Tunstall

Communicall Vi IP

Resident user guide

Contents

1. Introduction

Welcome to your Communicall Vi IP system, your property has been equipped with a modern IP Room Unit, which may be wall mounted or located on a desktop, depending on your housing providers choice.

If your IP Room Unit is mounted on a desktop it may be possible to have this located in a different room, contact your housing provider to arrange for the unit to be relocated if possible.

The IP Room Unit allows you to receive and make internal calls, raise alarm calls, and receive door entry calls. Other optional features may be available as per this guide.

Each IP Room Unit has its own internal telephone number.

Your telephone number is:

……………………………………………………………………………………

2. IP room unit overview

2.1 IP room unit controls

The IP Room Unit consists of a handset, and a large touch screen. The IP Room Unit is preconfigured and requires no setting up. The IP Room Unit is powered from a central power supply, so does not use any power from within your property.

Below is an overview (Figure 1) of the buttons.

Figure 1

Handset:	Used for making and receiving calls.
Home button:	This is used to return to the home screen.
Back button:	This returns to the previous screen.
Volume:	Adjusts the volume of the handset/speaker.
Menu:	Access menus.
Applications menu:	Used to access the IP Phones applications.
Backspace:	Used to delete a wrong digit.
Keypad:	Used to dial telephone numbers

2.2 Display symbol meanings

The status bar at the top of the screen provides visual notification for the system settings and status as indicated by the red arrow in the image below.

A number of notifications can appear in the status bar, these are shown below.

📞	Handset is off hook.
📞✕	Missed call.
📞	One line is active.
🔊	Speaker is being used.
☎⊘	Do Not Disturb (DND)is enabled.
🔇	Mute is enabled.
🔇✕	Silent mode is enabled. When it's on, the incoming call/message won't produce ring tone/notification tone from phone's speaker.
📷✕	Camera is disabled.
⚠	Warning message.

3. Telephone features

3.1 Making a telephone call

The IP Room Unit also functions as a telephone, to call people within the same building for free. Take the handset off the hook and dial the telephone number of the person you would like to call, using the keyboard.
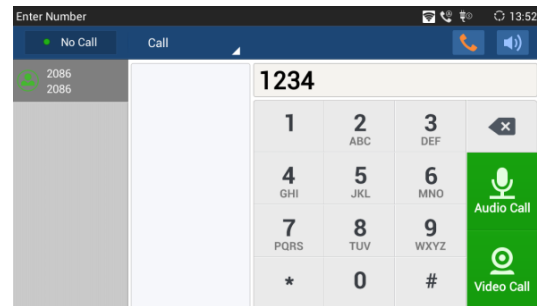
Once you have entered the telephone number press the icon, this will then call the number entered.

3.2 Receiving a telephone call

It is possible to receive telephone calls from other people within the building including the staff. When the IP Room Unit is called, the unit will make a ringing sound and the caller's number or name will be displayed on the display.

To speak to the caller lift the handset. To control the volume of the telephone call use the volume keys.

When the call has ended, hang-up the handset.

4. Alarm features

4.1 Raising an alarm call

To raise an alarm call use the personal pendant (figure 2) or a pull cord (figure 3) that may have been installed as part of your system. This will then generate an alarm message which is signalled to the site staff or (optionally) to an offsite monitoring centre.

Figure 2

Figure 3

When the alarm is received the alarm recipient will be able to speak to you via the loudspeaker built into the IP Room Unit. You do not need to be near the IP Room Unit or press any buttons as this process is automatic.

Do not worry if you are unable to communicate with the alarm recipient as they will know who the alarm was raised from.

Once the alarm has been dealt with the IP Room Unit will automatically end the call ready for the next time.

4.2 Other telecare sensors (optional)

The system may be fitted with optional telecare sensors such as smoke detectors. When any of these devices are activated an alarm will be raised to the manager or monitoring centre.

5. Tunstall application overview

The IP Room Unit has a 'Tunstall Application' which is located as a shortcut on the home screen ![T]; this can be used to access the features in the application which are listed below by pressing the ![T] on the display.

5.1 Home/Away feature

The Tunstall application has a Home/Away ![Home] button. The Home/Away button on the touch screen is used to inform the system you are away from your property.

When you leave the property press ![home], and then press the Tunstall ![T] icon on the display.

Now press the ![Home] button, the button will then change to ![Away] indicating the system is set to Away mode.

When you return home press the ![Away] button, the system will now change to a home ![Home] state.

5.2 I'm Okay feature (optional)

The I'm Okay ![I'm Okay] button on the Tunstall application is used to signal to the system that you are Okay.

If this feature is in use on your system press ![home], then press the ![T] icon.

Next press the I'm Okay ![I'm Okay] button on the display, a tone will be heard and the button will briefly change its image to ![I'm Okay]. This indicates the system has acknowledged the information, when the button is released it will change back to ![I'm Okay].

6. Using the intruder feature (optional)

If your system has had intruder fitted you will have a keyswitch that allows the feature to be armed and dis-armed with a key. The system is supplied with 3 keys. Intruder protects your property when armed and raises an alarm if someone enters your property without disarming the system.

6.1. Arming intruder

Before arming the system, ensure all outside windows are shut. Insert the key into the keyswitch and turn 90 degrees in a clockwise direction, arming tones will be heard. Remove the key from the keyswitch. You have 30 seconds to leave the property.

Once the system is armed anyone entering the property and not disarming the system will cause an alarm to be raised.

Figure 4

6.2. Disarming intruder

When entering the property disarming tones will be heard. Insert the key into the keyswitch and turn 90 degrees in an anti-clockwise direction to disarm intruder monitoring.

If you do not disarm the system in time, do not worry wait for contact via the IP Room Unit and explain the situation.

7. Door entry features

7.1 Receiving a door entry call

When a visitor calls your property from the door panel, your IP Room Unit will ring and will display the name of the door panel calling you. If you do not wish to answer the call from the door panel do not answer the call.
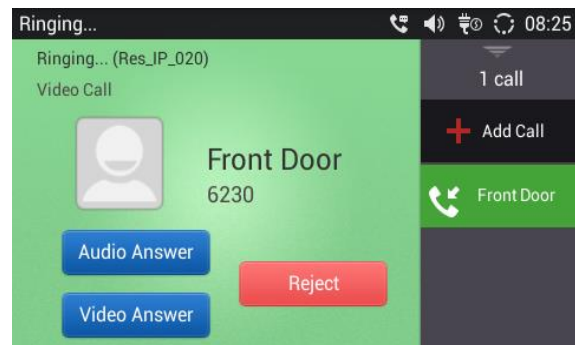

Figure 5

Lift the handset and the video from the door panel will be shown automatically. You will now be able to speak with the caller.

To release the door, press 77* using the telephone keypad.

If you do not want to let the visitor into the building replace the handset.

7.2 Answering door calls with the DECT handset (optional)

It is possible to receive door calls on an optional portable cordless telephone (DECT) handset. When a visitor calls your property the handset will ring. Answer the call by pressing the handset key 📞. It is now possible to talk to the caller, to release the door press 77*. To end the call press the handset key 📞.

If you do not want to let the visitor into the building press the handset key 📞 on the handset to end the call.

8. Wireless hotspot (optional)

8.1 Using the wireless hotspot

If your IP Room Unit has the optional wireless hotspot feature enabled it is possible to connect items like tablets and PC's so they can access the internet.

To view the password that is used to allow devices to connect to the wireless hotspot press the ⬤ button on the keyboard, then press the Tunstall 🅃 icon. Now press the menu ⬤ button on the keypad this will then display the following popup menu as shown below.

Select the Wi-Fi hotspot menu item on the display, this will then display a popup that shows your wireless hotspots name and the associated password. See figure 6.
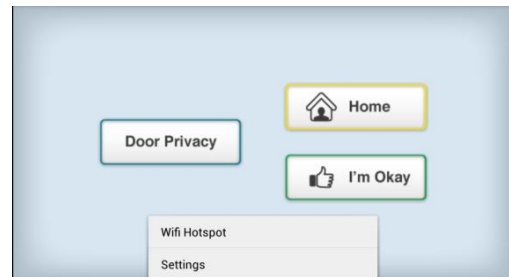

Figure 6

The wireless hotspot can be disabled or enabled using the Enabled /Disabled button as shown in figure 7.
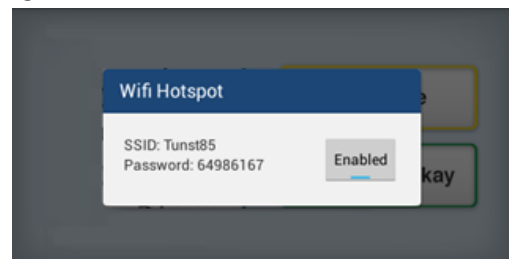

Figure 7

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

Tunstall declare that the 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**

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