

# **COMMUNICALL**

# **TELECARE OVERLAY**

# **USER MANUAL**

*This document is a supplement to the Communicall Vision User Manual (D9307003 Issue C) and supersedes the Chapter 9 section “Adding Radio Triggers to Communicall”*

## Supplement to Communicall Vision User Manual

### Telecare Overlay Option

#### What is Telecare Overlay?

Telecare Overlay is a component of the Communicall Vision system that allows Tunstall 869 MHz telecare sensors (also known as radio triggers) to be used on the Communicall Vision system

There are many different types of 869 MHz telecare sensors but they can be split into two distinct groups

- § Portable Triggers – these are intended to be worn by the person and therefore will move around the site with the resident e.g. Amie, Gem, Fall Detector
- § Fixed Triggers – these will normally remain within the residents property e.g. Flood Detectors, Bed Sensors

A Telecare Overlay installation consists of a number of 869 MHz radio receivers that are distributed about the site to give radio coverage over the site. This ensures that a resident with a portable trigger sensor will be able to raise a call anywhere on the site

#### Adding a Radio Trigger to Communicall

Before a radio trigger can be used on the Communicall Vision system, the radio trigger must be programmed into the Communicall Vision system. This is done using the Communicall Programming Terminal (or Master Unit as it is sometimes known)

The following procedure is required to do this

- § Enter 987 and then press SEL
- § Enter 800 and then press SEL
- § Enter the Speech Module number of the resident (who will have the trigger) e.g. 123 and then press SEL
- § Activate the radio trigger (see specific trigger documentation for details of how to do this).  
*At this stage a number should appear on the Programming Terminal display, this is the Communicall Trigger ID number, which you should make a note of – see the section “Understanding Radio Trigger ID Numbers”*
- § Enter 997 and then SEL (to return Communicall to the normal state)

## Viewing and Deleting a Radio Trigger

If it is necessary to delete a radio trigger from the Communicall system then the following procedure is required: -

### **Step 1: View the radio triggers assigned to a Speech Module**

- § Enter 916 and then press SEL
- § Enter 987 and then press SEL
- § Enter 800 and then press SEL
- § Enter the Speech Module number of the resident you wish to delete the radio trigger from) e.g. 123 and then press SEL
- § Enter 996 and then press SEL.

*At this stage the Communicall Trigger ID number of the first radio trigger assigned to this Speech Module will be displayed on the Programming Terminal. Each subsequent entry of 996 followed by SEL will display the Communicall Trigger ID number of the next radio trigger assigned to the Speech Module*

### **Step 2: Deleting a radio trigger**

If you wish to delete a radio trigger at this stage then the following procedure is required: -

- § Ensure the Programming Terminal is displaying the Communicall Trigger ID number of the radio trigger that you wish to delete
- § Enter 995 and then press SEL
- § Enter 997 and then SEL (to return Communicall to the normal state)

If you do not wish to delete a radio trigger then

- § Enter 997 and then SEL (to return Communicall to the normal state)

If you accidentally delete a radio trigger then it can be added back to the Communicall Vision system using the earlier procedure - “Adding a Radio Trigger”

## Understanding Radio Trigger ID Numbers

Each Tunstall 869 MHz radio trigger has an identity number (Trigger ID number) which is usually printed on a label on the product e.g. for an Amie personal trigger as shown in the following photograph: -

All the reassurance you need



The number in the top right hand corner, of the label is the Trigger ID number. However Communicall Vision Telecare Overlay allocates a different ID number, known as the Communicall Trigger ID which is the number displayed on the Programming Terminal when adding, viewing or deleting a radio trigger from the Communicall system.

When a radio trigger is deleted from the system, it is necessary to know the Communicall Trigger ID so for this reason it is recommended that these details are recorded for future reference - a suggested method of recording trigger details is given in the following table.

If you misplace a Communicall Trigger ID number, the Tunstall Helpdesk (0870 661234) will be able to tell you it if you quote them the Trigger ID number

Speech Module Number	Trigger Type	Trigger ID Number	Communicall Trigger ID Number
e.g. 123	Amie	168499	4659

