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All the reassurance you need

Tunstall

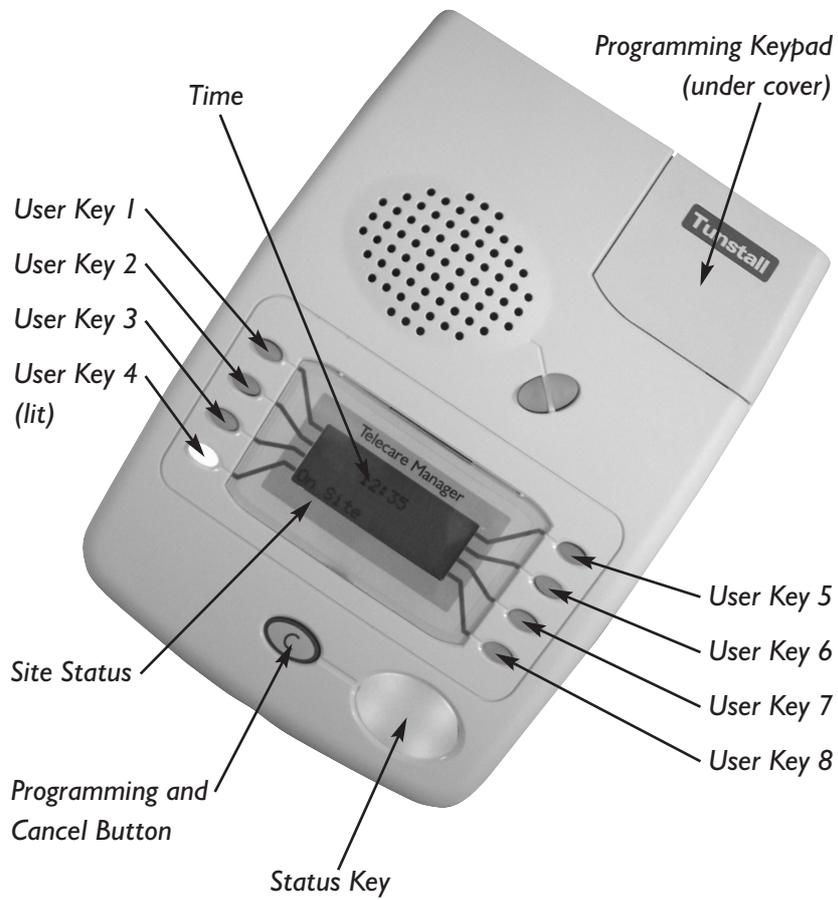


Communicall Telecare Overlay™ User Guide

All the reassurance you need

Tunstall

Telecare Managers Unit (TMU) in standby mode



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1.0 Introduction

Telecare Overlay allows telecare sensors working on the new dedicated social alarm frequency to be easily programmed to your Communicall Vision system. The Overlay provides more information to the DECT handset, which allows clear identification of the device that has activated the alarm.

The Overlay allows telecare strategies to be implemented into a scheme environment.

- Allows individual solutions to be provided for each resident that can evolve to meet their needs.
- Contributes towards meeting Government and local policy objectives such as those in Supporting People, National Framework for Older People (e.g. person centred care and falls) and the Comprehensive Performance assessment.

The system comprises

- Telecare Manager Unit (TMU) typically located in your office.
- Radio receivers and antennas located around the scheme to provide coverage for the telecare sensors.
- Interface to the Communicall control unit.

When a telecare sensor activates, the radio receiver picks up the radio signal. The signal is transmitted to the Communicall Control Unit and typically the DECT handset rings. When the call is selected a spoken message will identify the call type and source of the call e.g. "flood alarm from 100". If the site is off site then the call is directed to the monitoring centre.

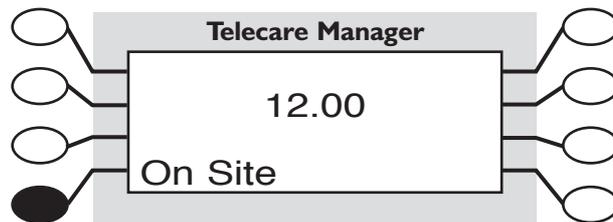
Telecare Overlay provides compatibility between Communicall Vision and all radio triggers/sensors/telecare sensors that are available on the dedicated social alarm frequency (869.2125MHz.). These triggers include Amie+, Gem+, Fall, Flood, Carbon monoxide and Gas detectors, Bed and Chair occupancy sensors, Wandering sensor and Movement detector (PIR).

For sites with existing central receivers and Amie pendants these can continue to be used and programmed in the usual way. For additional information please refer to your Communicall Vision User Manual.

2.0 Instructions for use

2.1 Standby mode

When the unit is in standby mode it will show the time in the centre of the display and site status next to the lit user key 4, usually either on site or off site. Pressing this key will change the site status.



The display may also show

No Link. This means that the link between the Telecare Managers Unit and the Communicall Control Unit is lost. This is a fault and should be reported to your service provider.

Aux. This means that the Communicall Control Unit is in auxiliary mode. Please follow the instructions in your Communicall User Manual to reset the Communicall system.

Lit user keys mean that the key is active and can be used e.g. to select a function or by pressing repeatedly to scroll through a list of choices. Pressing unlit user keys will have no effect.

2.2 System events

- When specific system events occur a tone will sound repeatedly and the status key will flash.
- The display will show NEW SYSTEM EVENT and View event next to the lit user key 8.
- Pressing key 8 will display the event message, the time and date of the event and the text next to key 8 will change to say accept.
- Pressing user key 8 will stop the tones, indicate that the system event has been acknowledged and delete the message.

Alternatively, if you wish to leave the event data to be read by a colleague then press the status key only. This will display the event data. The data will remain available to be read until the lit key 8 is pressed to accept the message. It is possible to press the status button again to scroll through multiple messages.

System event messages

Mains fail

This means that the mains power to the Telecare Managers Unit has been lost. The unit has its own battery back up which will ensure it will continue to work for at least eight hours. The rest of the Telecare Overlay is supported by the same battery back up that is used for your Communicall system.

Node fault

This means that one of the receivers used on the Telecare Overlay system has failed. Please report to your service provider, as it will not be possible to receive alarm calls from all areas or all triggers installed on the site.

Line Disconnect

This message is displayed when the connection to the office phone line has been disconnected. This could be because it has been accidentally disconnected or because the telephone line has failed.

If your office phone is working please check that the unit has not been accidentally disconnected. If the line is faulty then report to your telephone line supplier. If the telephone line is functioning and the unit is not disconnected then please report to your service provider.

CCU link down

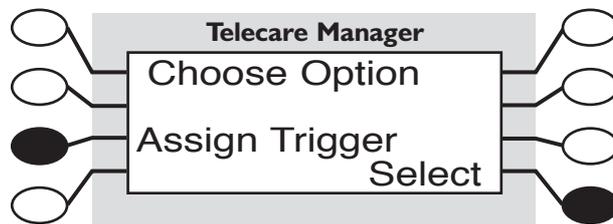
This means that the link between the Telecare Managers Unit and the Communicall Control Unit has been broken. Please report to your service provider, as alarm calls from 869 triggers will not be passed to either on site or off site staff.

System events such as node failure will also be reported to Tunstall service directly by the TMU using the office telephone connection. (When under warranty or a service agreement).

2.3 Programming mode

- Press and hold the green C button until a tone sounds (5 seconds).
- Release the button.
- The unit will say programming mode.

Choose option will be displayed at the top of the screen. Assign trigger will be displayed next to lit key 3 and select next to key 8.



Main menu

Once in programming mode it is possible to scroll through a menu of options by pressing key 3 repeatedly. The choices are:

- Assign trigger
- Delete trigger
- Remove dwelling
- List triggers
- Set time
- Service

To select the required choice press the select key (user key 8) when the choice is displayed on the screen. To exit press the green C button.

2.4 Adding triggers

Press and hold down the green C button for 5 seconds, a beep will be heard, the unit will say programming mode. Press button 8 to select. The screen below is displayed.



- The screen prompts you to enter the dwelling number. This is done by using the keypad. Enter the speech module number you wish to assign the trigger to e.g. type 3 for speech module three. There is no need to complete all the spaces available.
- Press OK (button 7) to confirm.
- Activate the trigger.
- The unit will automatically recognise what type of trigger you are assigning and this will be displayed on the top line of the screen.
- The second line of the display will show the trigger radio code.
- Where relevant, pressing key 3 will scroll through a list of locations. When you have the location you require press key 8 to confirm OK or just press key 8 to confirm OK.
- After 'please wait' text has been displayed the screen will revert to the Choose option menu.
- To exit programming press the green C button.

Notes

- Location codes are not available for all products e.g. Flood and Fall detectors.
- Location codes (TT92) are of use to off site monitoring centres which are capable of receiving and interpreting the TT92 protocol.

- TT92 codes for further locations may be manually entered using the keypad. These codes are listed in section 5. Having activated the trigger, press key 3, type code on keypad, the display changes to new location, press key 8 to confirm.
- When programming a ROM it is essential that the trigger type is assigned using key 1 and scrolling through the possible trigger types. When the correct type is displayed press key 8 OK.

2.5 Deleting triggers

Press and hold down the green C button for 5 seconds, a beep will be heard, the unit will say programming mode. Press button 3 until Delete Trigger appears. Press button 8 to select. The screen below is displayed.



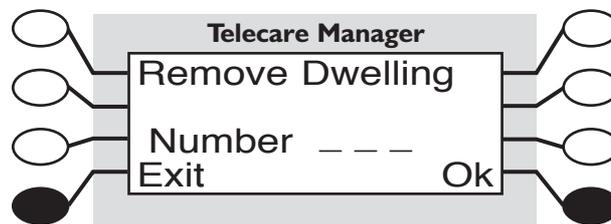
- Activate the trigger to be deleted.
- The screen will show the trigger code and the dwelling number.
- Either press button 8 to delete or button 4 cancel (for example you may have activated the wrong trigger).
- Press the green C button to leave programming mode.

Alternatively, from the screen shown above enter the radio trigger code manually using the keypad. The code is usually found on the label on the exterior of the trigger and it consists of 6 digits. Once the code is entered press button 8 OK to confirm or button 4 to exit to the previous screen. When confirmed radio code is OK press button 8 to delete or 4 to cancel and return.

2.6 Remove dwelling

This function allows all the triggers associated with a particular dwelling to be deleted at once. This feature may be useful when a resident leaves their dwelling and multiple triggers need to be deleted.

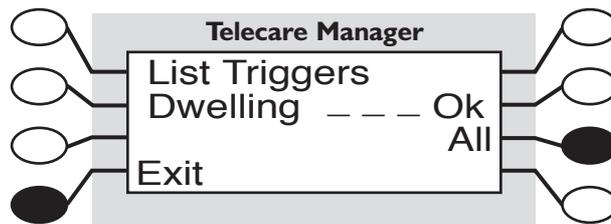
Press and hold down the green C button for 5 seconds, a beep will be heard, the unit will say programming mode. Press button 3 until Remove Dwelling appears. Press button 8 to select. The screen below is displayed.



- Using the keypad type the dwelling number (speech module) from which you wish to delete all the triggers. There is no need to enter zeros e.g. for dwelling three just type 3. If you type in the wrong number use the C button on the keypad to backspace.
- Press key 8 to OK or use key 4 to exit.
- When OK has been pressed the unit will display 'please wait searching'.
- The screen will then say Remove dwelling number e.g. 3_ _ . To delete press key 8, to cancel press key 4.
- To exit programming press the green C button.

2.7 Listing triggers

Press and hold down the green C button for 5 seconds, a beep will be heard, the unit will say programming mode. Press button 3 until List Trigger appears. Press button 8 to select. The screen below is displayed.



Triggers can be listed in either of two ways:

- By dwelling number.
- By all triggers assigned to the system.

By dwelling number

- Enter the dwelling number using the keypad. For example, type 1 for speech module number one, there is no need to enter any zeros.
- If a wrong number is entered use the C button on the keypad to backspace.
- Once the number is entered button 6 will light.
- Press button 6 OK to confirm.
- If a speech module number is entered that has no triggers assigned a low tone will sound.
- If triggers are assigned the screen will show the trigger details.
- Pressing lit button 6 info will show details of any locations assigned.
- Press button 7 OK to return to the previous screen.

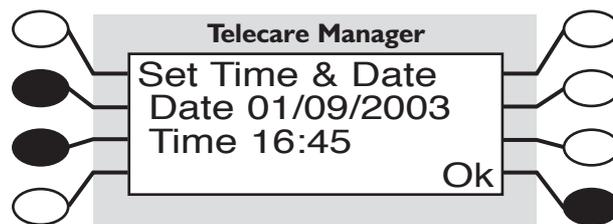
- Pressing lit button 8 will show the next trigger assigned to that module. Repeated pressing of this button will scroll around all the triggers assigned.
- Press lit button 4 to exit.
- Press the green C button to leave programming mode.

To list all triggers assigned to the system

- Press lit button 7 All.
- The screen will show the trigger type, the trigger code and the dwelling number to which the trigger is assigned.
- Pressing lit button 6 info will show details of any locations assigned.
- Press button 7 OK to return to the previous screen.
- Pressing lit button 8 will show the next trigger assigned to the system. Repeated pressing of this button will scroll around all the triggers.
- Press lit button 4 to exit.
- Press the green C button to leave programming mode.

2.8 Set time

Press and hold down the green C button for 5 seconds, a beep will be heard, the unit will say programming mode. Press button 3 until Set Time appears. Press button 8 to select. The screen below is displayed.



To set the date

- Press key 2.
- The first digit of the date will flash.
- Enter the date using the keypad in the format shown on the display.
- Press key 8 OK to confirm.
- Press key 8 OK to confirm and exit.
- Press the green C button to leave programming mode.

To set the time

- Press key 3.
- The first digit of the time will flash.
- Enter the time using the keypad in the format shown on the display.
- Press key 8 OK to confirm.
- Press Key 8 OK to confirm and exit.
- Press the green C button to leave programming mode.

This will also reset the time on the Communicall system. This may be important for any door entry system using tradesmans timed periods or systems using inactivity monitoring. After a short period of time the display on the programming terminal will change to reflect the new time set.

2.9 Service features

This feature is only accessible by service engineers using the access pin code. Engineers are able to interrogate the system, change settings and reset the system.

3.0 Low battery detection

Triggers operating on the traditional 173MHz. frequency only detect the 'radio trigger' low battery when they are activated. Triggers working on the 869MHz. frequency also automatically detect 'radio trigger' low batteries. They report this in one of two ways, either directly to Tunstall Service Centre or to the Communicall Control Unit log printer.

If a trigger is activated and it has a low battery status it will still send this information (code 5 exactly the same as with 173MHz. triggers). Please note that this is an alarm call and the battery should be replaced after the alarm call has been dealt with.

4.0 Troubleshooting

A tone is sounding repeatedly.

This means a system event has been generated. Press either key 8 View event or the status key to view the message.

CCU link down.

This means that the link between the Telecare Managers Unit and the Communicall Control unit has been broken. Please report to your service provider, as alarm calls from 869 triggers will not be passed to either on site or off site staff.

I have received a call on my DECT handset saying Failed alarm from 766.

This means that Communicall has identified that the link to the Telecare Overlay system is not working. Please report to your service provider, as alarm calls from 869 triggers will not be passed to either on site or off site staff.

I was not able to program a trigger and the TMU sounded a low beep.

The cause is that the trigger is already assigned to a dwelling on the system. To check go to the delete menu and activate the trigger. The screen will show which dwelling the trigger is already assigned to.

The Telecare Manager Unit is making a telephone call.

The TMU is programmed to dial out using the office phone line to inform Tunstall service directly to:

- Report if there is a fault on the system.
- Report an auto low battery call.
- Provide a back up copy of the trigger and dwelling number database.

The majority of these calls should take place overnight.

5.0 TT92 location codes

Code	Text	Code	Text
00	Portable	50	Living room area not spec
01	First resident	51	Living room
02	Second resident	52	Dining room
03	Third resident	53	Study
04	Unspecified location	54	Second living room
05	Unspecified location	60	Hall/stairs not spec
06	Unspecified location	61	Hall
20	Bedroom not spec	62	Landing
21	Master bedroom	63	Stairs
22	Second bedroom	64	Other hall stairs
23	Other bedroom	69	PIR hall/stairs
24	Other bedroom	70	Garden/garage not spec
30	Bathroom WC not spec	71	Garage 1
31	Main bathroom	72	Garage 2
32	Second bathroom	73	Front garden
33	Downstairs WC	74	Back garden
34	Outside WC	75	Other garden/garage
40	Kitchen not spec	76	Other garden/garage
41	Main kitchen area	77	Other garden/garage
42	Second kitchen area	78	Other garden/garage
43	Other kitchen area	79	Other garden/garage
44	Other kitchen area	80	Unspecified location