Communicall Vi IP

User Guide

An overview of the key functions of your Communicall Vi IP system.

Tunstall

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Contents

1. Introduction

Welcome to your Communicall Vi IP system. This guide gives you an overview of how to use this system, through your Apartment Hub and other peripherals. If you need any assistance with using your Communicall Vi IP system, please contact your scheme manager.

Your touchscreen Apartment Hub is the key part of your Communicall Vi IP system. It functions as a phone, a door entry system and provides access to a range of digital services.

This Apartment Hub may be wall-mounted or freestanding depending on your housing provider's choice. If your Apartment Hub is freestanding 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.

Each Apartment Hub has its own internal telephone number. Your telephone number is:

....

2. Quick Start Guide

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.

2.1   Your Apartment Hub

Your touchscreen Apartment Hub is the key part of your Communicall Vi IP system. It functions as a phone, a door entry system and provides access to a range of digital services.

2.2   Using the Apartment Hub as a Phone

Incoming calls can be answered by lifting the handset or using the on-screen prompt for 'hands free' mode.

To make a call, lift the handset and enter the required number using the on-screen keypad, or by using the "Contacts" button.

Use the on-screen icon to select whether to make an audio or video call. End your call by replacing the handset.

2.3   Answering the Door

When a visitor calls your property from a door panel, your Apartment Hub will ring and display that it is a door call on the screen.

Answer the call by lifting the handset. Video from the door panel camera will automatically be displayed on the screen. You can choose to unlock the door by pressing the "Door Open" button on the screen. To end the call, replace the handset.

2.4   Raising an Alarm Call

You can raise an alarm call by pressing the alarm button on your Minuet Watch, pendant or by using a pullcord (if fitted).

| Figure 2 Pendant | Figure 2 Minuet Watch | Figure 3 Pull Cord |

You will be automatically connected to your emergency alarm contact in 'hands free' mode.

2.5   Using the Tunstall App

The Tunstall app is displayed by default on your Apartment Hub. Pressing the Home button will return you to the phone desktop. To return to the app press the ▣ icon visible on the phone's desktop. Which buttons are available in the app varies depending on the options specified by your provider.

2.5.1   I'm OK

This button lets the manager know that you are OK – press it to check in and they will be notified.

2.5.2   Mute Door

This button allows you to mute door entry calls. When you press it, you will not receive door calls for five minutes.

2.5.3   Home / Away

This button lets the manager know that you are at Home or Away – press it to change your status.

2.5.4   Assistance Calls

If this button appears, you can raise an assistance call by pressing the red "Assistance" button. This will connect you to help.

In an emergency, always use your Minuet watch, pendant or pull cord to raise an alarm call, rather than an assistance call. See section 6.1.

3.   Apartment Hub Overview

3.1   Physical Controls & Interface

The Apartment Hub consists of a handset and a large touch screen. The Apartment Hub is preconfigured and requires no setting up. The Apartment Hub is powered from a central power supply, so does not use any power from within your property.
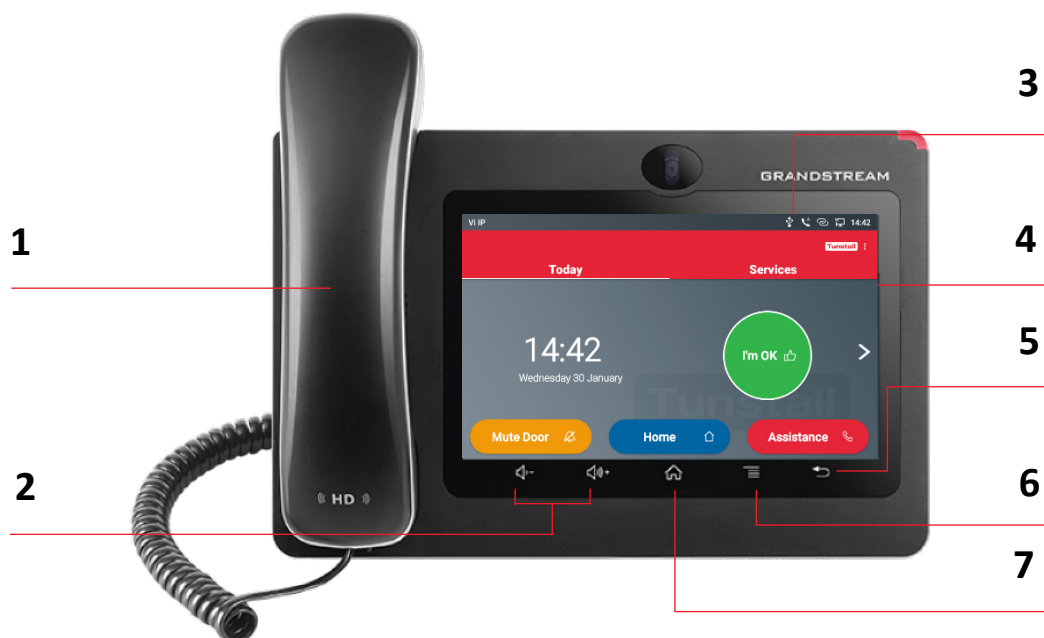
1 Handset	Used for making and receiving calls
2 Volume	Controls the volume of the handset or speaker
3 Status Bar	Displays notifications (see 3.2)
4 Touchscreen	Main screen interface (see 4.1)
5 Back Button	Returns to the previous screen
6 Menu Button	Shows the device menu
7 Home Button	Returns to the phone desktop

3.2   Status Bar

The status bar at the top of the screen provides visual notification for the system settings and status.

Notification icons can appear in the status bar. A summary of the more common ones is below.

|	
	Handset is off the hook
	Speaker (hands free) mode is being used
	Do Not Disturb (DND) is enabled
	Silent mode enabled – incoming calls will not make any sound
	Camera is disabled
	WiFi Hotspot is enabled (shown at maximum signal strength)
	Warning message

4. User Interface Overview

The Apartment Hub has a specially-designed, easy-to-use interface for accessing key services. This is the default application that will display on your Apartment Hub.

Note: Pressing the Home button will return you to the phone desktop. To return to the app press the ▣ icon visible on the phone's desktop.

4.1 Today Screen

4.1.1 Overview
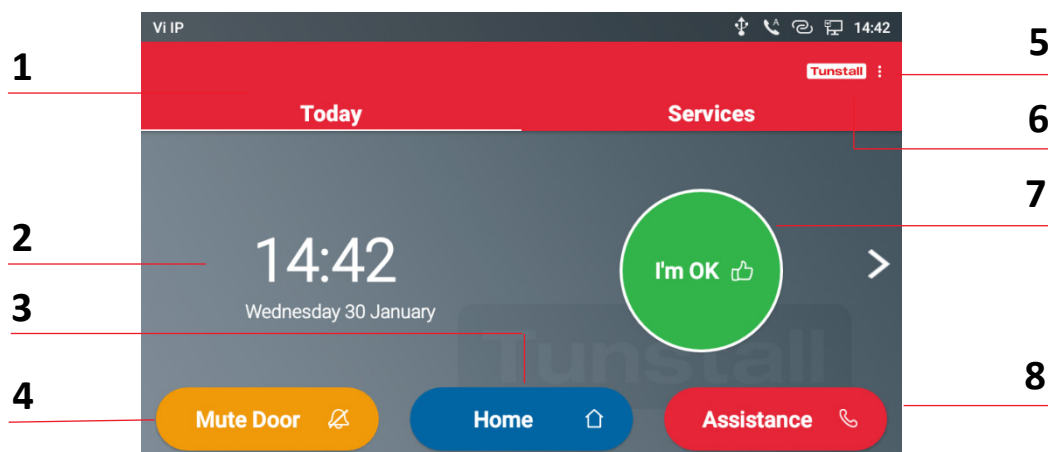
Note: Which buttons are available and visible varies by installation, depending on the options specified by your scheme provider.

1 Today Tab	Shows the current screen status
2 Date & Time	Shows the current system date and time
3 Home / Away	Set Home / Away Status (see 4.1.4)
4 Mute Door	Sets the Mute Door status (see 4.1.4)
5 Options Button	Access the options popup (see 9)
6 Services Tab	Access services tab (see 4.2)
7 I'm OK Button	Press to use I'm OK function (see 4.1.3)
8 Assistance Button	Press to make an assistance call (see 4.1.2)

4.1.2   Assistance Calls

ASSISTANCE 📞   If this button appears, you can raise an assistance call by pressing the red "Assistance" button. This will connect you to help.

The Apartment Hub will confirm the call has been raised and automatically connect to the assistance contact in 'hands free' mode for you to speak to them.

> In an emergency, always use your Minuet watch, pendant or pull cord to raise an alarm call, rather than an assistance call. See section 6.1.

4.1.3   I'm OK
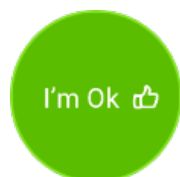
I'm Ok 👍   This button lets the manager know that you are OK – press it to check in and they will be notified.

4.1.4   Mute Door

MUTE DOOR 🔕   This button allows you to mute door entry calls. When you press it, you will not receive door entry calls for five minutes.

4.1.5   Home / Away

AWAY 🡒   This button lets the manager know that you are at Home or Away. Press it to change between Home mode and Away mode.

The screen colour will change to blue when you are in Away mode and certain functions (e.g. Mute Door) will be disabled.

4.2   Services Screen

Access the Services screen by swiping left from the "Today" screen or pressing the "Services" tab. You can return to the Today screen by swiping right or pressing the "Today" tab.

Your available services will be displayed as tiles on the screen (see right).
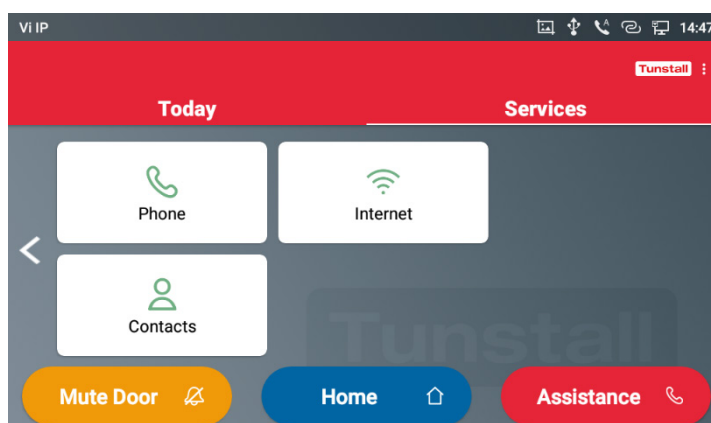
5. Telephone Features

5.1 Making a Telephone Call

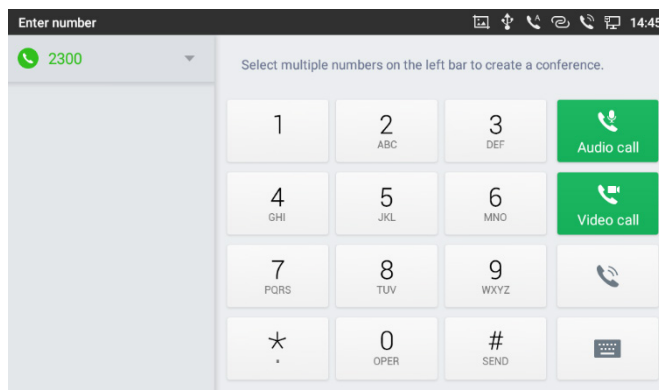The Apartment Hub functions as a telephone to call people within the same building for free. Take the handset off the hook and dial the telephone number of the person you would like to call, using the touchscreen keyboard.

Alternatively, you can use the "Phone" or "Contacts" buttons on the services page (see 4.1.1).

Once you have entered the telephone number or selected the contact, press either the "audio call" or "video call" icon to place the call.

5.2 Receiving a Telephone Call

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

To speak to the caller, lift the handset. To control the volume of the telephone call, use the volume keys (see section 3.1).

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

6. Alarms

6.1   Raising an Alarm Call

Alarm calls are used to contact emergency help. The alarm call process in your Communicall Vi IP system complies to the latest standards for reliability and safety. To raise an alarm call use your personal pendant (Figure 2), Minuet watch (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 off-site monitoring centre.

Figure 2
Pendant

Figure 2
Minuet Watch

Figure 3
Pull Cord

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

Do not worry if you are unable to communicate with the alarm recipient. The system will notify them where the alarm was raised from.

Once the alarm has been dealt with the Apartment Hub will automatically end the call ready for the next time.

6.2   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.

7. Door Entry

7.1 Receiving a Door Entry Call

When a visitor calls your property from the door panel, your Apartment Hub will ring and will display the name of the door panel calling you.
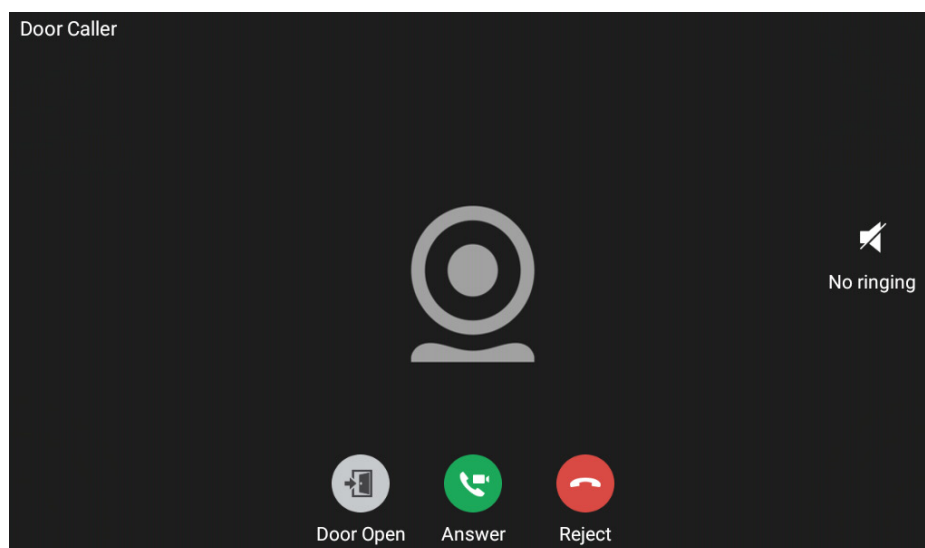
You have the option to answer or reject the call as shown.

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 the 'Door Open' button.

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

7.2 Answering Door Calls with the MoVi (Optional)

It is possible to receive door calls on an optional portable MoVi device (right).

When you receive a door entry call, the Movi device will light up and ring.

Press the button on the MoVi once to answer the call and speak to the visitor. If you wish to let them in, then press the button again. If you wish to end the call without letting the visitor in, press and hold the button for two seconds.

For more information on your MoVi, refer to the separate MoVi user guide.

8. Intruder Monitoring (Optional)

If your system includes intruder monitoring you will have a keyswitch (right) that allows the feature to be armed and disarmed. The system is supplied with 3 keys.

Intruder monitoring protects your property when armed. It raises an alarm (see section 6.1) if someone enters your property without disarming the system.

8.1 Arming Intruder Monitoring

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

Once the system is armed anyone entering the property and not disarming the system (see section 8.2) will cause an alarm to be raised.

8.2 Disarming Intruder Detection

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

If you are not able to disarm the system in time, don't worry. You'll shortly receive a call from your alarm recipient (either the House Manager or the monitoring centre). Just wait for the call and explain the situation.

9. Using the Wireless Hotspot (Optional)

If your Apartment Hub has the optional wireless hotspot feature enabled, it is possible to connect items like tablets and PCs so they can access the internet.

To view the password that is used to allow devices to connect to the wireless hotspot press the Options button – three small dots (see 4.1).

Select the "Wi-Fi hotspot" menu item on the display. This will display a popup that shows your wireless hotspot name and password (see right). You can use this information to log in.
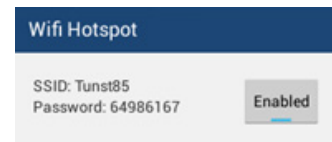
The wireless hotspot can be turned on and off using the Enabled/Disabled button. We recommend that you do not turn it off in normal use.

Note that your speed of connection will depend on the overall building internet speed. This feature is intended for light usage (e.g. email and web browsing) and will not support heavier usage (e.g. video streaming).

10. Smoke Alarm Remote Control Switch (Optional)

If this option has been specified by your housing provider, you will find a Remote Control Switch for fire alarms (right) in your property.

This switch consists of three buttons:

- Locate Alarm
- Test Alarm
- Silence Alarm
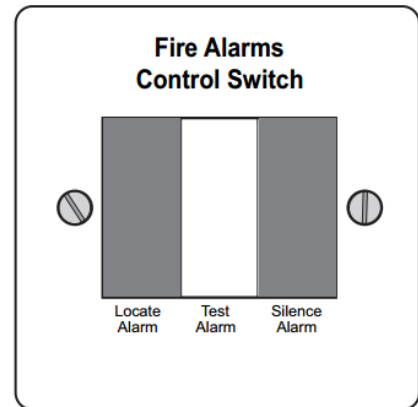
10.1 Locate Alarm

When the Locate Alarm button is pressed and released any Smoke/Heat detectors that are sounding will be silenced - except for from the detector that has detected the alarm situation (e.g. Smoke or Heat). This allows you to locate and verify the alarm situation.

10.2 Test Alarm

Operating the Test Alarm button will cause all the smoke and heat detectors to sound. We recommend you use this function weekly to test the alarms.

10.3 Silence Alarm

Pressing the Silence Alarm button is used to silence nuisance alarms. This should only be pressed after the Locate switch has been used to identify the alarm that triggered the system, and you have determined that there is no smoke or fire.

We hope you enjoy using your Communicall Vi IP system. If you have any questions please contact your scheme manager in the first instance.

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

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.