



Communicall Digital

System User Guide

Version 1.0

Table of Contents

System Overview	1
Handset Overview.....	1
Logging On Duty.....	2
Logging Off Duty	2
Taking Alarm Calls.....	3
Non-Speech Alarm Calls.....	3
Alarm Calls with a Low Battery	4
Answering Door Calls.....	5
Calling Residents via the Handset	6
Checking Residents who have not Pressed the "I'm OK" Button	6
Calling Other Handsets	7
Video Room Unit Overview.....	8
Incoming Door Entry Calls.....	9
Communicall Digital Web Portal Overview	10
Logging In.....	10
Overview Page	11
Calls and Monitoring	12
Alarm History	12
Door Call History	13
I'm OK Monitoring	13
Resident OK Monitoring Web Interface	14
Calling Residents via the I'm OK Monitoring Page.....	14
Announcements/Broadcast Speech	15
Making an Announcement	15
Reports.....	15
Settings	16
Door Entry Access Entry PINs.....	16
Deleting a PIN.....	17
Global Monitoring	17
User Settings	18
Rooms	19
Recent Door Calls	20
Recent Alarms.....	20
Adding/Editing a Resident OK Schedule	20
Assigning Wireless Telecare Devices.....	21
Deleting a Wireless Telecare Device.....	22
Test Mode	22

Revision Table

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:

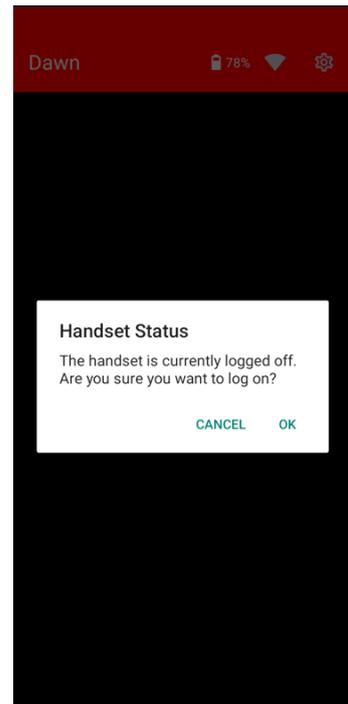
- No SIM or cellular charges: Operates on a secure, dedicated network, preventing offsite use and minimising loss or misuse.
- User-friendly notifications: Verbal alerts for low battery, charging status, and signal loss enhance usability.
- Charging options: Regular charging is required via a separate 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.

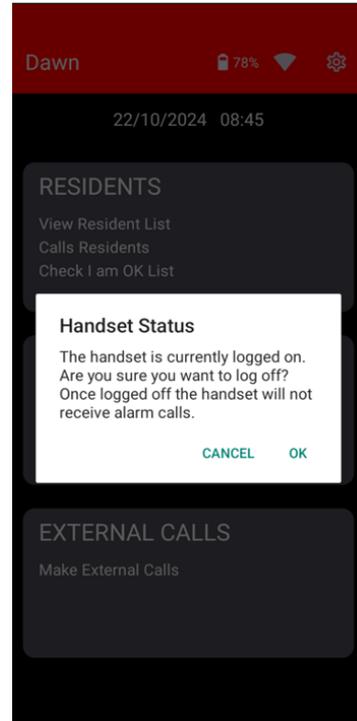
The handset will also verbally announce "Logged On".



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).



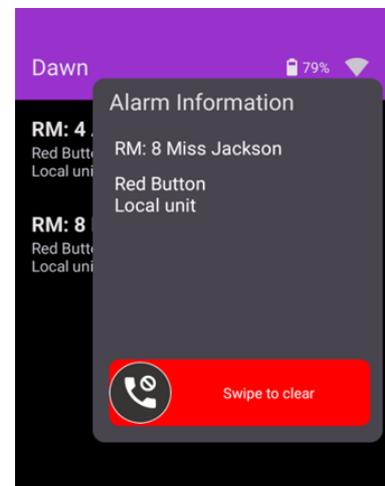
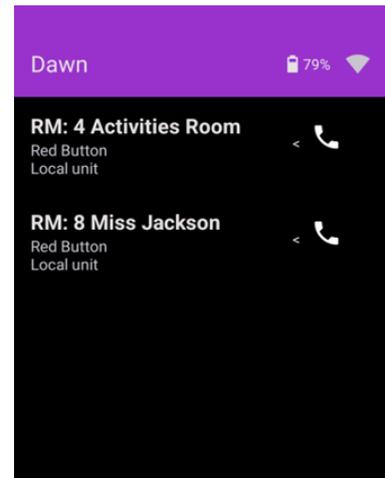
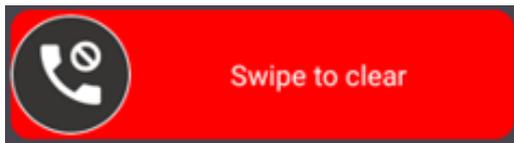
Taking Alarm Calls

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.

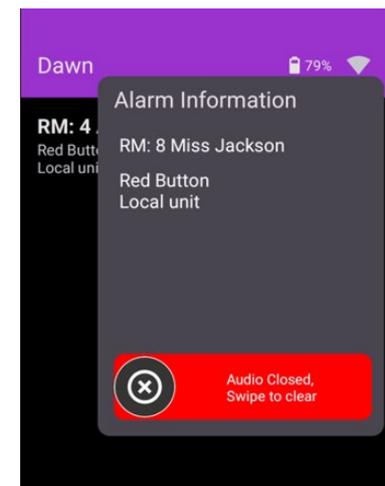
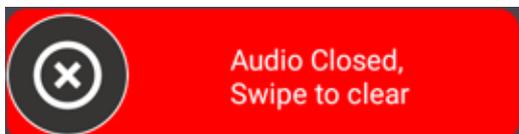
Once answered, alarm information will be displayed in a pop-up.

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



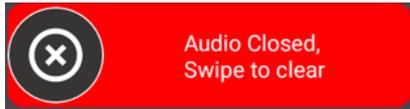
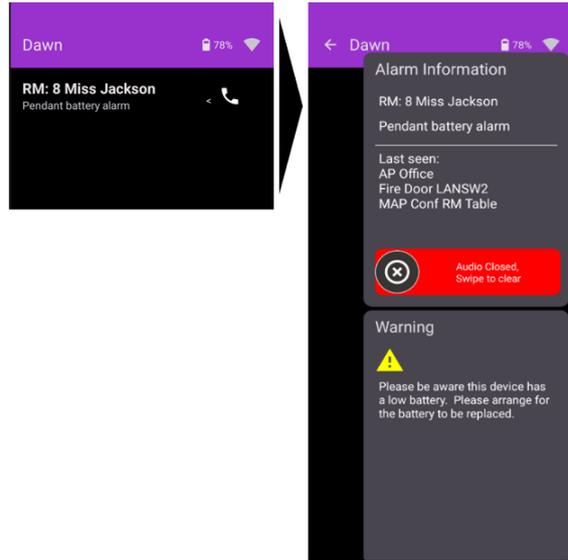
Non-Speech Alarm Calls

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.



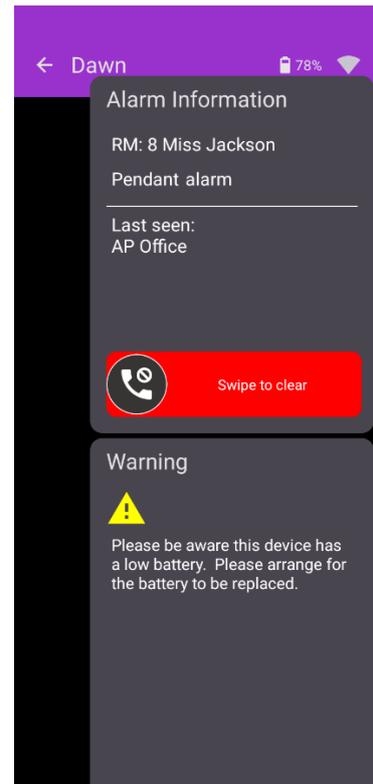
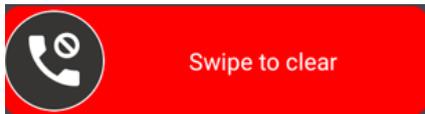
To acknowledge and clear the alert, swipe left to right and arrange for a battery replacement as soon as possible. For additional guidance, refer to the device's product information.

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.

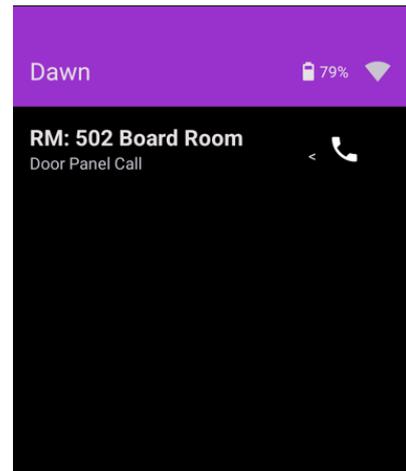
This is clearly identified by the text showing "Pendant alarm" and the icon showing that an audio channel has been opened:



Answering Door Calls

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

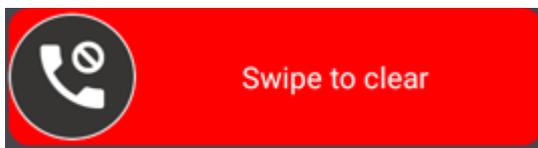
To answer, swipe the  icon from right to left to answer the call.



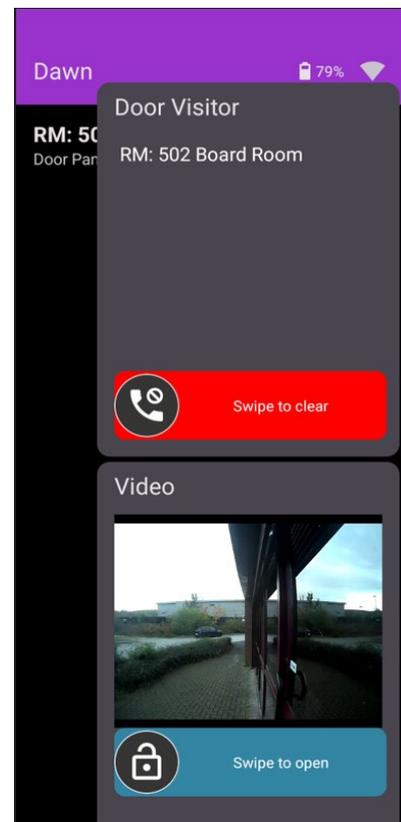
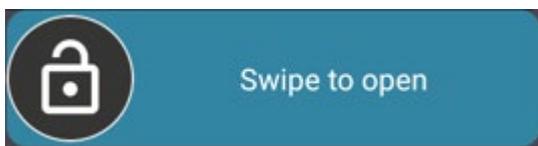
Once answered, the video feed from the camera associated with the door panel will be visible on the screen throughout the call.

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:

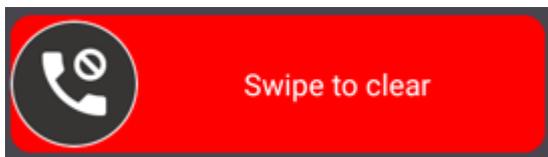


Calling Residents via the Handset

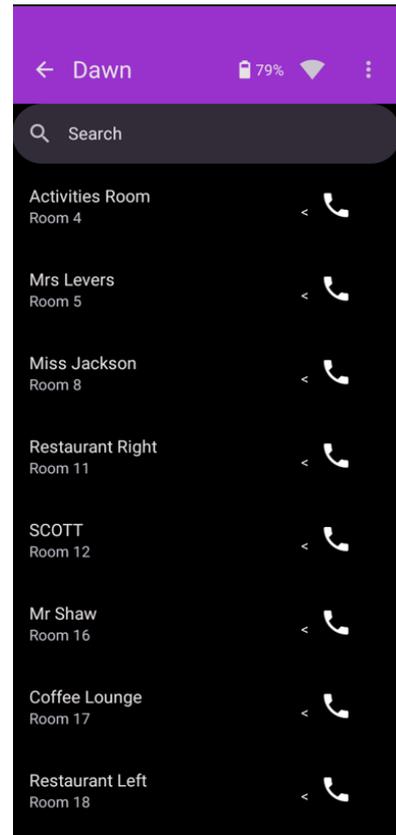
From the idle screen, select the "Resident" tile and then press "View Resident List". All rooms/residents are displayed in list format, there is also a "Search" function.

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:



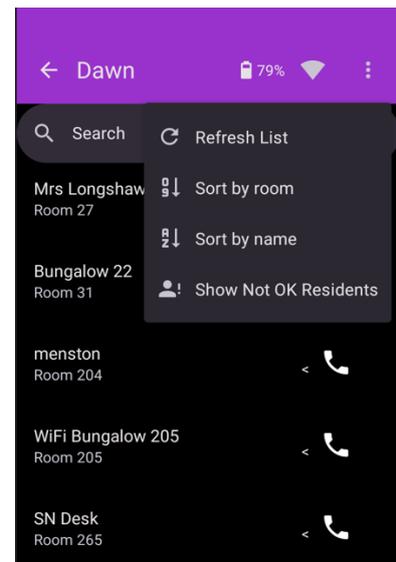
NB: If the resident has warden privacy enabled on their room unit, this will prevent you from being able to call them via the handset.



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.

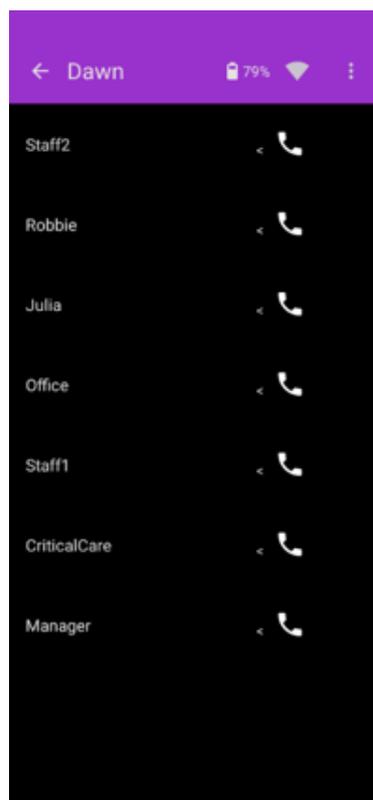
Swiping the telephone icon from right to left on the desired resident/room will connect you to their room unit.



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.

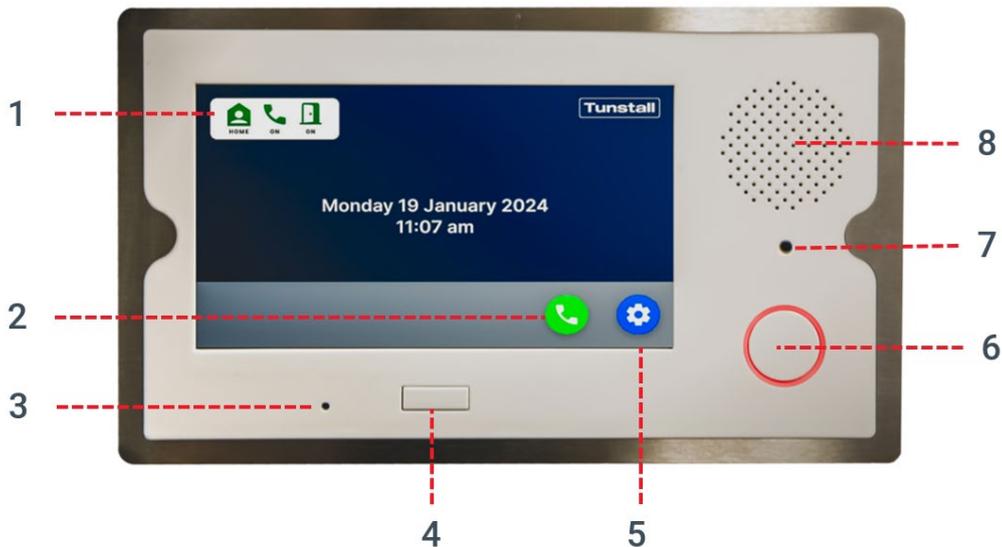
Features include:

- 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.



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.

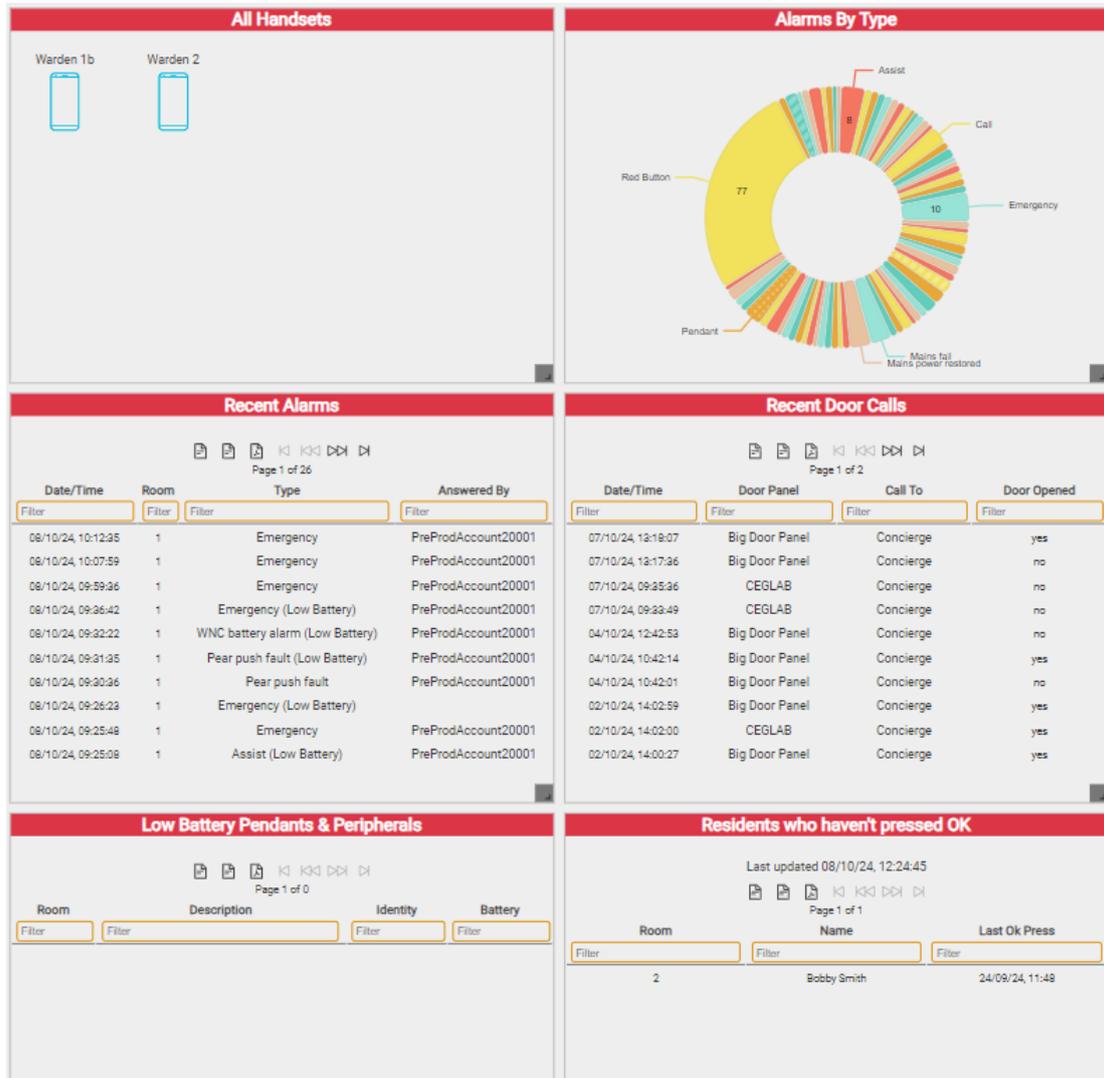
To log into the system, use a modern browser on a PC or laptop, navigate to www.tunstallscheme.com and enter your username and password to gain access.

If you have forgotten your password, it is possible to reset via the "Forgot your password?" option.

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



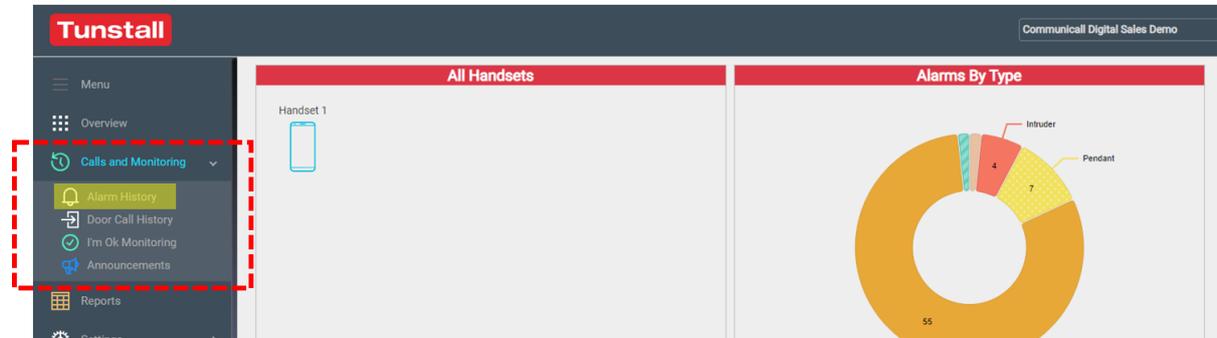
The Overview page consists of six sections, each providing detail on different elements of the system:

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 page of alarms can be navigated using the buttons, also circled below for reference.

Each alarm is presented on a single line, detailing the date and time that the alarm was raised and from which room and source. The alarm type is presented under the "Care Group" heading. The "Answered By" column details who answered the call. The length of time taken to respond to the alarm call and its duration are listed in the final two columns.

Everything is presented as simply as possible in real English, with no need to remember codes or locations.

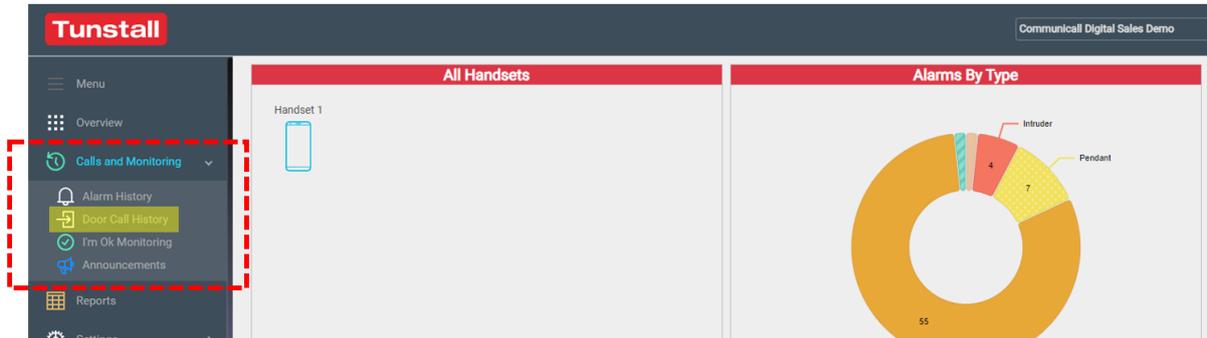
Clicking a single line/alarm event presents a more detailed view for that specific event. All of which can be exported to CSV or PDF using the icons.

Recent Alarms									
Date/Time	Alarm ID	Room	Source	Alarm Type	Care Group	Answered By	Time to Answer	Duration	
09/10/24, 11:10:55	3771	3	Martin Wardley	Tamper	Technical	Handset 1	4 s	3 s	
09/10/24, 11:10:39	3770	3	Martin Wardley	Smoke	Standard	Handset 1	3 s	3 s	
09/10/24, 11:10:10	3769	3	Martin Wardley	Red Button	Standard	Handset 1	3 s	7 s	
09/10/24, 11:05:06	3768	3	Martin Wardley	Epilepsy	Standard	Handset 1	3 s	3 s	
09/10/24, 11:04:56	3767	3	Martin Wardley	Resident Wandering	Standard	Handset 1	2 s	6 s	
09/10/24, 11:04:46	3766	3	Martin Wardley	Red Button	Standard	Handset 1	3 s	3 s	
09/10/24, 11:03:56	3765	2	Martin Wardley	Pullcord	Standard	Handset 1	3 s	2 s	

Audit Trail	
Event Time	Description
09/10/24, 11:10:55	Hardwired input event for device 2 on event 2 state:closed
09/10/24, 11:10:55	Tamper alarm raise from 'Martin Wardley' in room 3 (...a9c354) : Alarm id 3771
09/10/24, 11:10:55	Alarm notification to 'Default' (3771)
09/10/24, 11:10:55	Call displayed on handset 'Handset 1' screen
09/10/24, 11:10:56	Hardwired input event for device 2 on event 2 state:open
09/10/24, 11:10:59	Alarm selected by 'Handset 1' (3771)
09/10/24, 11:11:02	Alarm cleared (3771)

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.

Recent Door Calls							
Date/Time	Alarm ID	Door Panel	Call To	Answered	Answered by	Door Opened	Ended
07/10/24, 13:18:07	4995	Big Door Panel	Concierge	13:18:25	PreProdAccount20001	yes	13:18:44
07/10/24, 13:17:36	4994	Big Door Panel	Concierge	13:17:50	Warden 2	no	13:17:54
07/10/24, 09:35:36	4951	CEGLAB	Concierge	09:35:57	PreProdAccount20001	no	09:36:11
07/10/24, 09:33:49	4950	CEGLAB	Concierge	09:34:11	PreProdAccount20001	no	09:34:35
04/10/24, 12:42:53	4923	Big Door Panel	Concierge	12:43:14	PreProdAccount20001	no	12:43:39
04/10/24, 10:42:14	4836	Big Door Panel	Concierge	10:42:18	Warden 2	yes	10:42:22
04/10/24, 10:42:01	4835	Big Door Panel	Concierge	10:42:05	Warden 2	no	10:42:09
02/10/24, 14:02:59	4734	Big Door Panel	Concierge	14:03:02	Warden 2	yes	14:03:05
02/10/24, 14:02:00	4733	CEGLAB	Concierge	14:02:03	Warden 2	yes	14:02:12
02/10/24, 14:00:27	4732	Big Door Panel	Concierge	14:00:30	Warden 2	yes	14:00:34

I'm OK Monitoring

"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.

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 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.

Announcements/Broadcast Speech

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.

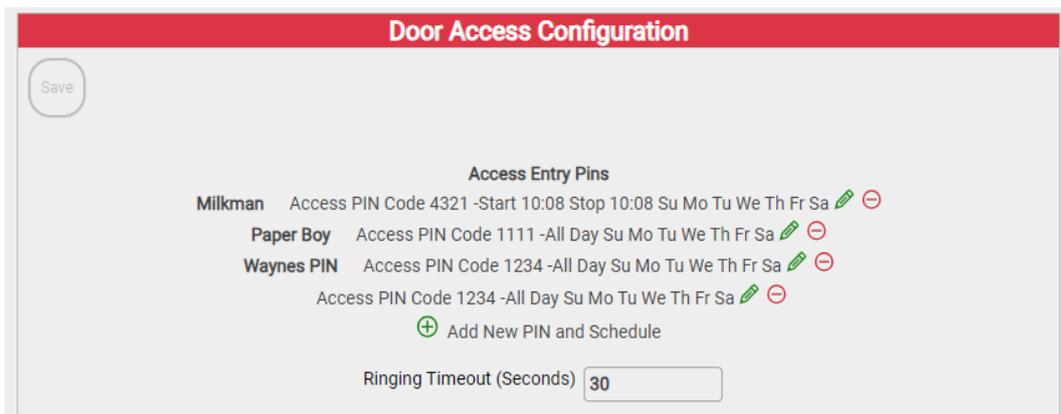
Settings

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.

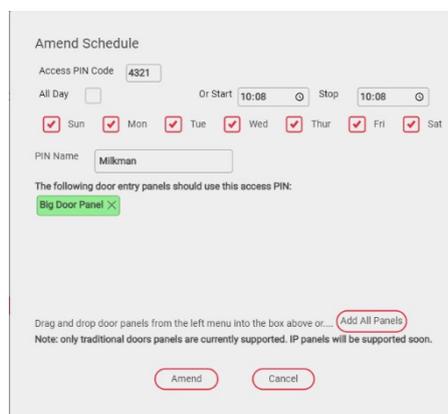
Creating a PIN

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.

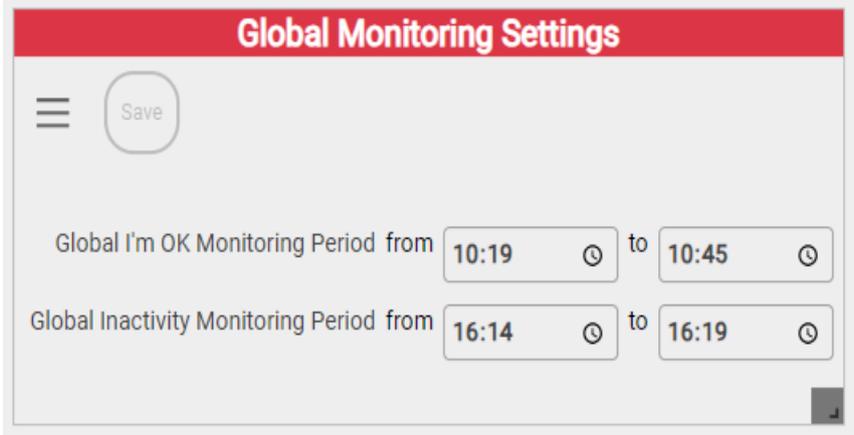
Once complete, click "Amend".

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".

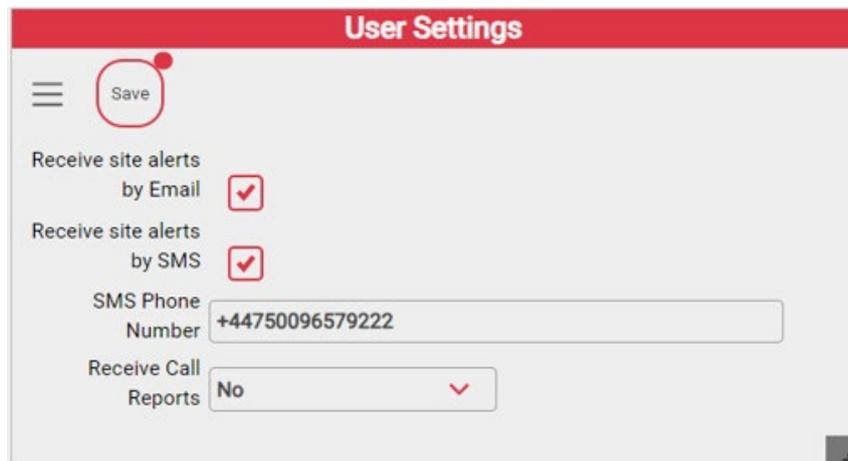


User Settings

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".



The screenshot shows the 'User Settings' interface. At the top, there is a red header with the text 'User Settings'. Below the header, on the left, is a hamburger menu icon. To its right is a 'Save' button, which is circled in red. The main content area contains the following settings:

- 'Receive site alerts by Email' with a checked checkbox.
- 'Receive site alerts by SMS' with a checked checkbox.
- 'SMS Phone Number' with a text input field containing '+44750096579222'.
- 'Receive Call Reports' with a dropdown menu set to 'No'.

Rooms

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

The screenshot shows the configuration page for 'Room 2'. It includes a 'Save' button, tabs for 'Resident', 'Devices', and 'Service', and various settings for a resident named Bobby Smith. Below the settings are sections for 'Resident OK Schedule' and 'Inactivity Schedule'. At the bottom, there are two tables: 'Recent Alarms' and 'Recent Door Calls'.

Date/Time	Room	Type	Answered By
08/10/24, 09:12:19	2	Red Button	PreProdAccount20001
07/10/24, 16:27:27	2	Bogus caller trigger	PreProdAccount20001
07/10/24, 16:26:12	2	Door contact	PreProdAccount20001
07/10/24, 16:24:21	2	Door closed	PreProdAccount20001
07/10/24, 16:20:23	2	Carer alarm	PreProdAccount20001
07/10/24, 16:18:24	2	Assist	PreProdAccount20001
07/10/24, 16:17:54	2	Assist	Warden 2
07/10/24, 10:55:18	2	Assist	PreProdAccount20001
07/10/24, 10:54:50	2	Bed absence	PreProdAccount20001
07/10/24, 10:54:00	2	Bed/Chair Absence	PreProdAccount20001

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.
- **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.

After making any edits, click “Save”.

Recent Door Calls

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

Date/Time	Door Panel	Call To	Door Opened
Filter	Filter	Filter	Filter

Recent Alarms

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

Date/Time	Room	Type	Answered By
Filter	Filter	Filter	Filter
08/10/24, 09:12:19	2	Red Button	PreProdAccount20001
07/10/24, 16:27:27	2	Bogus caller trigger	PreProdAccount20001
07/10/24, 16:26:12	2	Door contact	PreProdAccount20001
07/10/24, 16:24:21	2	Door closed	PreProdAccount20001
07/10/24, 16:20:23	2	Carer alarm	PreProdAccount20001
07/10/24, 16:18:24	2	Assist	PreProdAccount20001
07/10/24, 16:17:54	2	Assist	Warden 2
07/10/24, 10:55:18	2	Assist	PreProdAccount20001
07/10/24, 10:54:50	2	Bed absence	PreProdAccount20001
07/10/24, 10:54:00	2	Bed/Chair Absence	PreProdAccount20001

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".

Amend Schedule

All Day Or Start Stop

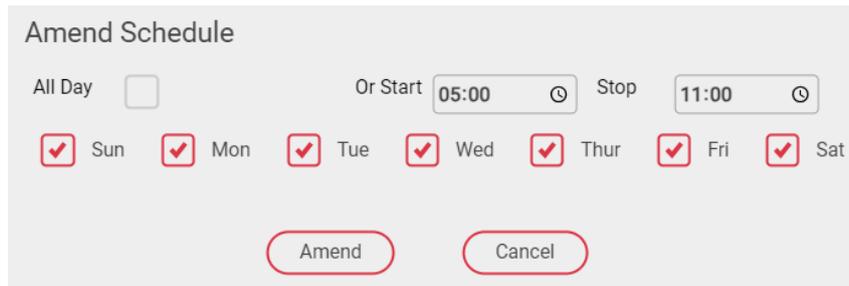
Sun Mon Tue Wed Thur Fri Sat

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".



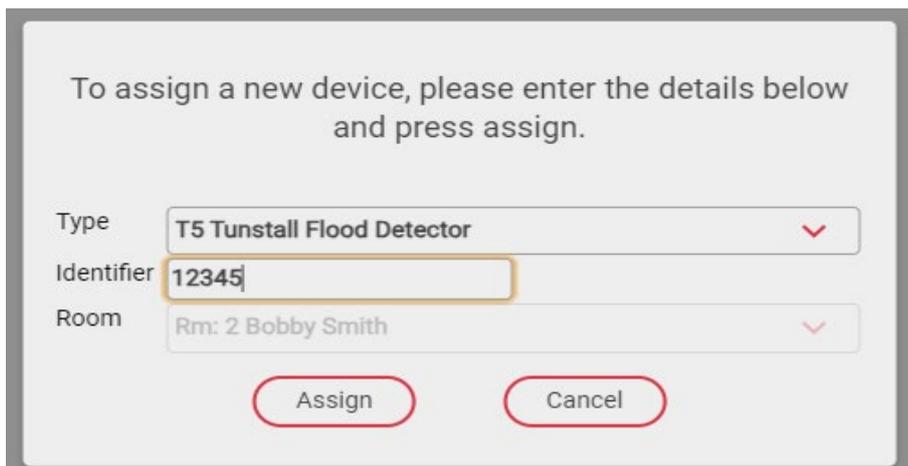
The "Amend Schedule" dialog box contains the following elements:

- 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:** Seven checkboxes, each with a red checkmark, labeled Sun, Mon, Tue, Wed, Thur, Fri, and Sat.
- Buttons:** Two rounded buttons at the bottom labeled "Amend" and "Cancel".

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" with a downward arrow.
- Identifier:** A text input field containing "12345" with a yellow border.
- Room:** A dropdown menu showing "Rm: 2 Bobby Smith" with a downward arrow.
- Buttons:** Two rounded buttons at the bottom labeled "Assign" and "Cancel".

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.

Are you sure you want to unassign the "Tunstall Flood Detector" with the identity 12345?

OK

Cancel

Test Mode

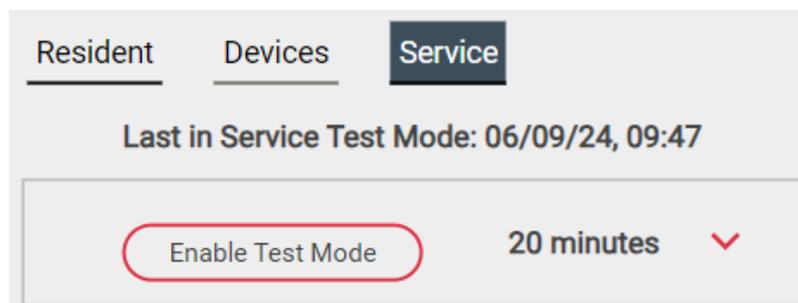
Test Mode allows you to test all hardwired devices (e.g. pullcords) and radio devices within a property without triggering an alarm call to the handset or control centre.

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.



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.



www.tunstall.co.uk

® TUNSTALL and LIFELINE are registered trademarks

© Tunstall 2025