Tunstall



Communicall Digital

System User Guide

Version 1.4

Tunstall

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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
1.4	Updated UI and new companion app	W Moate/ G Conway	30.07.2026

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.



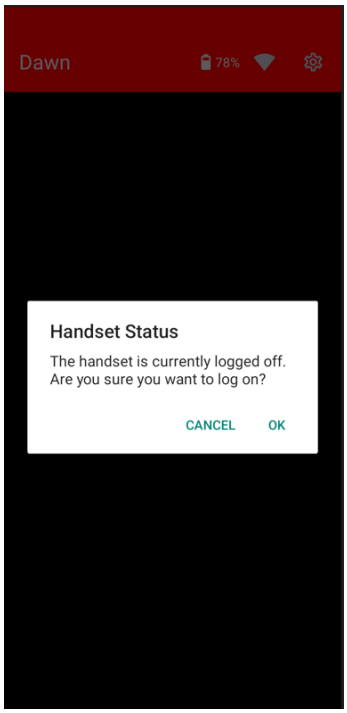
Key features include:

- 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”.

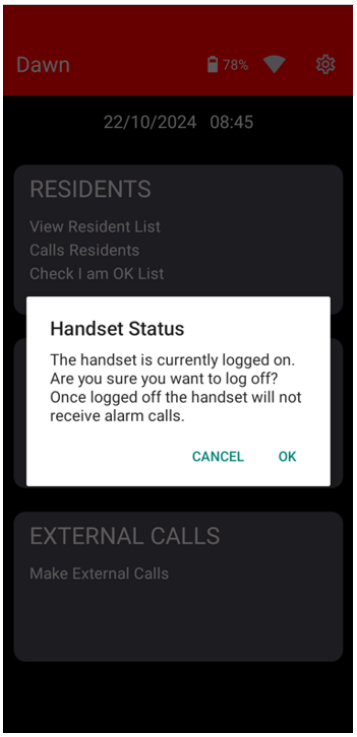


Logging Off Duty

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.

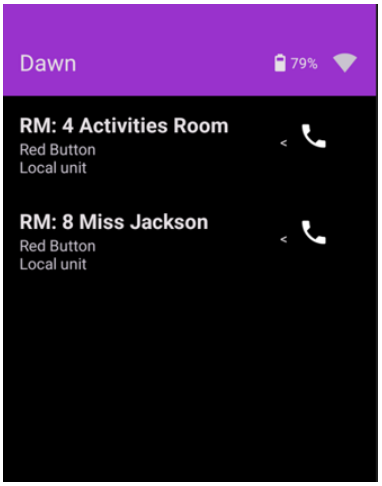
If there are multiple handsets in a group then all handsets will need to be logged off duty to enable alarms to be sent to the Alarm Receiving Centre (ARC).



Taking Alarm Calls

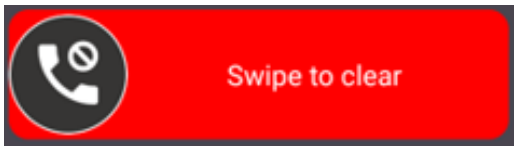
Alarm calls will appear on screen, identifying the room/resident and alarm type. Concurrent alarms will be listed on screen as they happen.

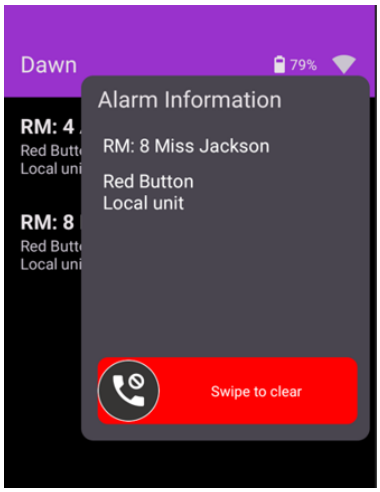
To answer, swipe the  icon from right to left as directed on screen.



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

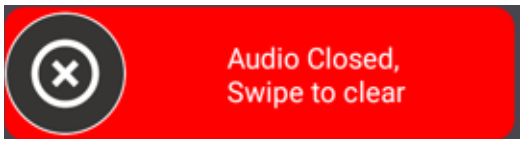
When ready to end the call and close the alarm, swipe the telephone icon from left to right as directed.

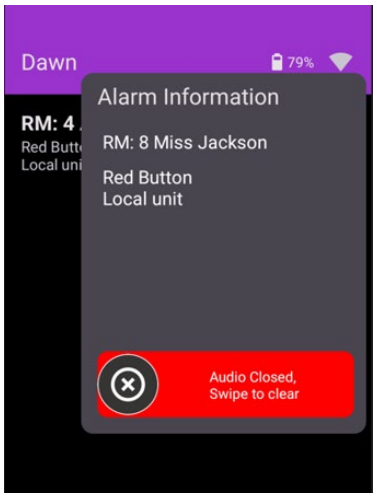




Non-Speech Alarm Calls

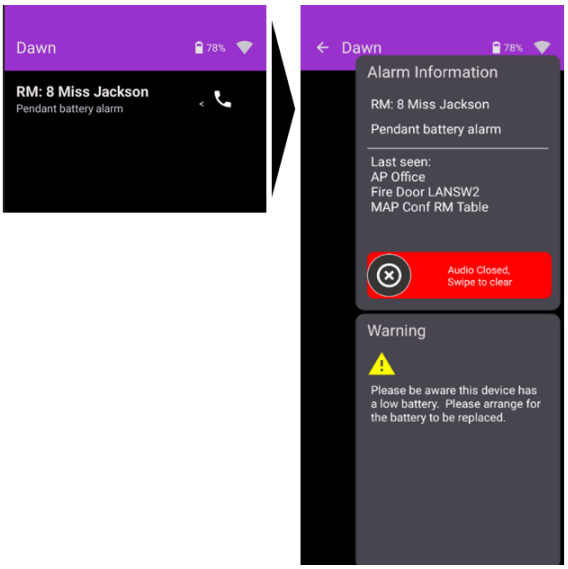
If a non-speech call is received i.e a technical call, then on selection of the alarm, the message “Audio Closed" will be displayed to indicate that this is a non-speech call.

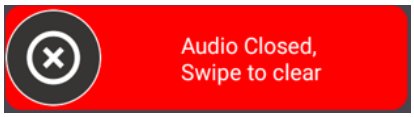




Alarm Calls with a Low Battery

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.





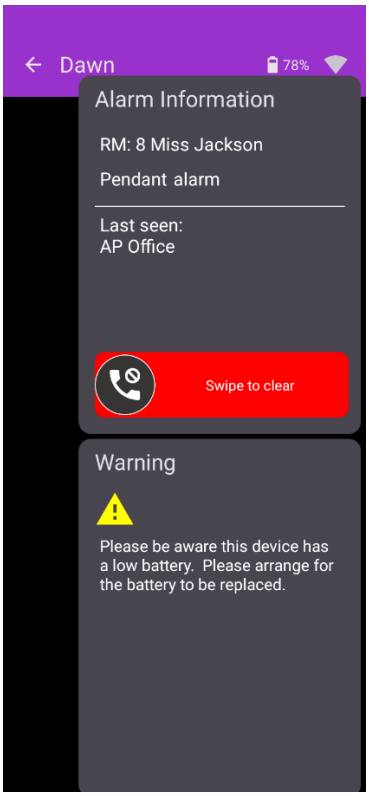
To acknowledge and clear the alert, swipe left to right and arrange for a battery replacement as soon as possible. For additional guidance, refer to the device's product information.

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.

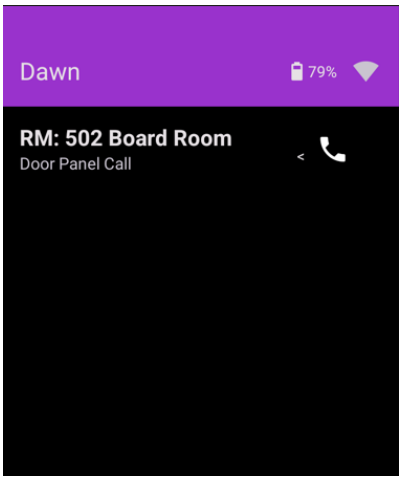
This is clearly identified by the text showing “Pendant alarm” and the icon showing that an audio channel has been opened:





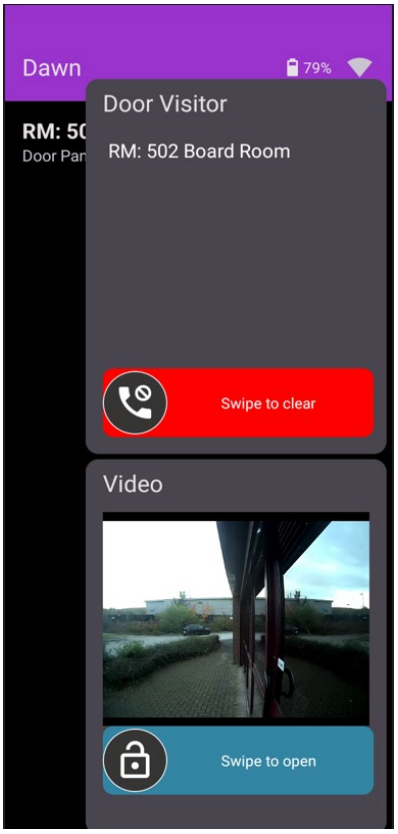
Answering Door Calls

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



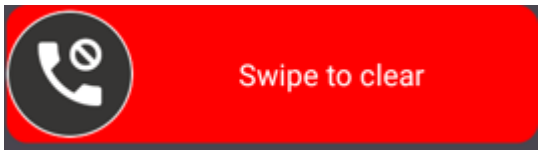
To answer, swipe the  icon from right to left to answer the call.

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

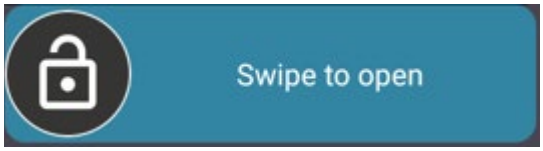


Two sliders are also presented for the following actions:

"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

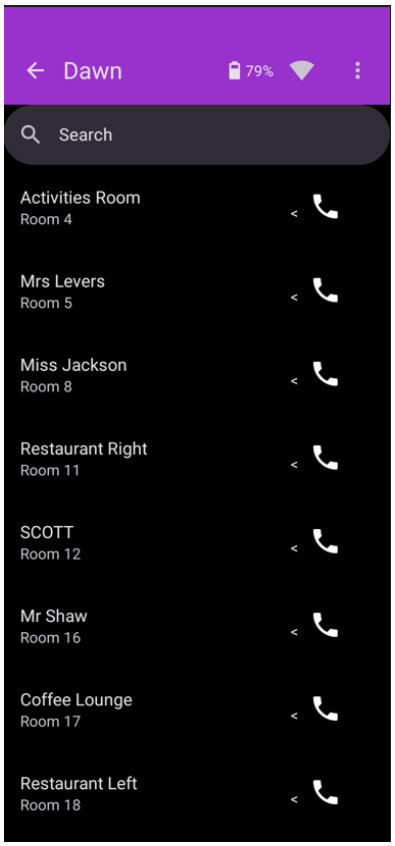
From the idle screen, select the “Resident” tile and then press “View Resident List”. All rooms/residents are displayed in list format, there is also a "Search" function.

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:



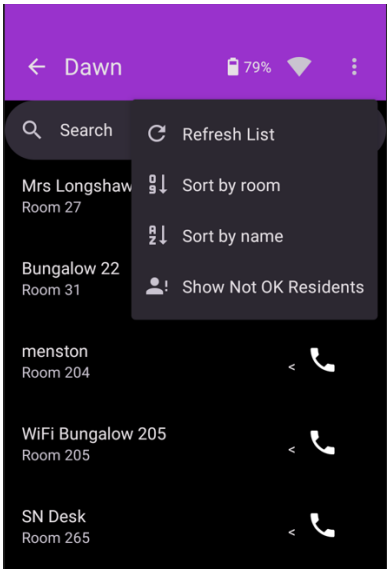
NB: If the resident has warden privacy enabled on their room unit, this will prevent you from being able to call them via the handset.



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.

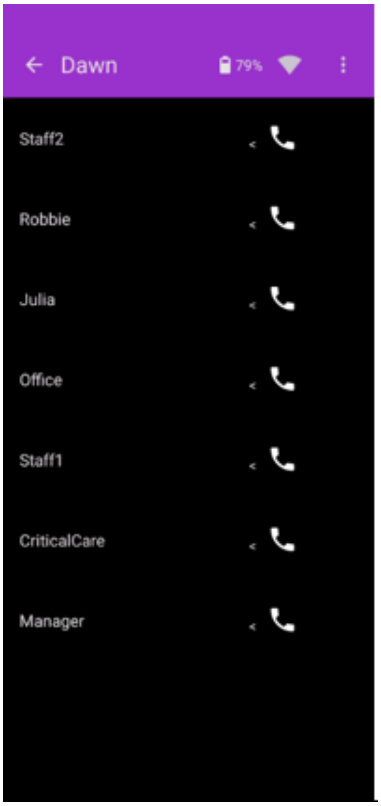
Swiping the telephone icon from right to left on the desired resident/room will connect you to their room unit.



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.

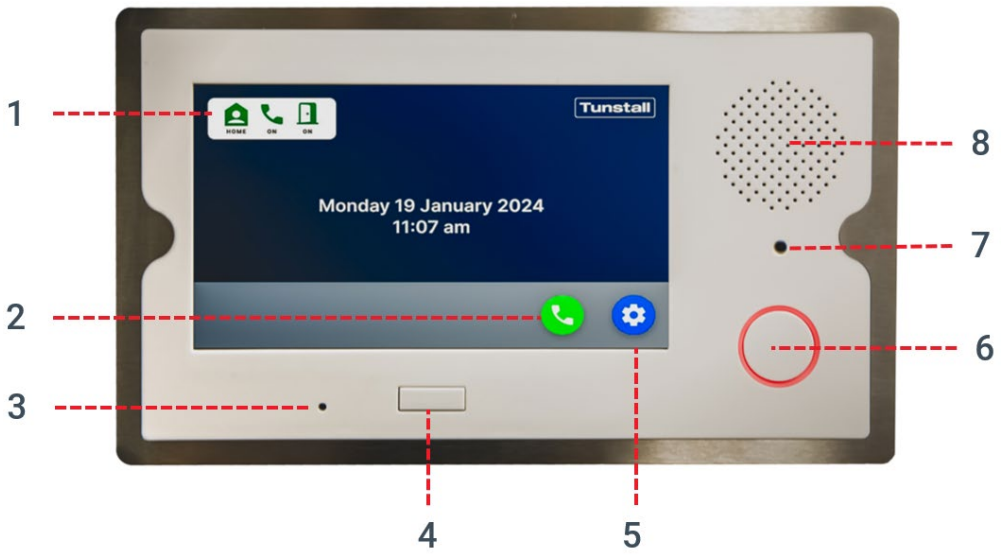
Features include:

- 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.

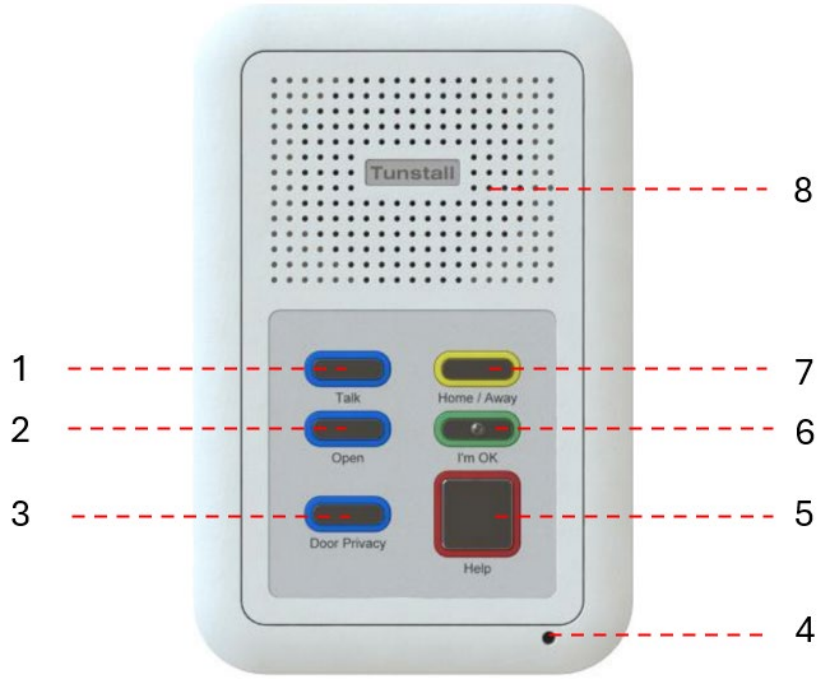
Vi Speech Module overview

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)

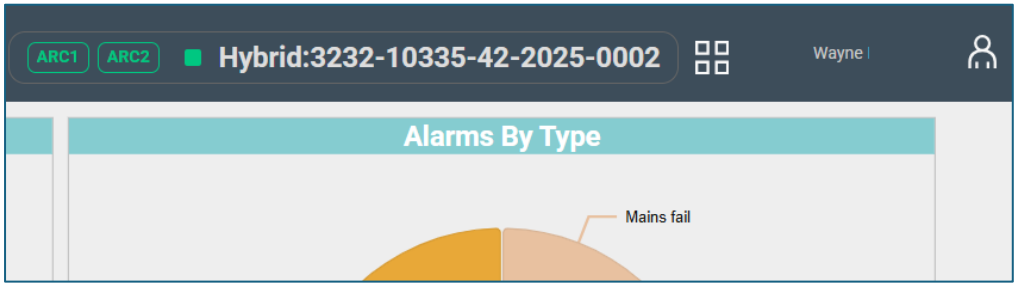
1	Talk Button	Used to answer incoming door call. Flashes when a door call is received.
2	Open Button	When in an active door call and pressed, this releases the door associated with the call.
3	Door Privacy Button	Stops the service user receiving door calls. When pressed and the button illuminates the 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.

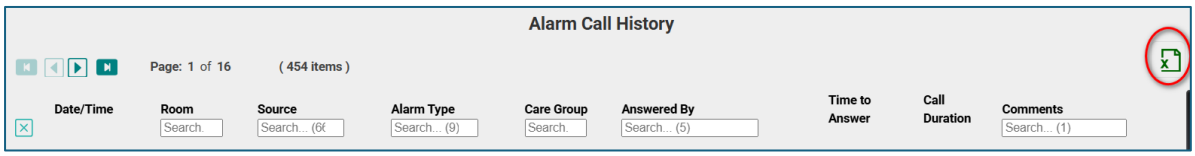
Multiple sites can be managed from a single login and from any web browser. Simply log in using the credentials supplied and select the relevant site by clicking the icon then selecting the scheme from the popup list.



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 this icon , also circled below for reference. When clicked this will export a report showing all details from that specific screen, and download it to your computer in Excel format.

When using a PC/laptop, hovering over each icon will present a description of its function.



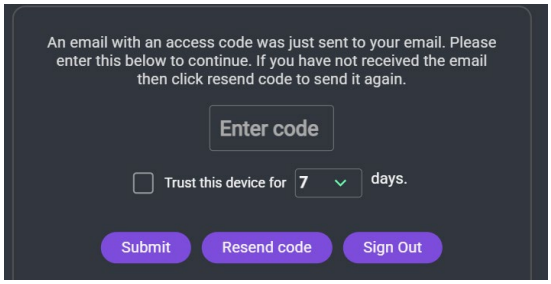
Logging In

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.

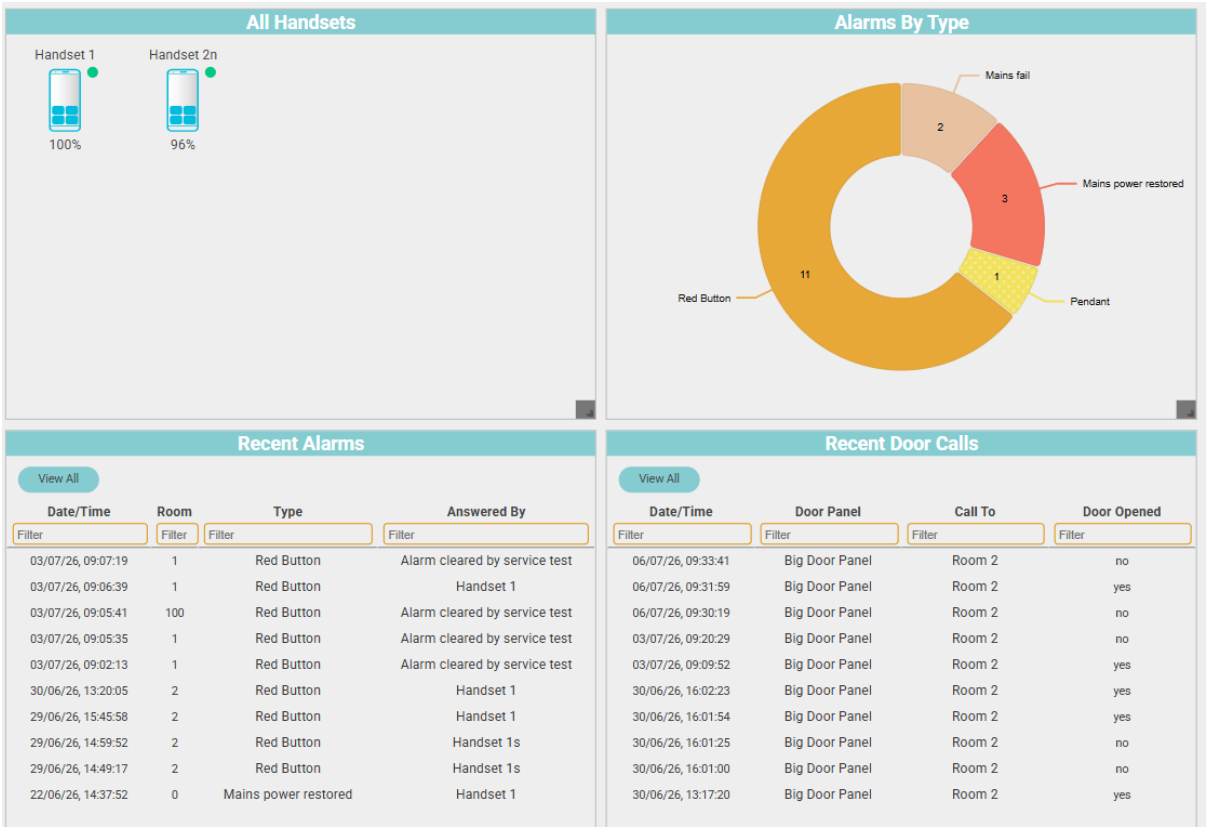


If you have forgotten your password, click the 'Reset password' on the log in page and follow the prompts.

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:

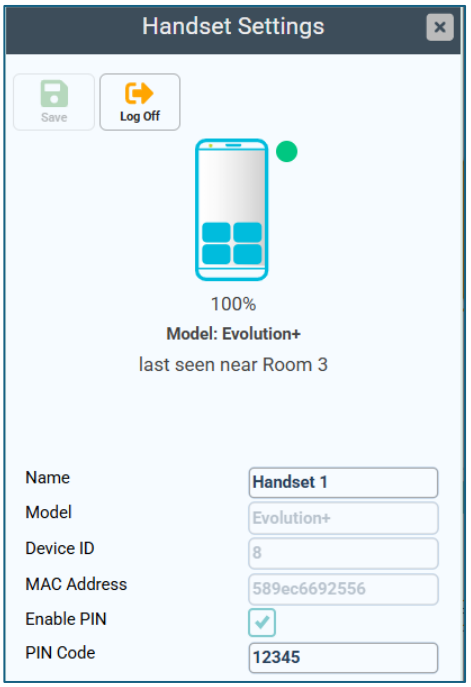
1. **All Handsets** shows the battery status including if it is on charge, last seen location (when hovering over the phone icon), and if the handset is logged on or off duty.
2. **Alarms By Type** shows a breakdown of all alarm types from the last 2 weeks (continually updated showing a rolling 2-week 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.

All Handsets

When a handset is clicked on the overview page it is possible to:

- Log on and Off Duty
- Change the Handset Name
- Enable /Disable the handset PIN
- Change the handset PIN



Log On and Off Duty

It is possible to log a handset on and off duty via the web page when the handset is not physically available. Click the 'Log Off or Log On' button to change the handset status.

Handset Name

It is possible to change the handset name. The handset name appears in any alarm logs.

Handset PIN

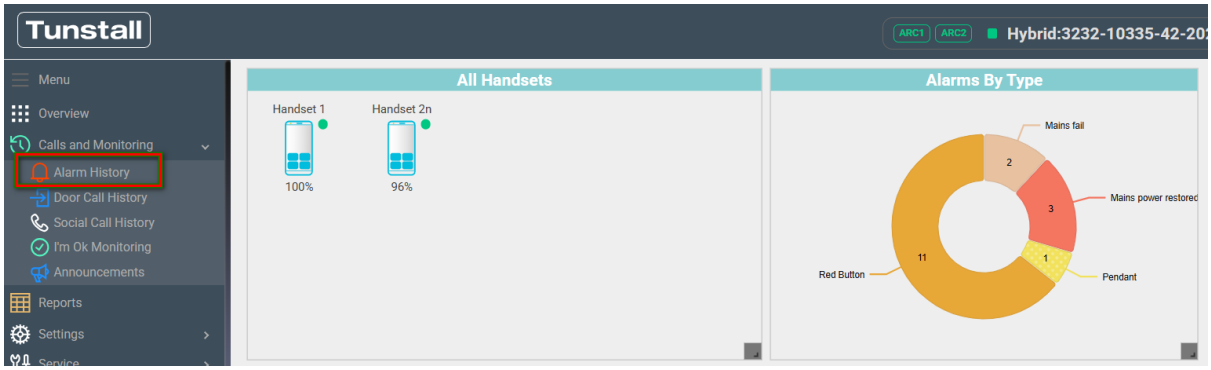
When the handset PIN is enabled, it is not possible to use the handset without first entering the PIN, this is to stop unauthorised use.

When an alarm is received the handset is automatically unlocked.

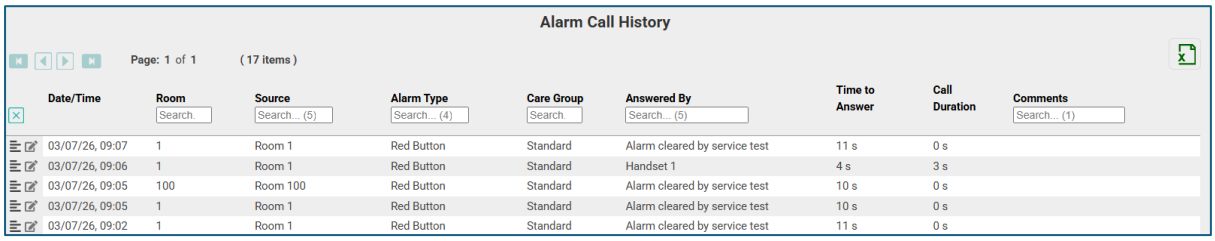
Calls and Monitoring

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.

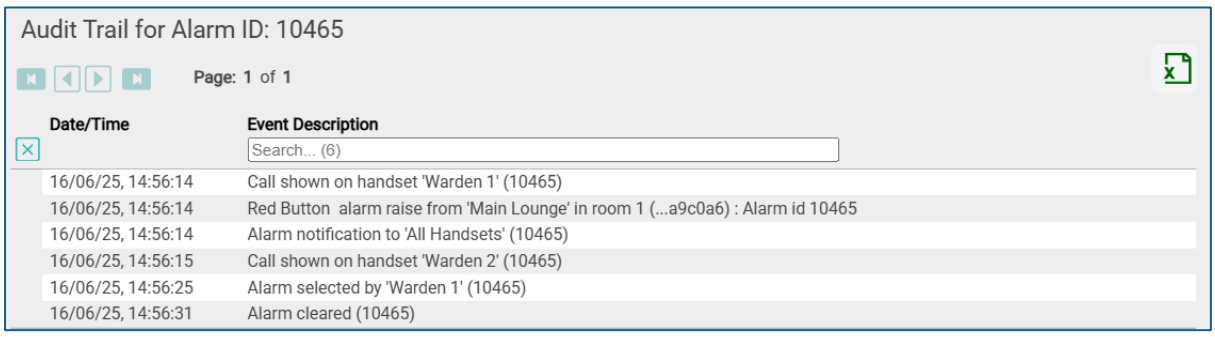


Date/Time	Room	Source	Alarm Type	Care Group	Answered By	Time to Answer	Call Duration	Comments
03/07/26, 09:07	1	Room 1	Red Button	Standard	Alarm cleared by service test	11 s	0 s	
03/07/26, 09:06	1	Room 1	Red Button	Standard	Handset 1	4 s	3 s	
03/07/26, 09:05	100	Room 100	Red Button	Standard	Alarm cleared by service test	10 s	0 s	
03/07/26, 09:05	1	Room 1	Red Button	Standard	Alarm cleared by service test	10 s	0 s	
03/07/26, 09:02	1	Room 1	Red Button	Standard	Alarm cleared by service test	11 s	0 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.

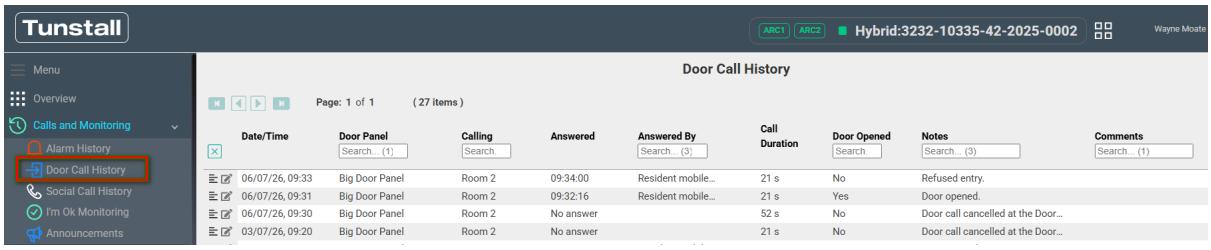


Date/Time	Event Description
16/06/25, 14:56:14	Call shown on handset 'Warden 1' (10465)
16/06/25, 14:56:14	Red Button alarm raise from 'Main Lounge' in room 1 (...a9c0a6) : Alarm id 10465
16/06/25, 14:56:14	Alarm notification to 'All Handsets' (10465)
16/06/25, 14:56:15	Call shown on handset 'Warden 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

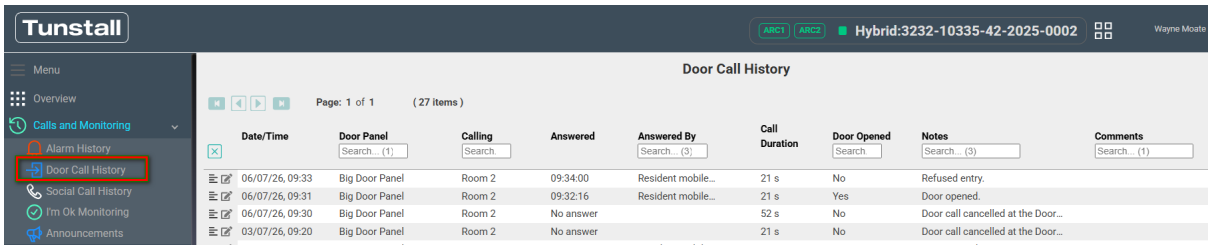
To view a record of door calls, go to “Calls and Monitoring” > “Door Call History” in the menu.

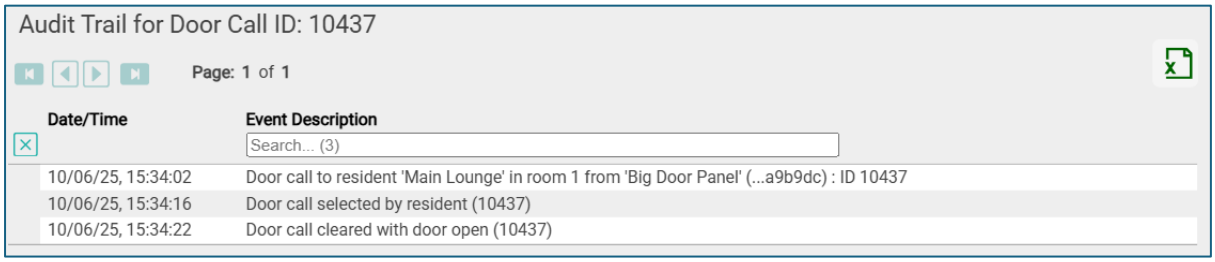


This page shows a list of all calls made from a door panel to a resident or staff. Each entry includes which door panel was used, the recipient, the date and time, whether the call was answered, and if the door was opened or not.

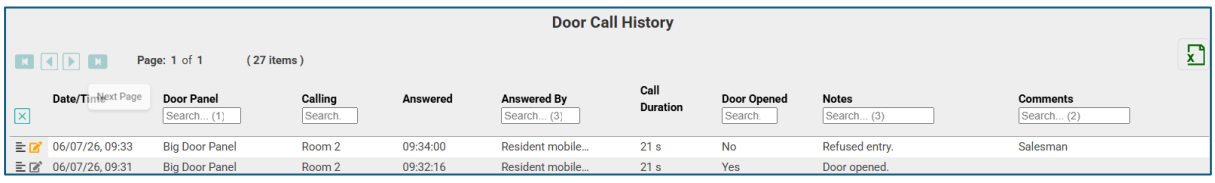
Clicking on the icon will export the full table of door events to Excel.

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.





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

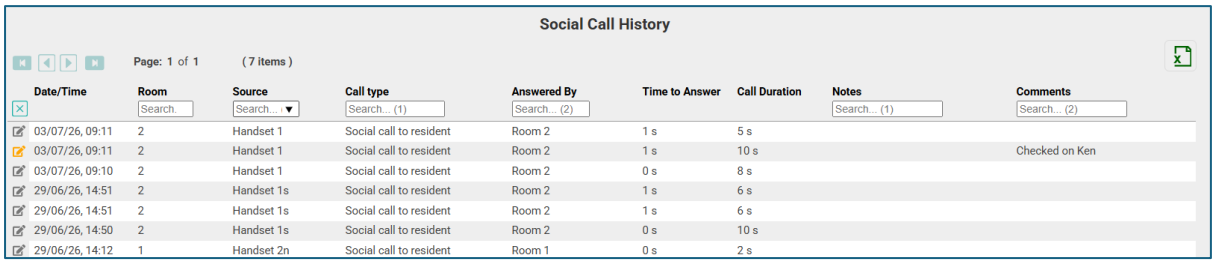


Social Call History

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

Page: 1 of 1 (7 items)

Date/Time	Room	Source	Call type	Answered By	Time to Answer	Call Duration	Notes	Comments
03/07/26, 09:11	2	Handset 1	Social call to resident	Room 2	1 s	5 s		
03/07/26, 09:11	2	Handset 1	Social call to resident	Room 2	1 s	10 s		Checked on Ken
03/07/26, 09:10	2	Handset 1	Social call to resident	Room 2	0 s	8 s		
29/06/26, 14:51	2	Handset 1s	Social call to resident	Room 2	1 s	6 s		
29/06/26, 14:51	2	Handset 1s	Social call to resident	Room 2	1 s	6 s		
29/06/26, 14:50	2	Handset 1s	Social call to resident	Room 2	0 s	10 s		
29/06/26, 14:12	1	Handset 2n	Social call to resident	Room 1	0 s	2 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.

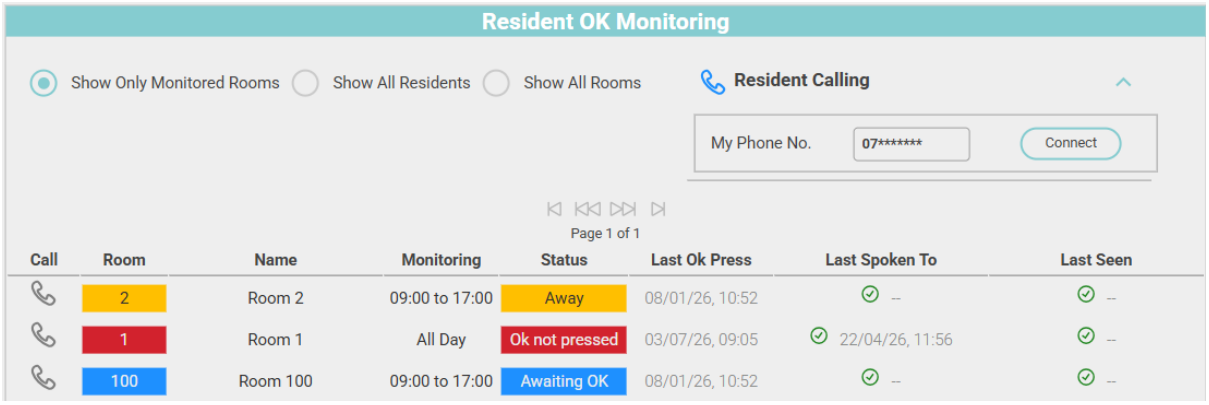
The results of a resident pressing or not pressing their "I'm OK" button are displayed in the "Resident OK Monitoring" web page which is shown below.

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



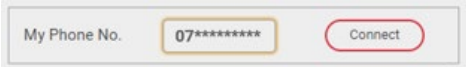
The rooms being monitored are shown in a list with the following colours indicating the present status:

- No colour is shown before the 1st 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".



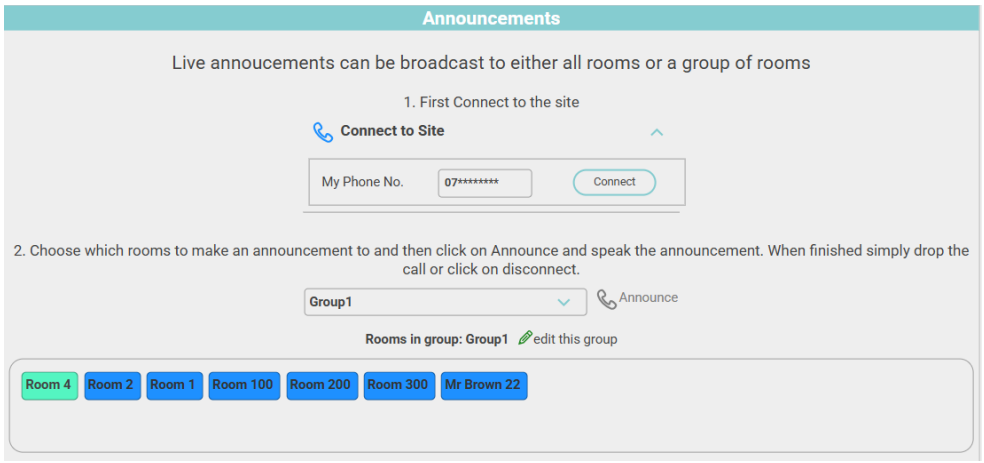
2. The chosen telephone will then ring, answer the incoming call. Your telephone is now connected directly to your Communicall Digital system and you will hear recurring beeps until a room unit is selected.
3. Press the icon on the web portal next to the resident you wish to speak with. This will then 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

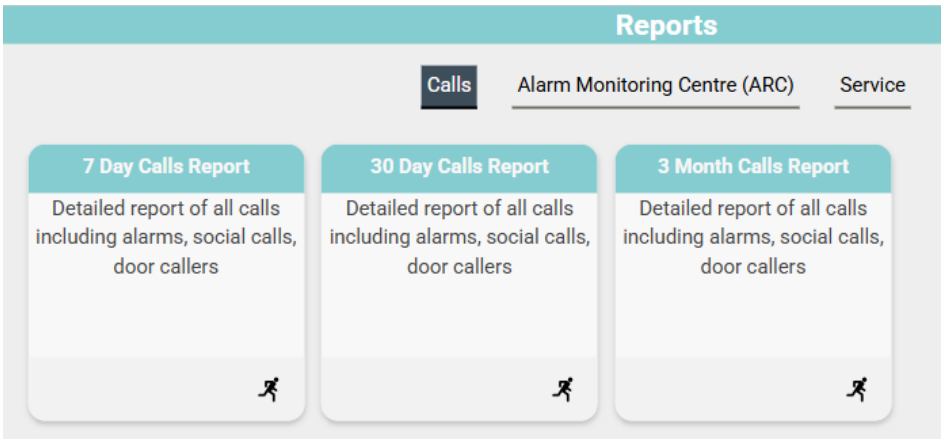
1. Enter the phone number that will connect to your system to make the announcement.
2. Click "Connect", and when the telephone rings, answer the incoming call. You will hear repeated beeps until the next action is taken, confirming the connection.
3. Select the resident group from the drop-down list.
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 period you require. This will then download the report as a PDF.



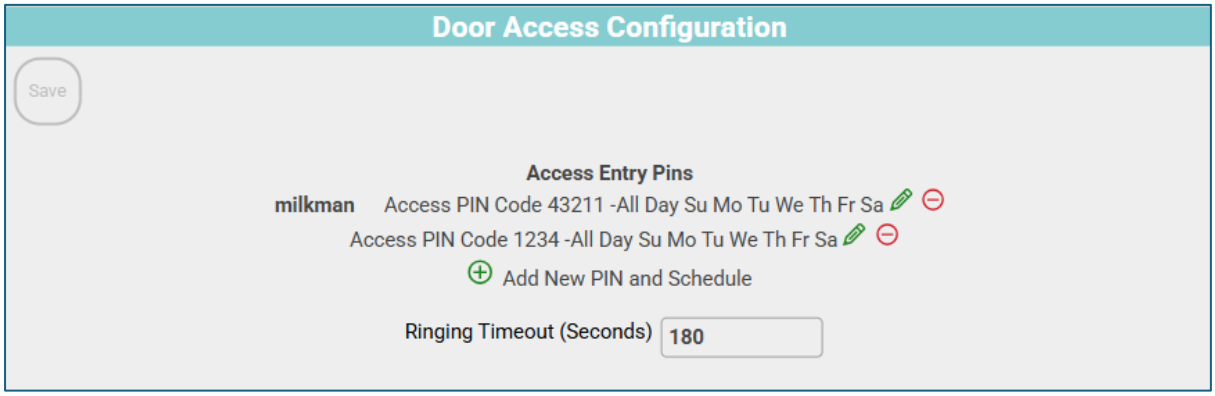
Settings

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.

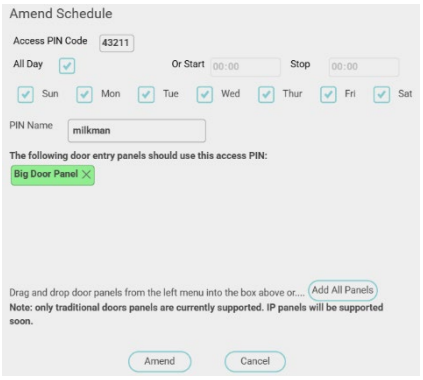
Creating a PIN

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.

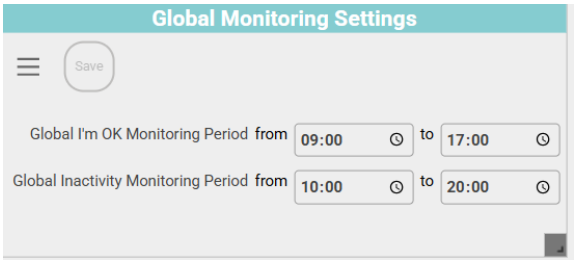
Once complete, click "Amend".

Deleting a PIN

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

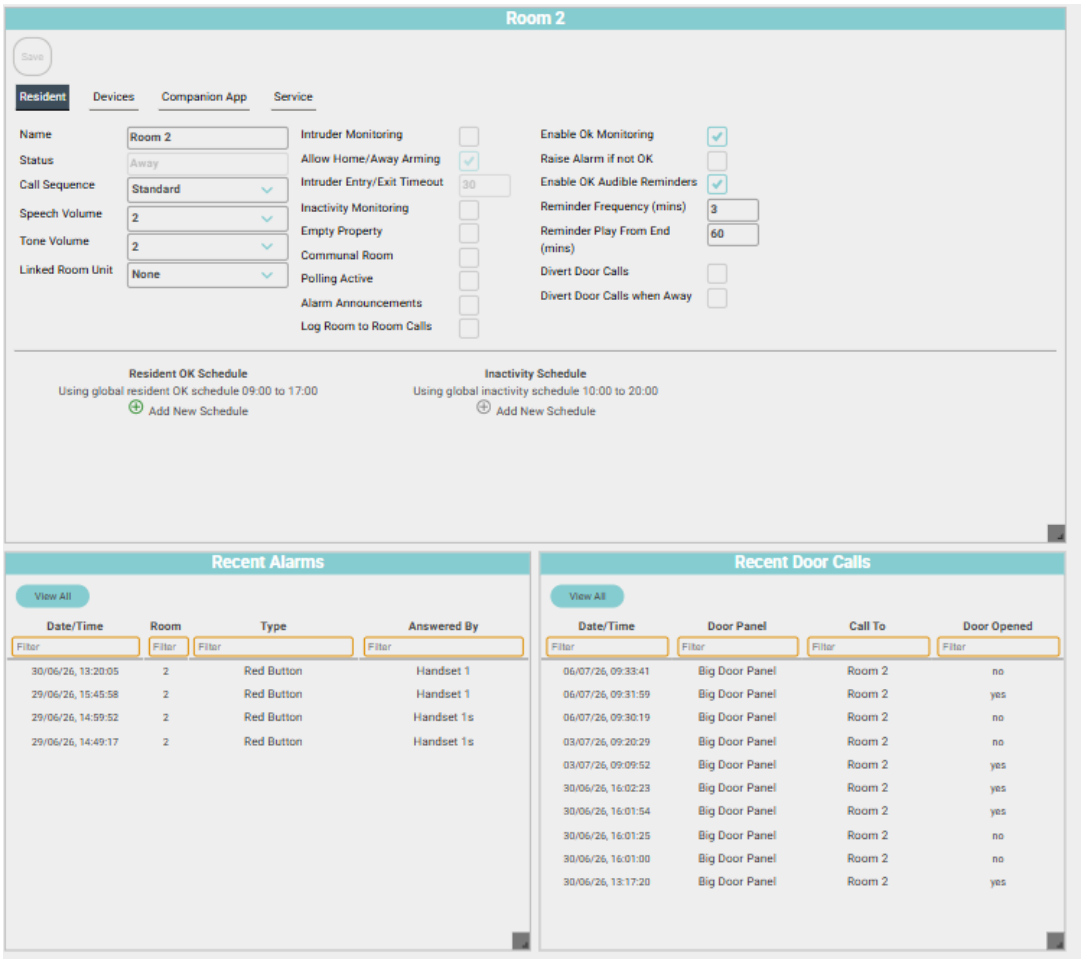
Global Monitoring

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".



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 VRU room overview:



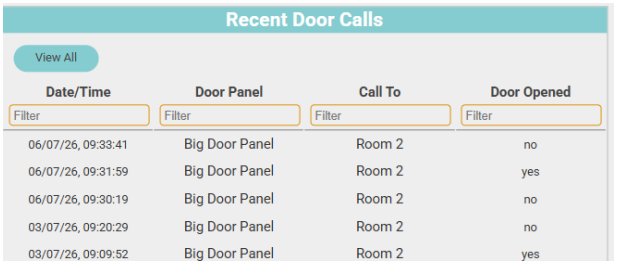
Only the following fields should be edited:

- **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

After making any edits, **click** "**Save**".

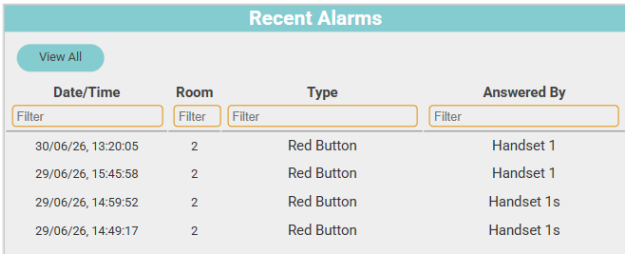
Recent Door Calls

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



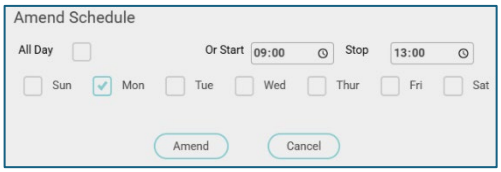
Recent Alarms

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”.



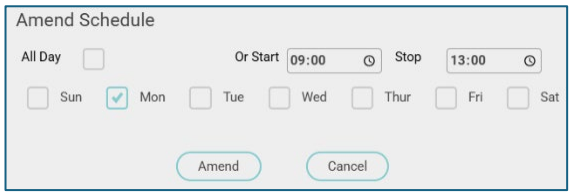
Click the ✎ to the right of the newly created schedule. In the pop-up, edit the start and stop times and the days of the week that the schedule should be active. Click “Amend", then click “Save”.

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”.

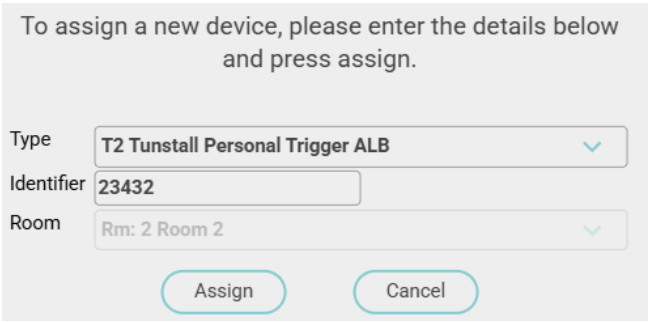
Click the ✎ to the right of the newly created schedule. In the pop-up, edit the start and stop times and the days of the week that the schedule should be active. Click “Amend", then click “Save”.



Assigning Wireless Telecare Devices

To add a telecare sensor via the web portal:

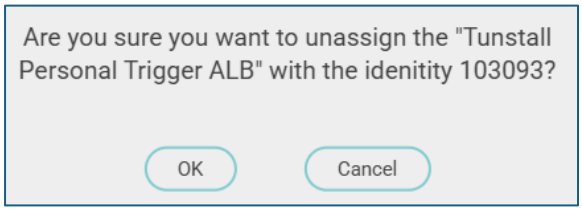
1. Select the relevant room from the "**Rooms**" list on the left menu bar.
2. Select the "Devices" tab.
3. Click the ⊕ "Assign New Device" button.
4. Select the device type from the drop-down list in the pop-up.
5. Enter the radio trigger ID, which can be found on the device label, in the “Identifier”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



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.



Test Mode (VRU Only)

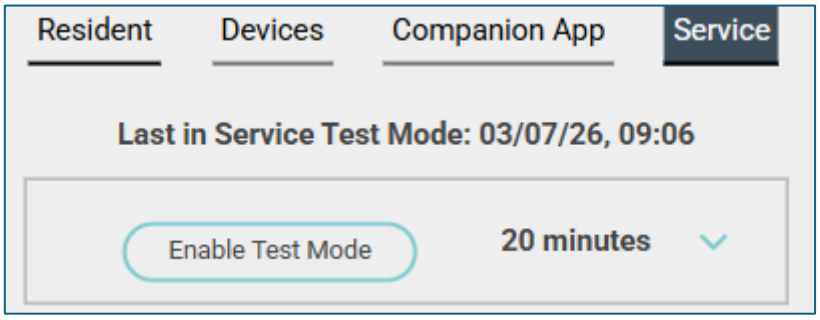
Test Mode allows you to test all hardwired devices (e.g. pullcords) and radio devices within a property without triggering an alarm call to the handset or control centre.

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.

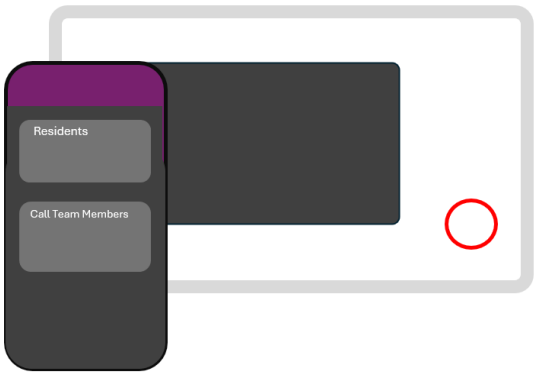
NB: Whilst in test mode, the VRU cannot raise any alarm calls, such as pullcord, smoke, radio device or integral alarm button calls.



Recording Room Visits (VRU Only)

It is possible to record a physical room visit using the managers handset; this is then 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.



Companion App

The Companion app is an optional function for use with Video Room Units. Resident can load the ‘Resident Companion’ app on their smart device(s) (Android or iOS) to access the following functions:

- Receive door calls*
- View Door Call History
- Raise an Alarm*
- View Alarm History
- Adjust VRU volumes
- Adjust alarm LED brightness
- Adjust the sound profile of the VRU*

*These are optional functions that can be enabled/disabled by the house manager via the management portal.

Registering a smartphone or tablet to a room

The resident can download the app to a modern smartphone or tablet, from the Android or Apple iOS store.

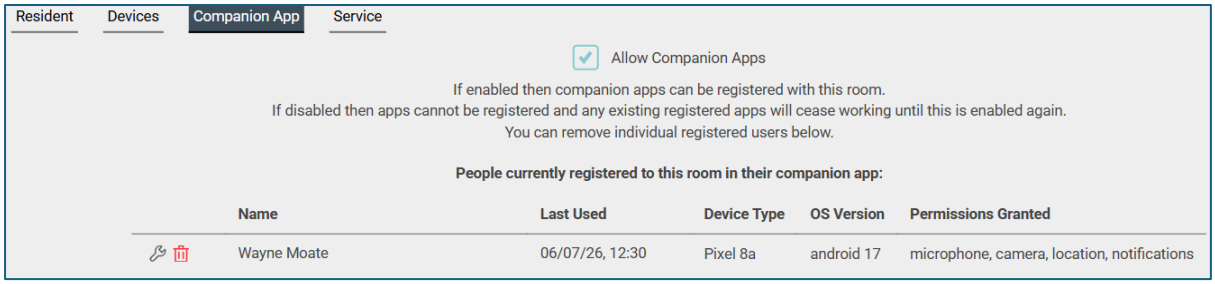
Press the physical rectangular button below the VRU screen, then press the Settings icon on the VRU screen and swipe right to left. If the user selects ‘No’ the VRU will display a QR code that the resident can scan to take them to the relevant app store. Once the app is downloaded, the user needs to open the app and allow all the permissions the app requests to allow it to function correctly.

Once the app is launched the user will need to create an account or login if they already have an account.

When ready, press the Settings icon again and then swipe right to left, this time select 'Yes' and the VRU will display a QR code. In the app click 'Settings/Profile', then choose 'Register Room' and scan the QR code. This completes the registration.

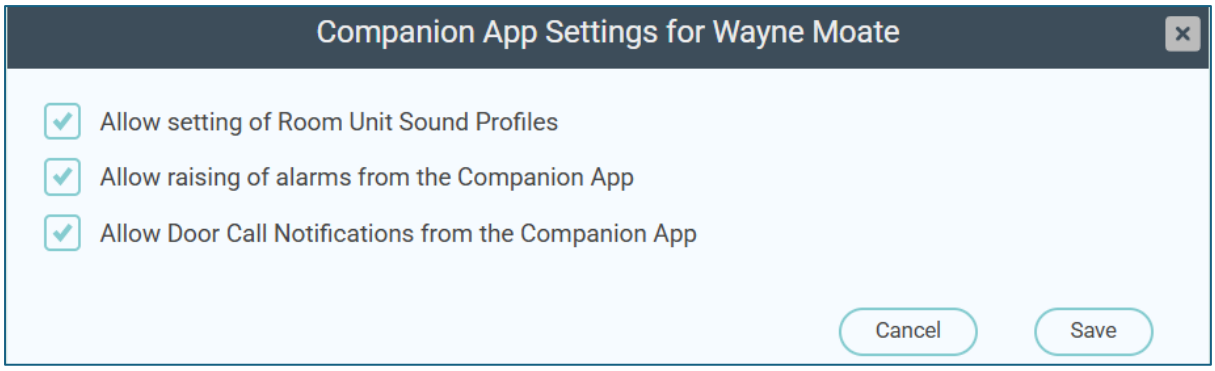
Companion App Settings available via the web portal

The use of the Companion app can be enabled/disabled for a particular property/room, by checking/unchecking the 'Allow Companion Apps' check box.



The Companion app settings per property can be found under 'Rooms/Companion App'. This lists all the registered users.

Clicking the icon next to each registered user the following settings can be changed.



Deleting a Companion app user from the system

To delete a companion app user from the system, navigate to the relevant room and select the Companion App tab. This will list all the registered users, click the icon to delete a user.

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

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept any responsibility for any errors or omissions contained in this document.

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