Tunstall

## Product Sheet

# Communicall Digital

## What is it?

Communicall Digital is a Group Living warden call system, operating natively using industry standard BS8521-2 (NOW-IP), eliminating the need for bridging devices after the analogue switch-off.

An evolution of Communicall Vi IP, Communicall Digital provides excellent sound quality and usability, now with added features such as an intuitive central management platform with comprehensive reporting capabilities, dedicated house manager handset and resident mobile application.

Setting a new benchmark in retirement and supported living systems, our custom made video room unit features a physical alarm button for reassurance when it's needed most and a 7" touchscreen with contextual user interface, meaning only buttons relevant to the action in hand present themselves on screen, and nothing else.

## Who is it for?

Communicall Digital is suitable for use in a wide range of retirement and supported living environments, including sheltered housing and extra care schemes.

## How does it work?

Whether incorporated into a new build or used as an upgrade to an existing site, Communicall Digital provides a long-term platform to offer reliable telecare in the UK's new digital ecosystem. Using BS8521-2 digital protocol removes all reliance on outdated analogue networks. Working in conjunction with Tunstall's existing portfolio of sensors and triggers, Communicall Digital creates a comprehensive care system that can be configured to suit the individual requirements of residents which also helps maximise the efficiency of care providers.

## System Features and Benefits

- **Fully digital BS8521-2 (NOW-IP) system control unit**
- **7” Video Room Unit (VRU)**
- **Virtual Room option - links peripherals to a resident without the need for a VRU**
- **Central Management Platform with real-time resident status**
- **Comprehensive reports/audit trail**
- **Innovative resident wellbeing features**
- **Dedicated House Manager handset**
- **Resident mobile app**
- **Complete range of supporting peripherals**
- **Compatible with TLS encryption or VPN security solutions (additional equipment required)**

## Video Room Unit (VRU)

The custom made Communicall Digital VRU features a 7” touchscreen with contextual user interface that ensures only buttons relevant to the function in hand are presented on screen, minimising confusion and chance of pressing something in error.

The VRU also features a physical, illuminated alarm button alongside the touchscreen to not only comply with social alarm standard EN50134 but also make raising an alarm as simple as possible.

## VRU Features and Benefits

- **Standards compliant, illuminated alarm button**
- **7” touchscreen for day-to-day functions**
- **Separate physical button to “wake” touchscreen (avoids multiple presses on screen, potentially invoking an unwanted action)**
- **Video Door Entry/Resident-to-Resident calling**
- **Personalised “I’m OK” function**
- **Timed Home/Away and Do Not Disturb status**
- **Slimline design, wall or flush mount**
- **Alarm progress messages**
- **Intruder mode (3 variants)**
- **Over the air firmware updates**

# Specification

## Standards

**Product Safety:**

EN62638-1:2020+A11:2020

**EMC:**

EN50130-4:2011+A1: 2014
EN55032:2015+A11: 2020

**Radio Triggers/Receivers:**

RED Directive 2014/53/EU
EN300 220-2:2018
EN300-328
EN 301-489-3

**Environmental:**

RoHS Directive 2011/65/EU

## System Capacity

**Local Room Units**

Video Room Units: 500
Audio Room Units: 250

**DES Door Panels (IP):** 32

**Telecare Sensors:** 1,000

**Concurrent speech calls:** Unlimited.
Dependent on ARC capabilities

**ABOUT TUNSTALL HEALTHCARE**

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 18 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

For more information please visit

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