
 24/06/25, 14:05	8002	Wayne Moate...	Social call to resident	6	0 s	6 s		
 24/06/25, 14:05	8000	Wayne Moate...	Social call to resident	6	0 s	9 s		
 24/06/25, 14:01	4	Wayne Moate...	Social call to resident	Flat 4	0 s	9 s		
 24/06/25, 14:01	3	Wayne Moate...	Social call to resident	Ken Wade	0 s	5 s		
 24/06/25, 14:01	2	Wayne Moate...	Social call to resident	Bobby Smith	0 s	5 s		
 24/06/25, 14:01	1	Wayne Moate...	Social call to resident	Main Lounge	0 s	8 s		

## I'm OK Monitoring (VRU)

"I'm OK" monitoring allows the house manager to track which residents have or haven't pressed their "I'm OK" buttons on the Video Room Unit (VRU).

The timing for the "I'm OK" button to appear on the VRU is set by the Global Monitoring settings. However, individual VRUs can have their own unique "I'm OK" monitoring schedules set up to suit individual residents' requirements, which override the global settings. (For more information, see the ["Rooms"](#) section.)

When the "I'm OK" button appears on the VRU's touchscreen, the resident can press it to confirm that they are OK. A verbal acknowledgement follows and the "I'm OK" button will disappear until the next scheduled time.

Individual VRUs can be set to issue a verbal announcement of "Reminder" to prompt the user to press the "I'm OK" button, please see ["Rooms"](#) section for more details.

The results of a resident pressing or not pressing their "I'm OK" button are displayed in the "Resident OK Monitoring" web page which is shown below.

## I'm OK Monitoring (Vi Speech Module)

"I'm OK" monitoring allows the house manager to track which residents have or haven't pressed their "I'm OK" buttons on the Vi speech module.

The timing for the "I'm OK" button for a Vi speech module is set by the Global Monitoring settings. However, individual Vi speech modules can have their own unique "I'm OK" monitoring schedules set up to suit individual resident requirements, which override the global settings. (For more information, see the ["Rooms"](#) section.)

## Resident OK Monitoring Web Interface

Call	Room	Name	Monitoring	Status	Last Ok Press	Last Spoken To	Last Seen
	1	Resident 1	10:19 to 10:45	Ok Pressed	09/07/24, 10:22	28/08/24, 14:22	28/08/24, 14:22
	2	Resident 2	10:19 to 10:45	Seen	24/09/24, 11:48	28/08/24, 14:21	14/10/24, 12:50
	3	Resident 3	10:19 to 10:45	Ok not pressed	08/10/24, 10:35	04/06/24, 12:54	24/04/24, 11:01
	4	Resident 4	13:30 to 15:00	---	20/08/24, 10:31	14/10/24, 13:14	28/08/24, 14:21

The rooms being monitored are shown in a list with the following colours indicating the present status:

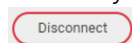
- No colour is shown before the 1<sup>st</sup> monitoring period has started for that day.
- Blue - Scheduled monitoring is live, but the resident has not yet pressed their "I'm OK" button.
- Bright Green - The resident has pressed their "I'm OK" button during the monitoring period.
- Pale Green – The "Last Spoken To" and/or "Last Seen" buttons have been pressed, either during or after the monitoring period, but before the next monitoring period starts, if there are multiple in one day.
- Red – A monitoring period has ended, and the resident hasn't pressed their "I'm OK" button.

This will reset on the next monitoring period, if there are multiple periods in one day.

## Calling Residents via the I'm OK Monitoring Page

1. To call a resident, click the Resident Calling icon. You will then be presented with the "My Phone No." field. Enter the telephone number you wish to use, then press "Connect".

2. The chosen telephone will then ring, answer the incoming call. Your telephone is now connected directly to your Communicall Digital system and you will hear recurring beeps until a room unit is selected.
3. Press the icon on the web portal next to the resident you wish to speak with. This will then connect you with the Video Room Unit (VRU).  
**NB: Your mobile phone is simply used for the 2-way audio connection, not to select residents etc. – this is managed from the web portal.**
4. Press the icon to disconnect the resident.
5. Repeat steps 3 to 4 for each resident you need to speak with.
6. To totally disconnect your telephone from your Communicall Digital system, press the



Disconnect button, or hang up directly on your phone.

## Announcements/Broadcast Speech (VRU Only)


Announcements allow users of the web interface to announce a spoken message to all Video Room Units (VRU) or a pre-programmed group of VRUs. This could be useful to announce such items as a fire alarm test or engineers being on site, for example. The announcements can be made from anywhere you are able to access the web interface, not just on the site.

### Making an Announcement

1. Enter the telephone number that will receive the call to make the announcement from.
2. Click "Connect", and when the telephone rings, answer the incoming call.
3. Select the resident group from the drop-down list.
4. Click "Announce".
5. Say your announcement, which will be transmitted to VRUs live.
6. Click the "Announce" button again to disconnect from the VRUs.
7. Click "Disconnect" to disconnect your phone from the system.

## Reports

The system can generate a call report that details all calls including alarms, social calls and door callers over a pre-defined period of 7 days, 30 days or 3 months.


To generate a report, click the  icon beneath the time period you require. This will then download the report as a PDF.

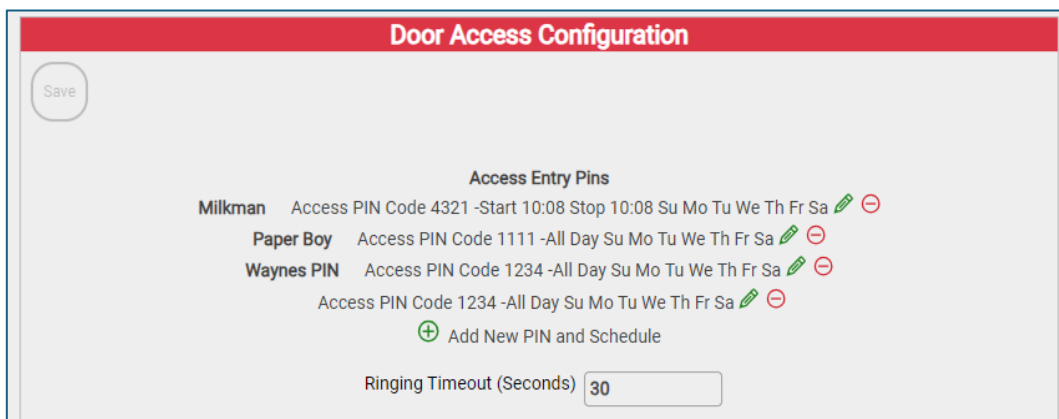
## Settings

### Door Entry Access Entry PINs

It is possible to create and edit an unlimited number of access entry PINs. These are 4-digit numbers that can be entered at the door panel and will allow the user to release the door.

### Creating a PIN

1. Click the  symbol to "Add New PIN and Schedule", then click "Save". This generates a blank schedule.
2. Click the green pencil icon next to the newly created PIN to populate the schedule details.
3. In the pop-up window, enter a 4-digit number of your choice in the field "Access PIN Code".
4. Set the start and stop times or enable the "All Day" option if the PIN needs to be used 24 hours a day.
5. Next select/de-select the days the PIN should be valid for.
6. Enter a name in the "PIN Name" field.
7. Click the "Add All Door Panels" button. This will include all door panels. If there are specific door panels that should *not* be unlocked when the PIN is used, remove them by clicking the "X" next to their names.
8. Click "Amend".
9. Click "Save".

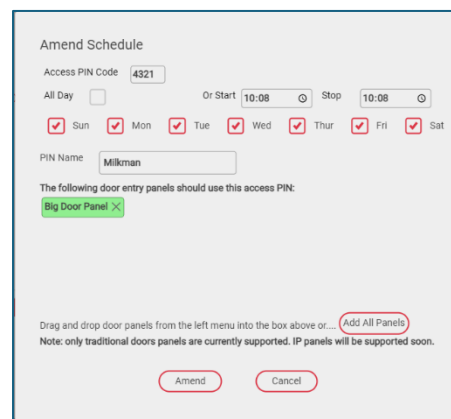


### Editing an Existing PIN

Click the pencil icon next to the PIN to enable the following fields to be updated as required:

1. 4-digit number in the "Access PIN Code" field.
2. The start/stop times or "All Day" option if the PIN needs to be used 24 hours a day.
3. The days the PIN should be valid for if required.
4. The "PIN Name" field.
5. If there are specific door panels that should *not* be unlocked when the PIN is used, remove them by clicking the "X" next to their names.

Once complete, click "Amend".

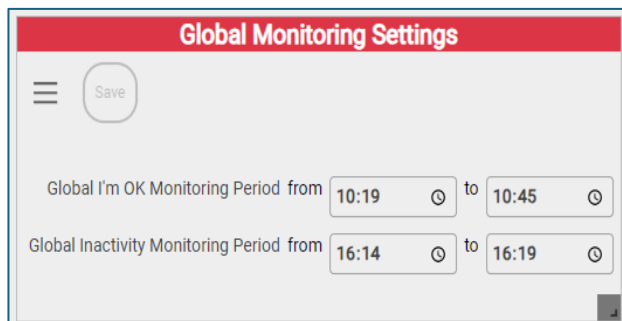


## Deleting a PIN

To delete a PIN, simply click the  icon beside it.

## Global Monitoring

Global monitoring allows you to set the start and stop times for "I'm OK" and Inactivity monitoring for *all residents* at once. To adjust the start or stop times for either "I'm OK" or Inactivity monitoring, simply click the small clock icon and select the desired time. Repeat this process for each time period you want to change, and then click "Save".

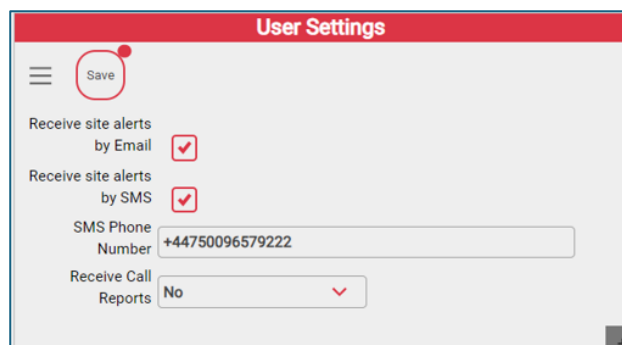


## User Settings

The system can send an alert via SMS or email if an alarm persists for more than 10 minutes. To receive these alerts, enable the "Receive Site Alerts" option for SMS, email, or both. If you choose SMS alerts, you'll need to enter a mobile phone number in the "SMS Phone Number" field.

A call report summarises all calls made over the past 7 days. This report can be sent daily or weekly, depending on your preference. Weekly reports are sent on Monday mornings. You'll receive reports for all sites you're associated with.

After making any changes, click "Save".



## Rooms

The "Rooms" section lists all the Video Room Units (VRUs) and Vi speech modules that the system has installed. Each room has several settings which are explained in more detail within this section. Below is an example of a room overview:

Room 3

Save

Resident
Devices
Service

Name	<input type="text" value="Ken Wade"/>	Intruder Monitoring	<input type="checkbox"/>	Enable Ok Monitoring	<input checked="" type="checkbox"/>
Status	<input type="text" value="Home"/>	Allow Home/Away Arming	<input checked="" type="checkbox"/>	Raise Alarm if not OK	<input type="checkbox"/>
Call Sequence	<input type="text" value="Standard"/>	Intruder Entry/Exit Timeout	<input type="text" value="30"/>	Enable OK Audible Reminders	<input checked="" type="checkbox"/>
Speech Volume	<input type="text" value="4"/>	Inactivity Monitoring	<input type="checkbox"/>	Reminder Frequency (mins)	<input type="text" value="1"/>
Tone Volume	<input type="text" value="5"/>	Empty Property	<input type="checkbox"/>	Reminder Play From End (mins)	<input type="text" value="60"/>
Linked Room Unit	<input type="text" value="None"/>	Communal Room	<input type="checkbox"/>	Divert Door Calls	<input type="checkbox"/>
		Polling Active	<input checked="" type="checkbox"/>	Divert Door Calls when Away	<input type="checkbox"/>
		Alarm Announcements	<input type="checkbox"/>	Allow Companion Apps	<input type="checkbox"/>
		Log Room to Room Calls	<input type="checkbox"/>		

Resident OK Schedule

Using global resident OK schedule to

+ Add New Schedule

Inactivity Schedule

Using global inactivity schedule to

+ Add New Schedule

Recent Alarms

Page 1 of 1

Date/Time	Room	Type	Answered By
<input type="text" value="30/05/25, 12:53:12"/>	<input type="text" value="3"/>	<input type="text" value="Pendant"/>	<input type="text" value="Warden 1"/>
<input type="text" value="30/05/25, 12:52:32"/>	<input type="text" value="3"/>	<input type="text" value="Pendant"/>	<input type="text" value="Warden 1"/>

Recent Door Calls

Page 1 of 0

Date/Time	Door Panel	Call To	Door Opened
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>

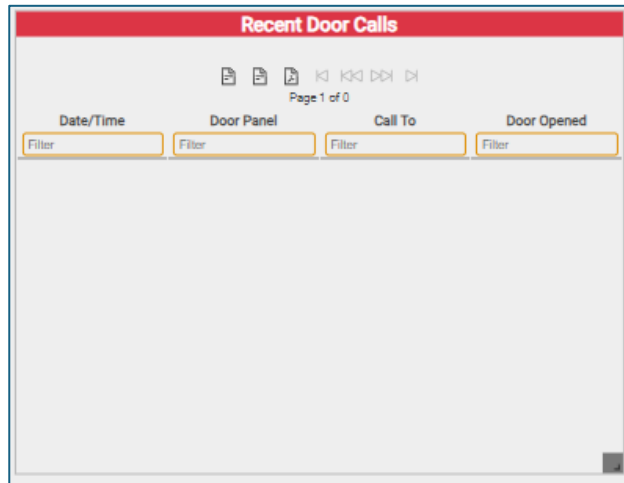
Only the following fields should be edited:

- **Name** – This allows the setting of a friendly name.
- **Speech Volume** – This sets the volume heard at the Video Room Unit.
- **Tone Volume** – This sets the volume of any tones heard at the Video Room Unit.
- **Inactivity Monitoring** – This enables or disables Inactivity Monitoring.
- **Enable OK Monitoring** - This enables or disables OK Monitoring.
- **Enable OK Audible Reminders** - This enables or disables OK Monitoring audible reminders.(VRU Only)
- **Divert Door Calls** – This diverts all the resident's door calls to the house manager if enabled.
- **Divert Door Calls when Away** - This diverts all the resident's door calls to the house manager if the resident places their Video Room Unit in Away mode.
- **Alarm Announcements** – **Enables/Disables** verbal confirmation **of an alarm** being raised.
- **Log Room to Room Calls** – If checked then any calls made from this room to another room will be logged in the social call's history. .(VRU Only)
- **Allow Companion apps** - **Enables/Disables** the use of companion apps for this resident.

After making any edits, click "Save".

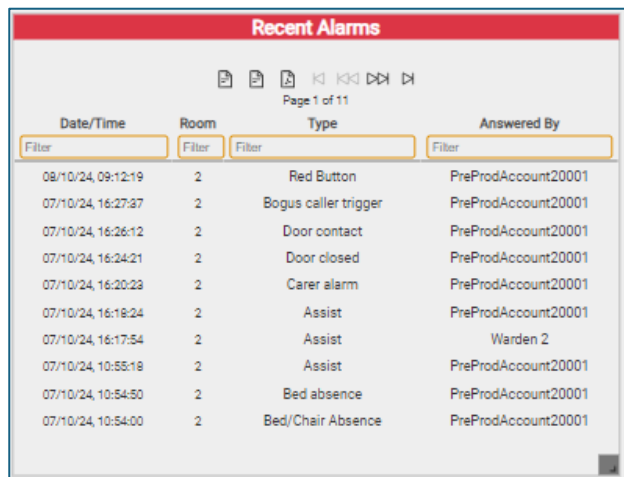
### Recent Door Calls

This section displays a list of the recent door calls the VRU has received.



### Recent Alarms

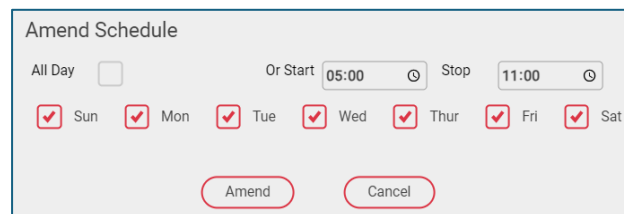
This section displays a list of the alarm calls associated with the VRU.



### Adding/Editing a Resident OK Schedule

It is possible to add a custom time schedule for a VRU that overrides the global "I'm OK" schedule. To create a custom schedule, click "Add New Schedule", under the "Resident OK Schedule" section, then click "Save".


Click the to the right of the newly created schedule. In the pop-up, edit the start and stop times and the days of the week that the schedule should be active. Click "Amend", then click "Save".

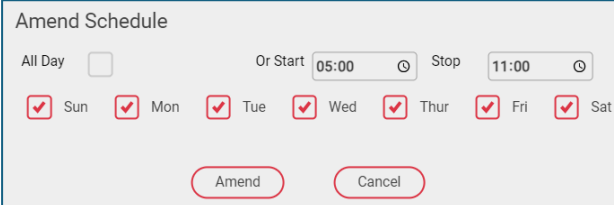


## Adding/Editing an Inactivity Schedule

It is possible to add a custom time schedule for a VRU that overrides the Global Inactivity schedule.

To create a custom schedule, click  "Add New Schedule" under the "Inactivity Schedule" section, then click "Save".

Click the  to the right of the newly created schedule. In the pop-up, edit the start and stop times and the days of the week that the schedule should be active. Click "Amend", then click "Save".




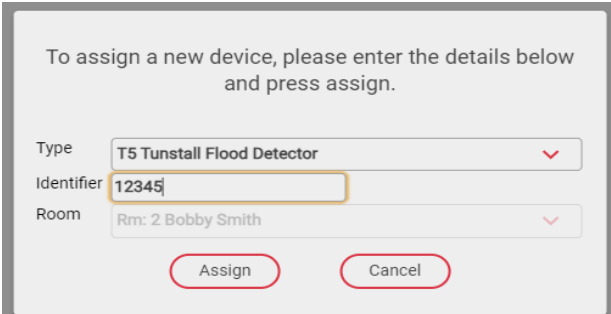
The "Amend Schedule" dialog box contains the following elements:

- All Day:** An unchecked checkbox.
- Or Start:** A time input field set to "05:00" with a clock icon.
- Stop:** A time input field set to "11:00" with a clock icon.
- Days of the Week:** A row of seven checkboxes, each with a red checkmark, labeled Sun, Mon, Tue, Wed, Thur, Fri, and Sat.
- Buttons:** Two buttons at the bottom, "Amend" and "Cancel", both with rounded corners and red outlines.

## Assigning Wireless Telecare Devices

To add a telecare sensor via the web portal:

1. Select the relevant room from the "Rooms" list on the left menu bar.
2. Select the "Devices" tab.
3. Click the  "Assign New Device" button.
4. Select the device type from the drop-down list in the pop-up.
5. Enter the radio trigger ID, which can be found on the device label, in the "Identifier" field and click "Assign".




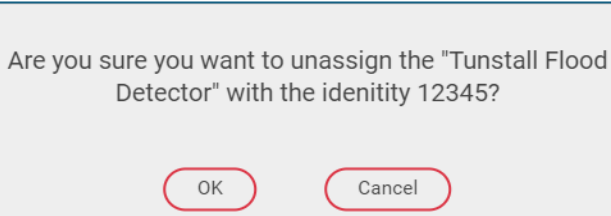
The "Assign New Device" dialog box contains the following elements:

- Header:** Text stating "To assign a new device, please enter the details below and press assign."
- Type:** A dropdown menu showing "T5 Tunstall Flood Detector".
- Identifier:** A text input field containing "12345".
- Room:** A dropdown menu showing "Rm: 2 Bobby Smith".
- Buttons:** Two buttons at the bottom, "Assign" and "Cancel", both with rounded corners and red outlines.

**NB:** Test the radio trigger in multiple places within the property to ensure that the device operates as intended.

## Deleting a Wireless Telecare Device

1. Select the relevant room from the "Rooms" list on the left menu bar.
2. Select the "Devices" tab.
3. Locate the wireless telecare sensor that needs to be removed from the VRU.
4. Click the  "Delete" icon.
5. A pop-up will appear, press "OK" to confirm that the sensor is to be unassigned/deleted.



The confirmation dialog box contains the following elements:

- Text:** "Are you sure you want to unassign the 'Tunstall Flood Detector' with the identity 12345?"
- Buttons:** Two buttons at the bottom, "OK" and "Cancel", both with rounded corners and red outlines.

## Test Mode (VRU Only)

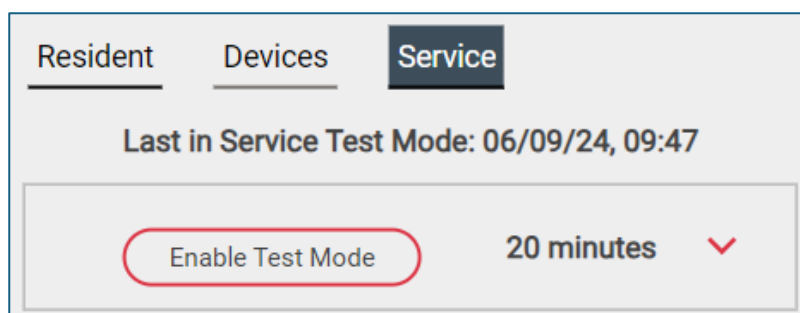
Test Mode allows you to test all hardwired devices (e.g. pullcords) and radio devices within a property without triggering an alarm call to the handset or control centre.

When Test Mode is enabled, any alarms raised will be displayed on the Video Room Unit (VRU). After a short time, the alarm will be automatically cleared. The system will record all alarms generated while the VRU is in Test Mode.

### To enable Test Mode for a specific VRU:

1. Go to "Rooms" on the left menu bar.
2. Select the desired room from the list.
3. Select the "Service" tab.
4. Use the drop-down arrow next to the 20-minute value to set a different duration for Test Mode.
5. Click the "Enable Test Mode" button.

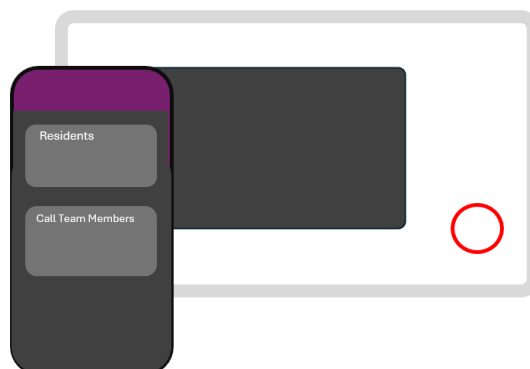
**NB:** Whilst in test mode, the VRU cannot raise any alarm calls, such as pullcord, smoke, radio device or integral alarm button calls.



## Recording Room Visits (VRU Only)

It is possible to record a room visit, this is logged within the platform. To perform a room visit, ensure the handset screen is illuminated. Place the handset flat against the VRU as Indicated in the diagram below. The handset will then announce, "Room visit recorded".

The visit can be viewed via the Social Call History section.



### Tunstall Radio Products Technical Details

Radio frequency: 869.2125MHz, compliant with the European Social Alarm frequency band  
Radio trigger power: The transmitted power in this band is less than 1mW e.r.p.

### Declaration of Conformity

Radio equipment supplied as part of the Communicall system is in compliance with Directive 2014/53/EU.  
The full text of the EU declaration of conformity is available at the following address: [www.tunstall.co.uk/approvals](http://www.tunstall.co.uk/approvals)

*Our policy of continual development means that product specification and appearance may change without notice.  
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