Housing Services Portal

## User Guide

Tunstall

HSP User Guide

Overview

The HSP is an application that runs on a Windows PC. This allows you to control and interrogate various parts of your Communicall Connect/Vi/Vi IP system.

There are a number of functions that are available; these will be dependant upon your sites configuration.

- Live view
- History view
- Control function
- Activity view
- Web Configuration
- Help

All of these functions are accessed via the touch screen or keyboard depending on PC model.

Live View

Selecting the Live [icon] icon brings up a live view of events as they happen on the system. This screen will display events such as alarm calls etc. Below is an example of what you may expect to see.
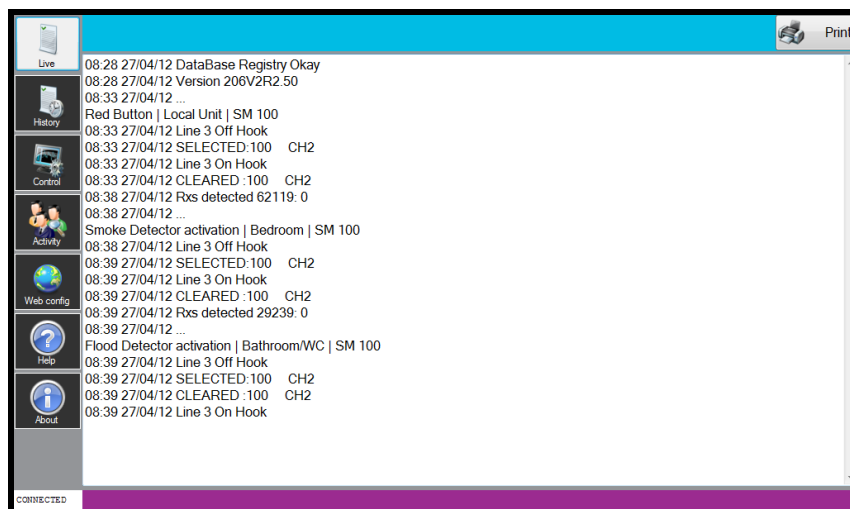
If we take a closer look at the few lines shown opposite.

The first line shows the radio ID of the device that raised an alarm, after the colon this indicates the ID of the receiver that picked up the transmission. The 2nd line explains what the alarm type is and is by the speech module number. The next 4 lines show the call been answered and selected then cleared and the handset been hung up.

History View

Selecting the History view [History] icon brings up the search page which allows you to find calls from a particular resident and/or alarm type.

Date Range

The date range is set by using the 2 dropdown boxes that are highlighted in the diagram below.

| From: | 02/04/2012 | ▦▾ |
| To: | 27/04/2012 | ▦▾ |

Speech Module

This section allows you to enter the speech module number you wish to search the calls history for.

> **NOTE Speech modules numbers are always entered as 3 digits.**
> **E.G. Speech module 1 should be entered as 001**

Text/Common/Advanced Tabs

- Text Tab
This allows you to enter free text to be searched for E.G. pullcord

- Common Tab
This tab displays a list of common alarm types that you can search for. It is possible to select as many items as required. Using the Select none button it is possible to clear the previous selections.

- Advanced Tab
This tab displays a list of all alarm events that you can search for. It is possible to select as many items as required. Using the Select none button it is possible to clear the previous selections.

Search

Once you have set the search values, pressing search will display any relevant results in the right hand side of the tablet screen. It is possible to print this result if your HSP is connected to a printer or the file can be saved to a USB thumb drive.

Control

Selecting the Control button [Control] shows Soft SCP, this is exactly the same to use as the physical SCP supplied with your system. For a more detailed description of how to use the SCP refer to the system user manual.
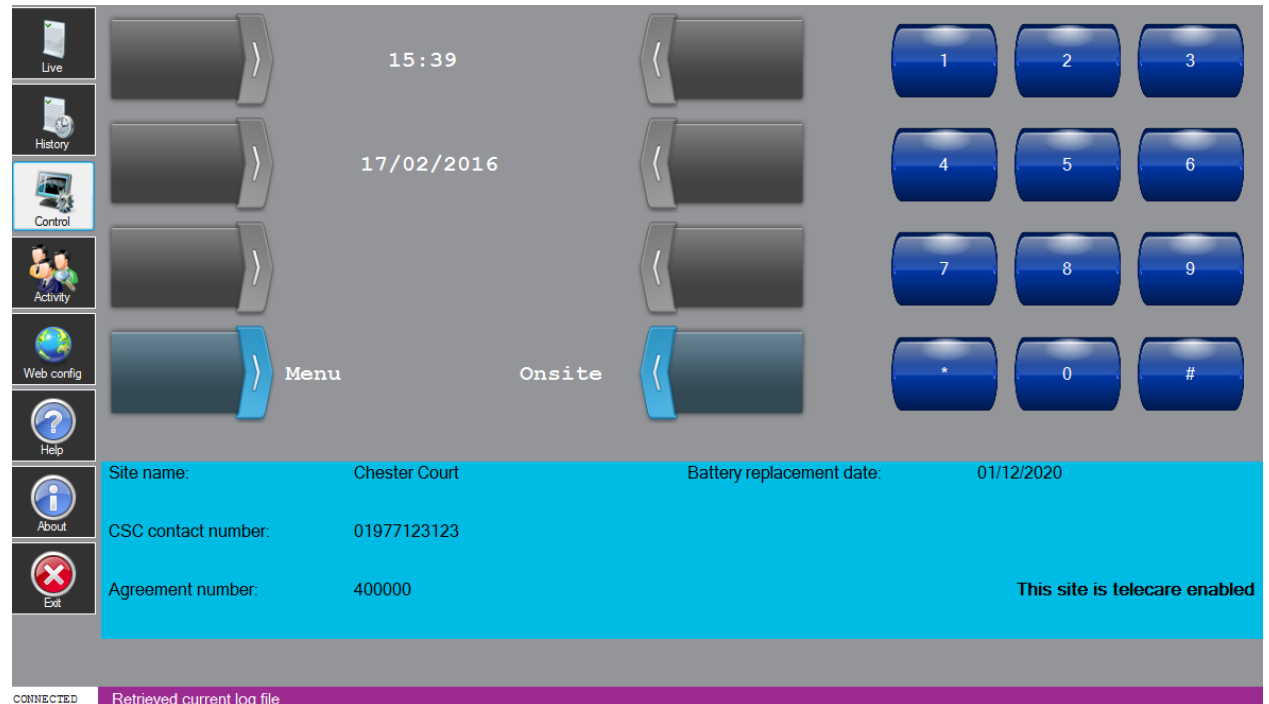
System Information

At the bottom of your Soft SCP is an information section which displays the following details.

- Site Name
- Tunstall Service contact number*
- Tunstall Agreement and Site number*
- The date when the control unit batteries should be replaced
- Telecare enabled status.**

* This assumes your system is maintained by Tunstall otherwise these details will not be shown
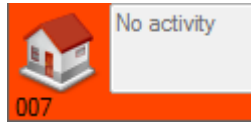** If your site is not Telecare enabled no message will be displayed.

Activity View*

Selecting the Activity icon displays a list of residents that Activity monitoring is enabled for. Three different coloured Icons will be displayed, which are shown and explained in more detail below.

Red Icon

 This shows that no activity has been detected by the system since the activity timer has been reset. The time at which all residents are marked as inactive is set by the Activity monitor page on the main system.

Yellow Icon
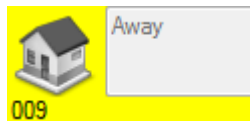
 This shows that the residents speech module is in an Away State. This is usually used when the resident is vacant from the property and is set when the resident presses the speech modules Away key. It is possible to take the module in and out of Away using the Touch SCP this is explained later in this section.

Green Icon
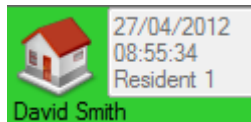
 This shows the residents that the system has detected activity for. This will show the time and date when activity was detected. It is possible to set the system to display the residents name instead of the speech module ID. Please refer to the Communicall User guide for further details.

Switching Home/Away mode

Touching any of the individual houses brings up the window shown below. This allows you to switch a property in and out of Away mode. It is also possible to reset an individual's activity
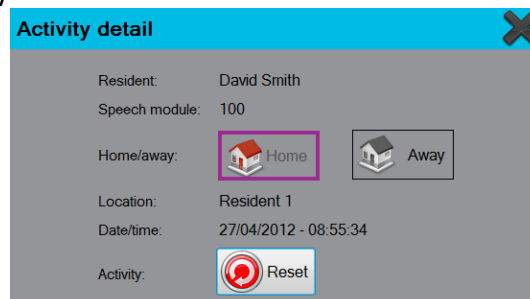
* If the system is configured to use Activity monitoring

Web Configuration

Selecting the Web Configuration button allows you to log in to the control unit. This will present you with a login window similar to the image shown below.

The default Username and Password are User and Password, these may have been changed by your administrator.

> NOTE Before entering your username and password it is important to wait until your site name is displayed like in the highlighted example above

For further details of options available once logged in refer to the Communicall Connect/Vi/Vi IP User Guide.

Help

Selecting the Help button launches the user manual for the HSP.

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