

# Communicall Vi IP

Resident User Guide



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# 1. Quick Start Guide – Read This First

## Introduction

Welcome to your Communicall Vi IP system. This Quick Start Guide highlights the key features of the system. More detailed information can be found in the later sections of this Resident User Guide document.



## IP Room Unit

Your IP Room Unit will either be a 3240 model (above left) or a 3275 model (above right). The IP Room Unit functions as a phone and is also used to receive video door entry calls and for alarm calls

## Using the IP Room Unit as a Phone

Incoming calls can be answered either by lifting the handset or using the on-screen buttons to answer in 'hands free' mode.

To make a call, lift the handset and enter the required number using the physical keypad (3240) or on-screen keypad (3275). Press either the



or



display icon to dial the call as audio or video respectively.

End a call by replacing the handset

## Raising an Alarm Call

You can raise an alarm call by pressing the alarm button on your pendant or by using a pullcord (if fitted). No further action is required on your part. The IP Room Unit will confirm the call has been raised and you will be automatically connected to an alarm recipient in 'hands free' mode and you will be able to speak with them.

## Receiving Door Entry Calls on the IP Room Unit

When a visitor calls your property from a door panel, your IP Room Unit will ring and identify that it is a door call on the IP Room Unit screen.

Answer the call by lifting the handset. Video from the door panel camera will automatically be displayed on the IP Room Unit screen.

You can optionally unlock the door by either pressing 3 on the keypad (3240) or pressing the Door Open button on the screen (3275)

To end the call, replace the handset.

## Using the Tunstall Application

To start the Tunstall app, press the  button on the IP Room Unit and then press the  icon on the IP Room Unit display.

The app provides three buttons with the following functions: -

 Pressing this button will stop you receiving door entry calls for a fixed period (normally 5 minutes).

 \* – this button can be used to tell the system if you are away from your property for an extended time. The button will display current Home or Away state. Pressing the button will change to the other state.

 \* – this button can be used to indicate to care staff that you are OK and is usually pressed once a day in the morning.

\* optional service – may not be used on all systems.

## 2. IP Room Unit Overview

### 2.1 IP Room Unit Types

Your IP Room Unit will either be a 3240 model or a 3275 model. Although the models are physically different, most operations are common. Differences will be highlighted in the text.

### 2.2 IP Room Unit Controls



Handset:	Used for making and receiving calls.
Home button:	Returns display to the home screen.
Back button:	Returns to the previous screen.
Volume:	Adjusts the volume of the handset/speaker.
Menu:	Access menus.
Applications Menu:	Used to access IP Room Unit applications
Backspace:	Used to delete a wrong digit (3240 only)
Keypad:	Used to dial telephone numbers (3240 only)

### 2.3 Display Status Bar

The status bar on the display (indicated by the red arrow) at the top of the screen provides information on the IP Room Unit status.



Information that may show in the status bar is 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. Using the IP Room Unit as a Telephone

The IP Room Unit can be used to make internal calls within the building. Both audio (speech only) and video calls (speech & video) are supported.

### 3.1 Making Telephone Calls

To make a telephone call, lift the handset and dial the extension number of the person you wish to call using either the physical keypad (3240) or screen keypad (3275).

Once you have entered the telephone number press either: -



- this will then call the number entered as an audio call



- this will call the number entered as a video call

### 3.2 Receiving Telephone Calls

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 ring and the identity of the caller will be shown on the display.

To speak to the caller either lift the handset or use the on-screen controls to answer the call in audio or video mode.

To control the volume of the telephone call, use the volume keys.

Replace the handset to end the call or use the on-screen controls as appropriate.

**NOTE** – answering the call by handset will accept the incoming call as a video call – if the person calling you is trying to make a video call. If you only want to accept the call as an audio call, then the on-screen controls must be used.

## 4. Alarm Features

### 4.1 Raising an Alarm Call

To raise an alarm call, use the personal pendant (Figure 1) or a pull cord (Figure 2) that may have been installed as part of your system.

No further action is required on your part. The IP Room Unit will confirm the call has been raised and you will be automatically connected to an alarm recipient in 'hands free' mode and you will be able to speak with them.

Figure 1



Figure 2



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 recipient has dealt with the alarm call, the IP Room Unit will automatically return to the previous screen.

### 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 automatically be raised to the alarm recipient.

## 5. Door Entry Features

### 5.1 Receiving A Door Entry Call

When a visitor calls your property from a door panel, your IP Room Unit will ring and identify that it is a door call on the IP Room Unit screen.

Answer the call by lifting the handset. Video from the door panel camera will automatically be displayed on the IP Room Unit screen.

You can optionally unlock the door by either pressing 3 on the keypad (3240) or pressing the Door Open button on the screen (3275)

To end the call, replace the handset.

### 5.2 Answering Door Calls with a Phone Handset (Optional)

Optionally, the system can be set up so door calls are sent to a phone (landline, mobile or Tunstall DECT phone) as well as the IP Room Unit.

These calls will present as normal phone calls so the call can be answered in the standard manner. The door can be opened by pressing 3 on the phone keypad.

**NOTE** – door calls answered on a phone handset will be audio only i.e. no video will be available from the door panel.

## 6. Tunstall Application

### 6.1 Using the Tunstall Application

To start the Tunstall app, press the Home  button on the IP Room Unit and then press the  icon on the IP Room Unit display.

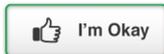
The app provides three buttons with the following functions: -

### 6.2 Home/Away Function



– this button can be used to tell the system if you are away from your property for an extended time. The button will display current Home or Away state. Pressing the button will change to the other state.

### 6.3 I'm OK Feature (optional)



– this button can be used to indicate to care staff that you are OK and is usually pressed once a day in the morning.

### 6.4 Door Privacy



- pressing this button will stop you receiving door entry calls for a fixed period (normally 5 minutes). The Door Privacy button will be coloured blue whilst door privacy is active

## 7. Using the Intruder System (Optional)

If your system has the optional intruder system fitted, you will have a keyswitch that allows the system to be armed and dis-armed with a key. The system is supplied with 3 keys. An intruder alarm will raise an intruder alarm, in the event of someone entering your property without disarming the system.

### 7.1. Arming the Intruder System

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.



### 7.2. Disarming the Intruder System

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.

## 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 Wi-Fi compatible items like tablets and laptops so they can access the Internet.

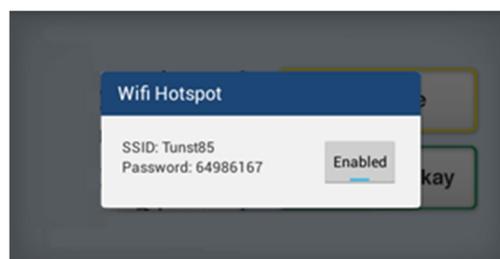
To view the password that is used to allow devices to connect to the wireless hotspot press the  button, then press the Tunstall  icon on the display to launch the Tunstall application.

Now press the menu  button, 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 message that shows the name of your wireless hotspot and the associated password.

The wireless hotspot can be disabled or enabled using the Enabled/Disabled button as shown below: -



### 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](http://www.tunstall.co.uk/approvals)



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