Communicall Vision

User Manual

Changes from Issue A1 to Issue C

- *Chapter 3.* Information on the new Cancel-at-Source feature has been added.
- *Chapter 5.* On-site and off-site have been explained in greater detail, with timed off-site and duty periods added. Small sections on call priorities and dispersed units have been removed, as these issues are dealt with in the new Chapter 10.
- *Chapter 7.* Broadcast speech is explained in the notes section in a little more detail.
- *Chapter 8.* Pages explaining the new Cancel-at-Source speech modules have been added.
- *Chapter 9.* Information on adding and deleting radio triggers has been provided.
- *Chapter 10.* This new chapter explains how you can make and take calls to and from dispersed units, such as the Lifeline 4000. It also explains how you can accept alarm calls from other schemes.
- *Chapter 11.* Inactivity monitoring is explained in this chapter, including the details of how to set the timer controls for automatic starts to monitoring and reporting of inactivity.
- *Chapter 12.* A list of all spoken messages has been provided, together with explanations as to their meanings.

Trade Marks

The following are registered trade marks: Tunstall, Amie, Piper, Haven, Communicall, Communicall Vision, Lifeline, PNC3 Vision.

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1 About Communicall Vision

Communicall Vision is a new generation communications system for grouped housing developments from Tunstall. Based on the highly successful Piper Communicall, it enables residents to contact care staff whenever help, information, or reassurance is required. Whilst Communicall Vision retains the key features of Piper Communicall, it has been further developed and significantly improved. Communicall Vision incorporates a range of advanced new features, many of which are the result of research and direct feedback from our customers.

The main components of the system are the resident's speech module and the scheme or estate manager's handset. Fitted as standard with a pull cord and integral call button, the speech module is the main communication unit for individual homes and communal areas. It incorporates a sensitive microphone and powerful speaker to permit two-way speech between the resident and scheme manager or monitoring centre. In addition to its alarm function, Communicall Vision helps meet the challenge of home care management by monitoring service provision through PNC3 Vision.

Main Features

- Hands-free voice switching with high-quality two-way speech.
- Two speech paths reduce conflicts with door entry and resident calls.
- Optional broadcast speech facility.
- Greater freedom and flexibility for scheme managers.
- Optional audible and visual confirmation of alarm calls.

System Options

- Speech module buttons configured to individual needs e.g., door entry, privacy, cancel-at-source, etc.
- May be linked to a wide range of ancillary alarm and monitoring devices.
- Can be linked to a control centre.
- Can monitor care service provision.
- Integral door entry facilities.
- Remote door control built in.

Improved Reliability

In our drive for continuous improvement in the performance and reliability of our systems, Communicall Vision incorporates a number of other significant enhancements. Improved components provide increased fault tolerance and even greater reliability. We have further improved system cable specification.

Hands-free Voice Switching

Communicall Vision eliminates time-delay, which can often result in 'voice clipping' and words or ends of sentences being lost during two-way conversations. HVS utilises high quality hands-free circuitry to allow faster voice switching. This creates a smoother and more natural means of communication and has a quality comparable with a hands-free mobile phone system.

Two Speech Paths

Existing products only allowed a scheme manager to speak with one resident at a time. Communicall Vision allows a resident to respond to door entry calls even if the scheme manager is speaking to another resident.

Broadcast Speech

General information or messages that need to be conveyed to all residents can now be broadcast from the scheme manager's handset, or from a control centre if the scheme manager is not present. Previously, such information had to be broadcast from an amplifier and desktop microphone.

System Compatibility

Communicall Vision is fully compatible with Piper Communicall, Piper Haven and Piper Group. This means that there is no need to rewire an installation currently using any of these systems (subject to a site survey).

Cancel-at-Source speech modules

Optional speech modules with a Cancel-at-Source feature have been added. These will continue to raise alarm calls until a Cancel button on the speech module is pressed by either the resident or the scheme manager.

Overdoor lights

These optional lights can be positioned above or near the doors to rooms or flats with speech modules to enable scheme and estate managers to easily identify the residents who are calling for assistance. These lights flash when a call has been raised, remain illuminated while a call is in progress, and only go out once the call has finished.

2 Information for new users

Communicall Vision's role in enhancing service quality

As a scheme manager you have many tasks to perform, but how can you stay in touch with the residents? Communicall's answer is simple: you are provided with a cordless telephone which allows you to move from task to task, but still enables you to take alarm calls from residents. Communicall even has its own small telephone exchange, which allows you to call internal or external numbers—to use your cordless telephone to call other scheme managers working on the same site, or even scheme managers working on other sites.

Depending upon how Communicall is set-up, the following features are available.

- You can move between flats and tasks and still take calls from residents using your cordless telephone.
- You can speak directly to the resident who has called, enabling you to find out whether the problem is urgent, or whether it can be left until later in the day.
- You can contact your fellow scheme managers, which can be useful if you need advice or help.
- You can visit another site and still take calls from residents on your own site.
- You can make and take external telephone calls from your handset.

How does Communicall work?

In each resident's flat or house there is a speech module with a large red alarm button. A speech module also contains a microphone and a loudspeaker. Each speech module has a number, so that Communicall knows which one is which.

If the resident presses the button on the speech module a message is sent to Communicall (see figure 2.1). Communicall then uses its internal telephone exchange to call the telephone numbers of the scheme managers. When you answer ↘ your cordless telephone you will hear Communicall say repeatedly that there is an alarm call, and tell you which number speech module has called. Optionally, your scheme might also be fitted with a text messaging system - especially useful if you are taking another call - that will display the details of the alarm call on the handset display panel. You can then speak to the resident by pressing the star * key on your telephone.
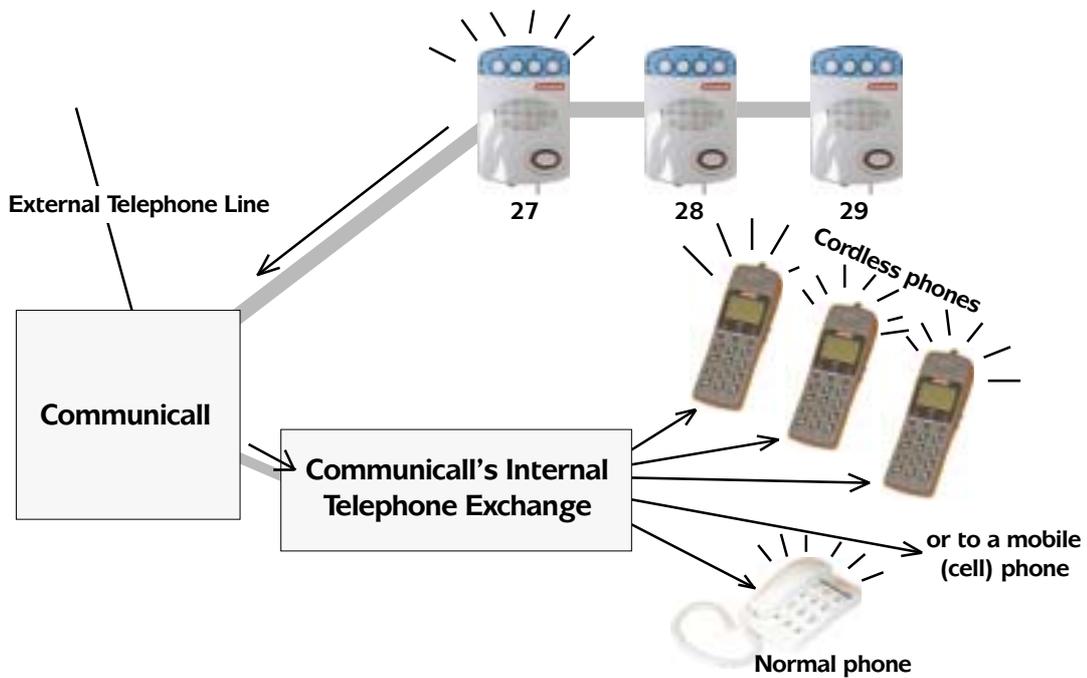
Figure 2.1. A message is sent from the resident's speech module to Communicall, which then rings some or all of the scheme managers' telephones depending upon configuration.

How to speak to a resident

When speaking to the resident, it is important to recognise that for technical reasons, call handling systems work differently to normal telephone systems. They need to employ voice switching technology which gives priority to one speech channel over the other. Voice switching is needed because the resident's speech module contains a loudspeaker and a microphone, and so communication has to be one-way to avoid noisy feedback. In most situations, because Communicall Vision uses an advanced voice switching technology called Hands Free Voice Switching (HVS), talking to the resident is no different to talking to someone on a normal telephone and the speech channel's change of direction is virtually undectable.

In some situations, however, the system may need to be switched to a more noticeable one-way mode of communication and Communicall Vision incorporates two basic modes of one-way speech communication. In the automatic mode, Communicall switches direction when you speak into your phone. In manual mode (tone switching), you decide who speaks and who listens by forcing Communicall to adopt a 'push-to-speak' mode of operation - similar to the type of communication that people use when communicating with radios. Pressing the * key on the handset keypad will switch Communicall to automatic one-way voice switching biased towards the resident's speech module. Pressing the # key will force the system into manual push-to-speak, or tone switched mode where voice switching is under the control of the scheme manager.

How to finish a call

Once you have finished your conversation with the resident you can end the call, just as you might if you had received a normal telephone call. However, if you have any non-Tunstall equipment connected to Communicall then a safer way of ending a call is to press the keys 0#0#.

Summary

- To answer an alarm call: answer your cordless telephone when it rings ❩ and press the star key *.
- To clear a call: press the keys 0#0#, and then ring off ❩ by pressing the on-off hook button.

3 What can a resident's speech module do?

As mentioned earlier, a speech module is the box in the resident's house or flat with the large red button which they press to call you. These modules, however, can be used for a wide variety of tasks. You need to understand what a speech module can do if you are to make full use of the facilities offered by Communicall. In addition, you may be expected to explain how a speech module works to new residents.

Residents can raise alarms with radio triggers

If a resident has a problem he or she can press the large red button to raise an alarm. Alternatively, they can pull the cord attached to the speech module, or some of the other pull cords that can be optionally fitted around a home. Sometimes, however, the resident may have fallen and might not be able to reach the red button or the pull cord. For this reason residents can also be given radio triggers. These are small buttons they carry with them, either as a pendant or attached to a wrist-strap. If the resident presses their radio trigger it sends a radio message to Communicall. You will then be contacted by Communicall which will tell you the number of the speech module in the resident's flat or house.

In reality, it is not the speech module that has raised the alarm, but the radio trigger. You are told the number of the speech module so you can easily contact and speak to the resident. This is because Communicall knows which radio triggers belong to which speech modules.

Speech modules can be made to sound tones and alarms

You may call a resident only to discover that he or she does not answer you. Maybe the resident is watching television and cannot hear you. You can send a call tone to the speech module to alert the resident. We will deal with how you do this later.

Speech modules can also be used to sound fire alarms. If Communicall detects a fire in one part of the building it can optionally send continuous tones to all of the speech modules to alert all residents.

Attaching sensors

The speech module can have a number of sensors attached to it.

Pull switches. A pull-switch, not unlike a cord for a bathroom light switch, can be mounted on the ceiling, often above a bed. In this way a resident can raise an alarm if they are unwell and unable to move from their bed.

Low temperatures. A sensor can be attached that allows the speech module to detect low temperatures. If the temperature in the flat drops below a certain level you will be alerted.

Fire detectors. Heat and smoke alarms can be attached, and these will allow the speech module to contact Communicall if either heat or smoke is detected.

Inactivity detectors. Vulnerable residents can be prone to falls or other accidents which make it impossible for them to even press a radio trigger. Consequently, movement detectors such as infrared sensors and pressure mats can be placed around a flat or house. If movement is not detected for a certain amount of time then Communicall will raise an alarm and contact you.

Intruder alarms. As you might imagine, the pressure mats and movement detectors can also be used to detect intruders. If these sensors are used to detect intruders then Communicall will raise an intruder alarm when movement is detected.

Away switches (where fitted)

Imagine that a speech module in Mrs Smith's flat has been equipped with a low temperature sensor and inactivity sensors. Mrs Smith then turns the heating off and goes to visit her daughter. The temperature will drop, raising an alarm, and there will be no activity detected, again raising an alarm. An away switch allows Mrs Smith to disable these features while she is away, so that Communicall does not raise false alarms. An away switch can also be used to turn on an intruder alarm.

Privacy switches

Some residents feel that the microphone in their speech module is a potential invasion of their privacy. For this reason, there is a privacy switch. This turns the microphone in the speech module off so that the resident cannot be heard. The microphone will remain off until the resident raises an alarm. In other words, if you call a resident who has the privacy switch set to the 'on' position you will not be able to hear them. Once the resident hears you and presses their radio trigger, their microphone will be switched on and you will be able to hear them. If the resident raises an alarm, then regardless of whether they have their privacy switch set, you will be able to hear them.

Privacy button

Figure 3.1. The privacy switch is located at the bottom of a speech module.

Cancel-at-Source and Overdoor lights

Your Speech Modules may have Cancel call buttons, at the top right hand corner, marked C. There may be additional lights fitted, perhaps outside the room in a corridor.

Typically the system works as described below, but your system may be configured differently. If so, you will be instructed in its use.

Typical operation

An alarm call raised at the speech module will be received on your handset in the normal way. In addition, the overdoor light will flash. Answer the call on the handset and speak to the caller. The overdoor light will now light continuously.

When you have finished speaking to the caller, clear the call as normal (you must do this first), then go to the calling speech module and press the Cancel button. The overdoor light will go off. If you do not Cancel then the handset will repeatedly ring until you do so.

Figure 3.2. A speech module with a Cancel button.

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4 An example day

To illustrate the various features of Communicall Vision we will follow a scheme manager through a few tasks. Do not worry if you cannot remember all of the keys you have to press - there is a summary in section 7 of this manual. This story is meant to illustrate many of the features of Vision - your day may not be as busy. You will probably only have to use a few of the features Communicall Vision offers. In addition, your system might not have been fitted with all of the optional features this story illustrates. Our scheme manager, Karen, starts her day at 9.00am.

Switching on-site

Karen begins by switching on-site. There is a small box mounted on the wall with a key labelled 'on-site' and 'off-site'. This box is connected to the box that houses Communicall Vision. She can turn this key to switch on and off-site. Karen, however, does not want to walk over to the wall switch because she is in a hurry, so she simply uses her cordless telephone to call Communicall Vision, usually by dialling 12 after pressing the on-hook/off-hook button. She then enters 975 and presses the star key *.

> ***Why do scheme managers have to switch on and off site?*** *If Communicall Vision receives an alarm from a smoke detector for example, but believes that you are on-site, it will try you for several minutes before trying to ring another scheme manager or the control centre. If you are switched off-site then Communicall Vision knows you are not available and will try someone else. The on-site/off-site switch is all about letting the system know whether you are available to deal with alarm calls.*
>
> ***What happens when I am not on-site?*** *If you are off-site Communicall Vision will divert the call to another Communicall at another site so the scheme manager there can deal with the alarm. Communicall Vision can also divert the call to a telephone-based control centre that will answer the call. In fact, Communicall Vision can have 2 other Communicall or control centres to try and will work through all of them until someone answers.*
>
> ***What if I have switched on-site but I do not answer the call?*** *If you are switched on-site then Communicall Vision will call you if an alarm is raised. If you do not answer within a certain time then the system will divert the call to the programming terminal (the plug-in programming terminal is explained later in section 4 of this manual). If the call is still not answered, then Vision will divert the call to a control centre, or another Communicall. The amount of time Communicall Vision will take before it diverts the call depends on the setting entered by the engineer who set up your particular scheme.*

Answering a call

At 9.30am Karen gets a call. She presses the on/off hook button ↰ on her cordless telephone to answer the call and then hears Communicall Vision saying there is an alarm call from speech module 27. A scrolling text message is also displayed on the handset confirming the details. She presses the star key * so that she can speak to the resident. The resident, Mrs Smith, can smell damp in the hallway and suspects that her heating radiator is leaking. In this way Karen discovers that this is a problem, but not an emergency.

> *Do I have to stand still when I take a call?* Previous versions of Communicall required a scheme manager to stay still when a call was taken or made, otherwise the call could be cut off. With this version of Communicall you can walk towards the resident's flat or house as you speak to them, as long as you stay in range of at least one of the transmitters for your cordless telephone.

Answering a call in the office

On her way to Mrs Smith's flat she drops into her office to pick up a mop and bucket. While she is in her office Communicall Vision rings her with another alarm call. Her cordless telephone rings, and so does the normal telephone on her desk in the office. As she is near the desk Karen picks up the office telephone, hears that there is an alarm call from speech module 28 and presses the star * key to speak to the resident. Mr Hodges, the resident, thinks he can just smell gas. However, Karen cannot hear him very clearly at first, and so she presses the 8 key and then hash # in order to increase the volume of Mr Hodge's speech. Karen can also use the buttons on the side of her cordless telephone to increase the volume of Mr Hodge's speech.

> *Communicall can ring several telephones.* When an alarm is raised Communicall rings its own internal telephone exchange. This telephone exchange then rings several numbers, all at the same time (called a group ring). In this way the telephones of all scheme managers on site will be called at once, and the first scheme manager to take the call deals with it. Some of the telephones, like the one in the office, are not cordless phones, but normal ones. If you use a powerful internal exchange then Communicall can call outside lines as part of this group ring, such as the number for a mobile telephone (cell phone).

Making a call to a resident

Karen decides to call Mrs Smith to tell her that she will just be another five minutes while she goes to see Mr Hodges. To do this she calls Communicall Vision—she presses the on-hook/off-hook button, dials the extension for Communicall (usually 12), and enters 27 (Mrs Smith's speech module number) and then presses the * key. Although Karen speaks several times Mrs Smith does not reply. Karen sends a call tone—a loud noise—to the speech module to catch Mrs Smith's attention. To do this she presses 1 * (the 1 key followed by the star key). This draws Mrs Smith's attention and Karen is able to explain that she will take five minutes longer than she expected.

Switching off-site

Just after Karen has visited Mr Hodges, and then finished helping Mrs Smith, she receives a call from Bill, the scheme manager next door, on an outside line. Bill's site is very large, and there are three scheme managers on duty at any one time. Bill explains that both he and one of the other scheme managers has to go into town for an hour and asks if Karen will pop over to help out.

Karen has to remember to switch off-site, so that the Communicall Vision on her site knows that she is not available to take alarm calls. To do this she calls Communicall Vision and then enters 976 followed by the star key *. Alternatively, Karen could have entered 2#. Just to check that Communicall Vision has registered her instruction she enters 978 and presses star. Communicall Vision then tells Karen the on-site/off-site status.

Karen's Communicall Vision can call another Communicall Vision

As it happens, Karen's Communicall Vision is configured to call the Communicall Vision at Bill's site with an alarm call if Karen is off-site. One Communicall Vision can divert an alarm call to another Communicall Vision. In fact, Karen even takes her cordless telephone with her, because it has been configured to work on both her site and Bill's site. She has to switch her telephone so that it takes calls from the transmitters at Bill's site. If a resident raises an alarm then Communicall Vision on Karen's site will call the Communicall Vision on Bill's site and the scheme manager there will deal with it (see figure 4.1). In fact, as it happens, Karen will probably deal with it, because she will be on Bill's site.
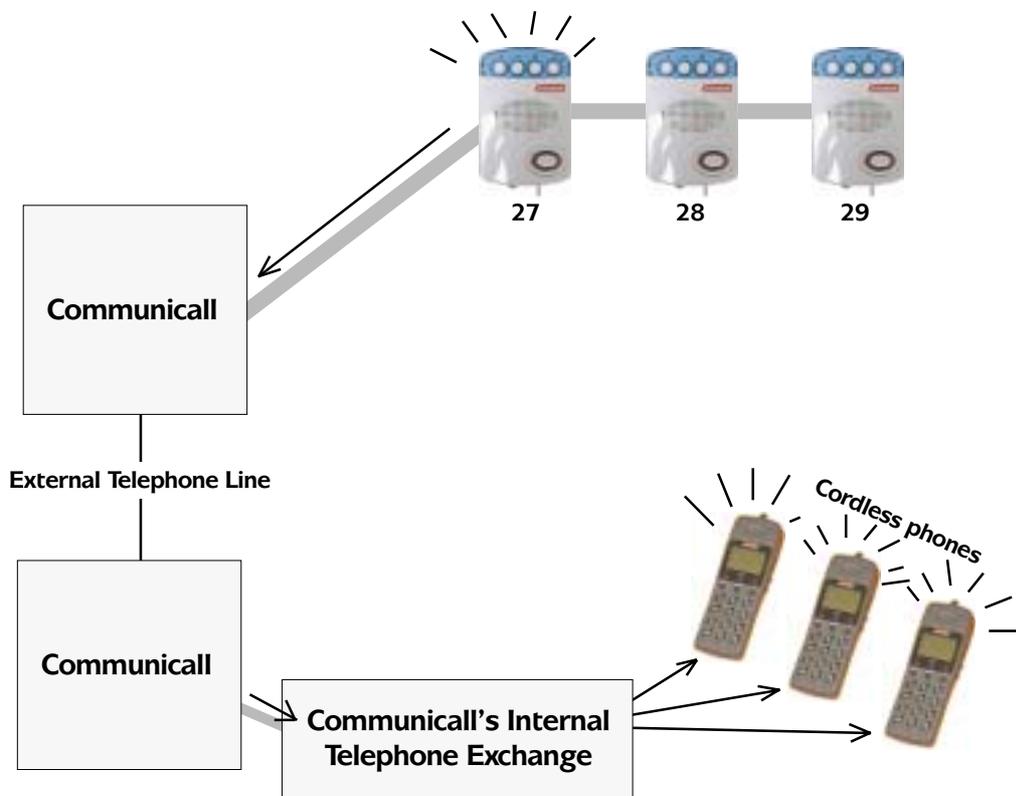

Figure 4.1. When Karen is off-site the Communicall Vision on her site contacts the other Communicall with alarm calls from her residents.

Zones

Bill's site consists of three blocks of low-rise flats, situated close together. They are all connected to one Communicall Vision. However, the speech modules have been divided into three zones. All of the speech modules, numbered 1 to 120, in the first block of flats have been allocated to zone 1. All of the speech modules in the second block of flats, numbered 121 to 240, have been allocated to zone 2. All of the remaining speech modules have been allocated to zone 3.

Making announcements

One of the tasks Karen has to undertake is to test the fire alarm on Bill's site. All the residents have been told that the fire alarm is going to be tested at 11.30am, but Karen decides to make an announcement just to remind them. The Communicall at Bill's site has been fitted with an amplifier that allows Karen to use the speech modules in residents' flats as if they were public address loudspeakers. Karen can make announcements to all residents from her handset by entering 965 followed by the * key. At the end of the message Communicall can be returned to normal by simply pressing the on/off hook button ⌇, or by pressing 0#0#, followed by the on/off hook button ⌇.

> **Why use zones?** These zones are useful because Communicall on this site has been configured to call different scheme managers depending upon the speech module that called. If any calls arrive from a speech module in zone 1 (i.e. the first block of flats) Communicall calls Bill. Zone 2 calls are passed to another scheme manager called John. In this way Communicall can deal with many speech modules and several scheme managers, allocating the call to the appropriate scheme manager. This is achieved by Communicall calling different numbers on its internal telephone exchange for different zones. These numbers may still be group calls to several telephone numbers at once.
>
> **Why not just use three Communicalls?** The first reason for using just one Communicall is cost. A second is that if a call from one zone is not answered it can be easily diverted to a scheme manager for another zone who will be relatively nearby, rather than to a control centre which might be many miles away.

Answering a call from a dispersed unit

At 12 noon Karen returns to her own site and switches on-site again by entering the 1# command on her handset. This ensures that any alarm calls are sent to her, and not transferred by her Communicall Vision to the other site. After a short while she gets a call from a dispersed unit.

When Karen answers the call from the dispersed unit she hears the number being spoken by Communicall Vision. As before, she presses the star key * to speak with the resident. This time, however, Communicall Vision cannot use voice switching, and she has to press the hash # key on her telephone to switch between speaking to the resident and listening.

Karen speaks to Mrs Hogan, who is concerned because her back door has become jammed. Karen agrees to visit her, but decides not to switch off-site because Mrs Hogan is only about 700 metres down the road.

Using a cellphone (a mobile phone)

Karen cannot take her cordless telephone on her visit to Mrs Hogan. This is because her cordless telephone has a limited range, and must not be taken too far from a base transmitter station. She could take it to the other site because the other site had a transmitter station and her cordless telephone was registered (or subscribed) to that transmitter as well. However, once she visits Mrs Hogan she will be out of range. The solution is that Karen takes the cellphone (also called mobile phone) for her site.

You may recall that when an alarm is raised Communicall Vision rings all of the scheme managers using its telephone exchange (see figure 4.2). The normal exchange that comes with Communicall Vision cannot call both internal numbers and external numbers at the same time. However, Karen's Communicall Vision has been fitted with a more powerful exchange, and some of the numbers that are called can be outside lines. One line Karen's Communicall Vision rings is the number for the mobile telephone. This means that she can be away from her site and still take alarm calls. The only disadvantage is, of course, that using a cell phone (a mobile telephone) is more expensive than using a cordless phone.

Speech modules are connected to Communicall using wires. However, these wires cannot be longer than a few hundred metres. A resident who is in a flat or house that is further away needs a dispersed unit, such as Tunstall's Lifeline 1000, 2000 or 3000. These dispersed units are really special telephones. Like speech modules they have large red buttons for raising alarms. Unlike speech modules, they are connected to telephone lines. They can make calls to a Communicall and directly communicate with it.

Tone switching. *You may recall that when you speak to a resident communication is only one way. Communicall decides who can speak and who can listen. This is to stop noisy feedback. However, dispersed units do not use voice switching, and so you have to change between speaking and listening using the hash # key.*
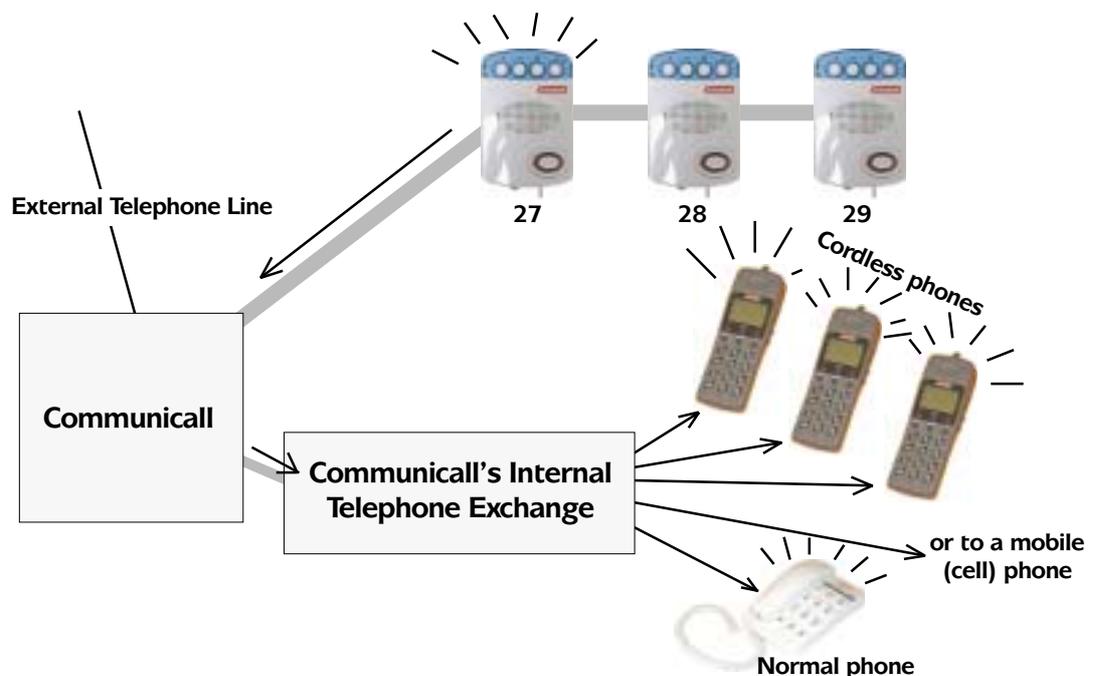
Figure 4.2. When Communicall Vision rings its telephone exchange the exchange rings several telephone numbers, some of which may be cordless telephones, some of which may be fixed-line telephones.

Mobile and cordless phones

For clarity, a mobile phone is one that will normally operate anywhere in the country (or at least in most places where there is an adequate signal). However, a cordless telephone operates only within a short distance of its transmitter (usually about 100 metres maximum). If you were to call Communicall Vision from a mobile telephone you would have to pay the service provider for the call. If you call Communicall Vision from your cordless telephone then the call should cost nothing.

UK Codes, D9307003, Issue C

5 Understanding Communicall Vision

Now we have considered a range of tasks that can be accomplished using Communicall Vision, it will be helpful to understand how it works in a little more detail. First, let us review the way Communicall Vision communicates.

TICs, PABXs and other jargon

As you can see from the diagram in figure 5.1, Communicall Vision is wired to every speech module and under normal circumstances can be connected to as many as 200 speech modules. Each speech module can also have a radio trigger. In fact, a speech module can have more than one radio trigger if needed, as well as optional pull cords distributed through a home, although this will reduce the total number of speech modules that Communicall Vision can handle. With additional memory Vision can be connected to in excess of 400 speech modules.
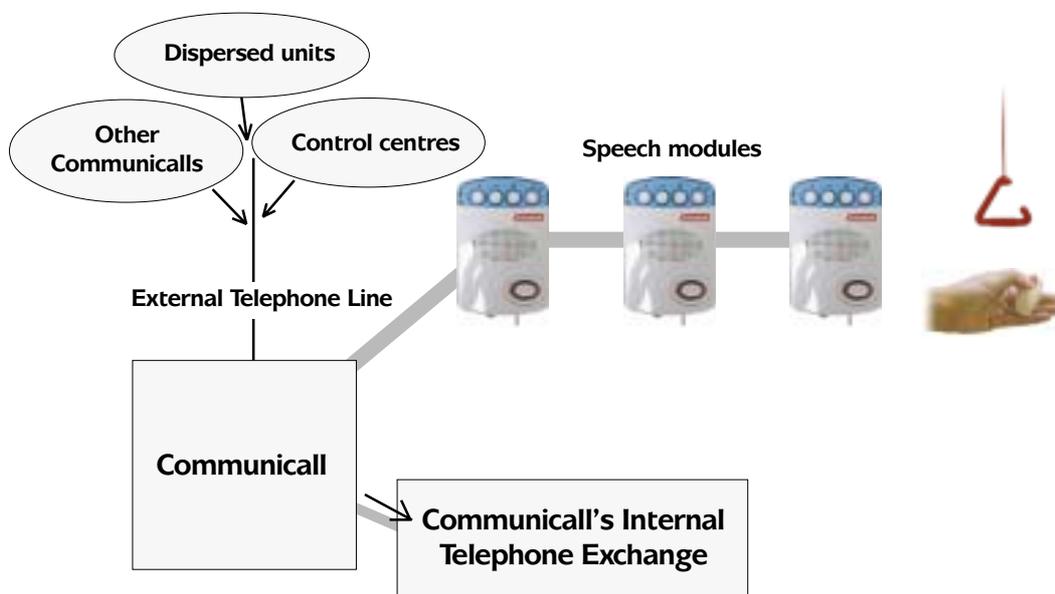
Figure 5.1. Communicall Vision can use its own telephone line to communicate with other equipment, such as other Communicalls, dispersed alarms and control centres. Vision communicates with scheme managers via its internal telephone exchange.

Communicating with equipment. Communicalls usually have something called a TIC, which stands for a Telephone Interface Card. This optional piece of equipment connects Communicall to the ordinary telephone network. This is how Communicall Vision contacts other Communicalls with alarm calls, how it contacts control centres, and how it handles calls from dispersed units.

Communicating with scheme managers. When a Communicall Vision needs to contact a scheme manager it rings the internal exchange, also called a PABX. (PABX stands for Private Automatic Branch Exchange). On a day-to-day basis you do not need to remember or use these acronyms, although installation and service engineers will tend to use them. To contact a scheme manager Communicall Vision dials just one number (often the number 70). The telephone exchange knows that if a call comes in for number 70 it should call all available extensions. An engineer can program the exchange to call just one number if you wish, and this can even be an external number, such as the number for a mobile (cell) phone.

Scheme managers contacting other people. If you need to speak to another scheme manager then there is no need to contact Communicall—just dial the number of the scheme manager in question. Likewise, if you need to contact a resident with a dispersed alarm, just dial 9 for an outside line and then dial their telephone number.

Off-site and On-site

When Communicall Vision receives an alarm call from a speech module it first looks to see if the scheme manager is switched on-site or off-site. If the scheme manager is on-site it will contact her or him using its line to the internal telephone exchange. If a scheme manager does not answer, Vision will then try calling the programming terminal to contact the scheme manager. If this does not work then Communicall Vision will use its outside telephone line to either divert the alarm call to another Communicall, or divert it to a control centre.

If the scheme manager is off-site then the system will not bother to call the scheme manager, but will immediately call either another Communicall or a control centre. This is why it is so important to switch on and off-site—so calls such as smoke alarms are handled as quickly as possible.

When will Communicall direct an alarm call off-site?

Communicall can use its Telephone Interface Card (TIC) to direct calls to other schemes, such as other Communicall Vision scheme alarms, older Communicall schemes and even Piper Haven scheme alarms. Usually, Communicall Vision scheme alarms are configured to direct calls to control centres, such as the PNC3 Vision control centre. Communicall will direct alarm calls to another scheme or a control centre in the following situations:

- If you have switched off-site, using either the handset commands or the optional switch.
- If Communicall has switched you off site using the optional Duty Periods function (explained a little later in this chapter).
- If you have switched momentarily off-site.
- If a control centre has called your Communicall and switched it to off-site mode.
- If you are timed off-site—if you do not answer a call after a fixed period of time (this time-out period is usually set to 15 minutes).

Timed Off-Site

As mentioned earlier, if you do not answer a call in the time allowed by your Communicall then you will be timed off-site. In other words, Communicall will assume that you have left the site but forgotten to switch off-site. At this point Communicall can do three different things, depending upon how it has been configured.

1. *Switch to off-site.* Communicall will switch to off-site, and every alarm call that follows will be directed to a control centre or another scheme alarm without delay. When you return to Communicall you will have to switch on-site.
2. *Stay in timed off-site.* Communicall will switch to timed off-site, and again every alarm call that follows will be directed to a control centre or another scheme alarm without delay. However, simply connecting to Communicall using your handset will cause Communicall to switch back to on-site.
3. *Switch back to on-site.* Communicall will switch back to on-site. The next alarm call will again have to ring out for the time-out period before Communicall puts the call through to either another scheme or a control centre such as PNC3 Vision.

In order to know what your Communicall will do you should find out how it has been configured. You should also be told what the time-out has been set to. While the norm is 15 minutes, many schemes are set to longer or shorter periods depending upon the needs of the residents.

Duty Periods

Communicall Vision can be configured to switch you off-site and on-site at fixed times of the day, to match your working patterns or shifts. This is useful when your shifts do not change. In particular, it can help if any of the scheme managers tend to be absent-minded and sometimes forget to switch on-site or off-site.

The on-site and off-site times are set by an engineer. If your Communicall is set to use Duty Periods then these times should be noted.

When Communicall switches itself on-site and off-site using Duty Periods, this is little different to you switching on-site and off-site using your handset. If your Communicall is set to call the control centre when switching on-site and off-site then these on-site/off-site calls to the control centre will still be made regardless of whether Communicall was switched on or off-site automatically using Duty Periods or manually using the handset commands.

Auxiliary

Communicall has another mode called Auxiliary—this in addition to the on-site and off-site modes. Auxiliary is Communicall's way of letting you know that it has a problem dialling out.

If Communicall is switched off-site, and an alarm call is raised, Communicall will try to call the first alarm number on its list. This will usually be a control centre. If it fails to make contact Communicall will try the next telephone number on its list. Communicall will keep trying all of its alarm numbers until it reaches the legal limits for repeat calls. Communicall will then switch into Auxiliary mode, and will hold all alarm calls in a queue to be dealt with when the scheme manager returns on-site.

One of the most common causes for Communicall switching into Auxiliary is that its telephone line has simply been accidentally disconnected. Nevertheless, should your Communicall switch to auxiliary it is strongly recommended that the Tunstall Helpdesk be contacted to ensure that the cause is fully investigated. You should not reboot Communicall (by switching the control unit mains supply off and on) unless told to do so by a Tunstall engineer, as this will result in the loss of any alarm calls still waiting to be answered.

Handling calls

When you receive an alarm call from Communicall Vision you simply answer your cordless telephone and then press the star * key. To contact a resident you call Communicall Vision and then enter the speech module number followed by the star * key. You can call another scheme manager in the same way as you would make any normal telephone call.

Finishing a call made through Communicall

If you have taken an alarm call then pressing the keys 0 followed by # will tell Communicall Vision that you wish to disconnect from the resident. However, you are still connected to the system, and if you wanted you could enter the number of a speech module and press * to speak to another resident. Pressing 0#0# will tell Communicall Vision that you wish to disconnect from the resident and from the system.

What if I forget to clear a call?

If a call lasts longer than five minutes Communicall Vision will automatically cancel it. However, you could ask the engineer who installs your system to set the cancel time so that the call was cancelled after three minutes, seven minutes or some other time limit if you wished.

What happens if another resident makes an alarm call while I am already on the phone?

If you are talking to one resident and another resident raises an alarm call, you will be warned that there is a call waiting by a 'bleep' interrupting your existing call. You can listen to the details of the new call without clearing the current call. Simply press 6# and Communicall Vision will put the present call on hold and give you details of the waiting call. Your system may be fitted with a text-to-phone option. In this case, a text message containing the details of the alarm message will be relayed to the display panel of the handset. Whichever is the case, you can then decide whether to finish your current call to take the new one, or continue with your current call.

How can I find out who I am speaking to in the middle of a call?

If you are talking to a resident and forget which unit they are located in, you can press 5#. This will put the resident briefly 'on hold' while Communicall Vision repeats the original alarm message telling you which unit is involved. Vision switches you immediately back to the call after the message has been played. The resident will not hear this message.

How can I call the control centre?

If your system is set to call a control centre if you are not on-site then you will need to speak to operators in the control centre from time to time. The easiest way to do this is to call Vision, enter 977 and press star *. Communicall Vision will then call the control centre for you and connect you to an operator.

6 What to tell a resident

1 Where the speech module is.

2 What pressing the red button or pulling the alarm cord does.
   - Alerts a scheme manager via Communicall.
   - Switches on an alarm tone.
   - Flashes a red light.

3 How a scheme manager will respond to an alarm call.

4 Once you have responded to the alert:
   - How the speaker will sound an alert tone.
   - How the resident will hear you through the speaker.
   - How the resident will be able to speak to you through the microphone.

5 How the privacy button works.

6 What to do if the speech module alarm goes off when no one has pressed the button/pulled the cord (i.e. general/fire alarm).

7 What the optional other buttons mean if the resident is likely to need to use them, i.e. 'away', door entry and service provider.

8 How to use the pendant radio trigger — and how this is different from the speaker alarm call (no voice contact).

9 If your Communicall has a broadcast speech capability you might wish to let the resident know that you will be making announcements.

Try to remember to give each new resident a copy of the help card 'To Call the scheme manager', (Tunstall reference D9307003) to help them to remember how to operate the speech module.

7 Using the cordless phone

A specially designed DECT cordless telephone lies at the heart of Communicall Vision. The unit enables a carer to respond without delay to alarm calls and talk to Residents via their speech modules from any location both on and off site. The unit is ergonomically designed to feature state-of-the-art hands-free voice switching (HVS) which creates a smoother, more natural means of communication. The unit can also be operated in VOX or 'Push-to-Talk' mode where background noise levels hinder the smooth operation of the hands free voice switching circuitry. The unit also incorporates digital audio alarm messaging with optional text-to-phone support. Consequently, prior to answering the call, the carer is given precise information detailing the nature and source location of the alarm call. This information allows a rapid response where conversation with the resident is not possible.

Carefully read the instructions contained in this section and practise each of the operations until you are familiar with the operation of the handset. Telephone the Tunstall helpdesk if you do not understand the instructions.

- *Aerial*
- *Earpiece*
- *Display Screen*
- *Enter Key*
- *On/Off Hook Key*
- *Scroll Back/Clear*
- *Volume Up*
- *Volume Down*
- *CallBack Key*
- *Call Transfer Key*
- *Keypad (used to enter numbers and special characters)*
- *Menu key for configuring handset*
- *Microphone*

Handset operations and normal telephone calls

Turning the handset on

Press and hold down | **ENTER** ○ |

The handset will sound an acknowledgement tone when it is switched on.

Turning the handset off

Press and hold down | **ENTER** ○ |

The key must be pressed for at least 4 seconds. The display will go blank when the handset switches off.

Locking the keypad

Press | **MENU** ○ | followed by | (✳) |

Locking the keypad is strongly recommended when not in use to prevent accidental entry of numbers and/or commands into the handset, or accidentally going off-hook (busy).

Unlocking the keypad

Press | **MENU** ○ | followed by | (✳) |

Note: Handset displays 'KBD LOCKED' when keypad is locked.

Mute the handset microphone

Press | **ENTER** ○ |

The manager's handset is muted (conversation cannot be heard by the Resident) whenever the ENTER key is pressed. The handset is returned to normal when the key is pressed again.

Note: Handset displays 'MIC OFF' when muted.

Adjusting speech module sound levels

Down   Up

The volume received at the handset is adjustable using the keys shown. The Resident's Speech Module sound levels can also be adjusted at Communicall by pressing '8' followed by '#' to turn sound up or '9' followed by '#' to turn the sound level down.

Answering external calls

When phone rings an 'Incoming Call' message appears on the display.

Press

You will then be able to speak to the caller.

To end the call

Press

When the system is configured to permit acceptance of external calls, the manager's handset is programmed to behave as a normal cordless telephone. For more details relating to this aspect of the handset's functionality the user is referred to the telephone handbook supplied with the handset.

Making external calls

Press

Dial '9' followed by the required number.

To end the call

Press

When the system is configured to permit external calls, the Scheme manager's handset can normally select an external line by pressing 9 on the keypad and waiting for the dial tone.

Note: The site telephone system will normally be configured to use 9 to select an external line. This should be confirmed with the operator or switchboard user manual.

Basic Communicall Vision operations

Switching on-site

Press [☏] and call Communicall

Enter [9] [7] [5]
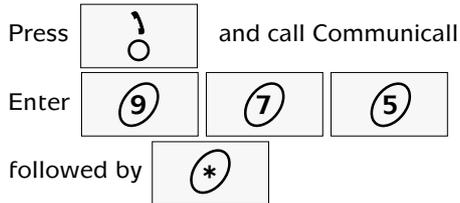
followed by [*]

The input '975' followed by '' is a special Communicall command for letting the system know you are on-site.*

You can also switch on-site using the TIC Control Panel or Programming Terminal.

The short form command is: 1#

Switching off-site

Press [☏] and call Communicall

Enter [9] [7] [6]
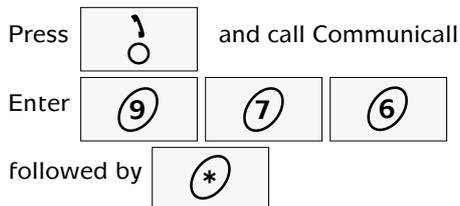
followed by [*]

The input '976' followed by '' lets the system know you are going off-site. You can also switch off-site using the TIC Control Panel or Programming Terminal. The action of going off-site normally reroutes calls to a control centre (but check configuration).*

The short form command is: 2#

Switching momentarily off-site

Press [☏] and call Communicall

Enter [9] [7] [7]

followed by [*]
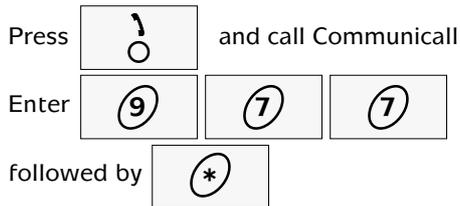
You can also switch momentarily off-site in order to contact the control centre. Using this command will cause your Communicall to temporarily switch off-site and dial the control centre. Press the on/off hook button and then enter 977 followed by the star '' key (or 3 followed by the hash '#' key), and then press the on/off-hook key again. After a minute or two your handset will ring. Answer the call as described below. After clearing the call your Communicall will automatically return on-site.*

The short form command is: 3#

Checking on/off-site status

Press [☏] and call Communicall

Enter [9] [7] [8]

followed by [*]
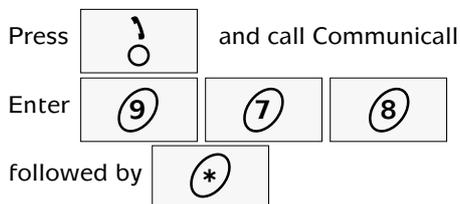
Site status can also be checked using the TIC Control Panel or Plug-in Programming Terminal. It is important that this check is made to ensure that duty change has been logged by Communicall.

The short form command is: 4#

There are five possible results when you check site status:

1. Off-site.

2. On-site.

3. Auxiliary.

4. Timed off-site.

5. Momentarily off-site.

Answering alarm calls

Press ☏ to answer the call

Read the text and/or listen to the voice message.

Press ✳ to speak to the resident.

To end the call press

⓪ # ⓪ #

followed by ☏

When an alarm is raised Communicall provides digital voice and text messages to alert you as to (a) the nature of the alarm call, (b) the alarm source (the Resident's ID number). It is advisable to read/listen to these messages as they will help you better respond in subsequent conversation with the Resident.

0#0# is the correct way to end conversations with residents and it is recommended that you develop the habit of ending Communicall calls in this way. However, the system has a built in safety feature, whereby the handset will be returned to a monitoring state after a short period of time has elapsed following the on/off hook button being pressed.

Calling a resident

Press ☏

Enter ① ②

followed by the speech module number and then ✳

To end the call press

⓪ # ⓪ #

followed by ☏

*The Resident must be 'dialled' in the same way as a normal telephone call. This is done by first entering Code '12' which activates a prompt message asking for the Resident's Speech Module Identification Number. When this number is keyed on the handset followed by * the call will be connected and you will be able to speak to the Resident. Calls are terminated using the 0#. Other calls can now be put through to Residents. If no further calls are required enter 0# for a second time to return the handset to monitoring status.*

Communicall Vision 29

UK Codes, D9307003, Issue C

Additional handset functions

Listen to details of a waiting call

Press ⑥

followed by （#）

Repeat details of current call

Press ⑤

followed by （#）

Cancel current call

Press ⓪

followed by （#）

Sound call tone at resident's speech module

Press ①

followed by （＊）

Increase volume of resident's speech module

Press ⑧

followed by （#）

Use this command when you cannot hear what the Resident is saying because the Speech Module sound level is too low. The sound level can also be adjusted using the volume controls on the right-hand side of the handset.

There are 4 different speech levels. However, if you try to turn the volume up at a speech module that is already set to maximum volume this will have no effect.

Decrease volume of resident's speech module

Press ⑨

followed by （#）

Use this command when the Resident's voice is too loud. The sound level can also be adjusted using the volume controls on the right-hand side of the handset.

Activate the door entry lock release

Press [7]

followed by [#]

Sounding a general 'all call' alarm to speech modules

Press [9] [4] [5]

followed by [*]

*Alarm call tone is sounded on all Speech Modules. The short form command is 8 *.*

Cancelling a general alarm

Press [9] [4] [7]

followed by [*]

*The short form command is 9 *.*

Broadcast a message to all speech modules

Press [9] [6] [5]

followed by [*]

Use this command and then speak into the handset to broadcast a message to all residents.

Turn broadcast speech off

Press [9] [6] [7]

followed by [*]

Calling the control centre

Press [9] [7] [4]

followed by [*]

If you wish to speak to a control centre operator this command will make a call. It can be more convenient than going momentarily off-site.

Notes and new features

Hands-free voice switching

Communicall Vision is designed to operate primarily in hands-free voice switching mode (HVS). HVS voice switching provides a smooth, naturalistic, high performance communication channel comparable to that provided by standard telephone systems. Unless the scheme manager specifically takes action to change the mode of operation, the handset and speech modules will operate in HVS mode, which biases voice switching marginally in favour of the resident. That is, when the resident is speaking the system gives priority to their speech signal.

Where the level of background noise at the resident's speech module is such that HVS operation produces an unsatisfactory result the handset can easily be switched to voice switching mode governed by the handset speech by pressing the '*' key.

It is possible that in some rare circumstances, that handset voice switching will not be able to produce satisfactory results. In this situation, the handset can be switched to 'push-to-talk' or tone switched mode by pressing the '#' key. When the handset is operating in tone switching mode, the scheme manager is fully in control of the speech channel. To 'talk' the scheme manager must press the '#' key once. The '#' key is pressed again to listen to the resident's reply. A low pitch beep indicates that the handset is working in TALK mode. A high pitch beep indicates that the handset is working in LISTEN mode.

Two speech paths

Communicall Vision features two speech paths. For example, a resident can answer a call from the door panel, at the same time as the scheme manager is dealing with another call from a speech module. The call queuing feature is retained to support those occasions when multiple calls are placed on the system at the same time.

Broadcast speech

To broadcast a speech message to all speech modules simultaneously dial Communicall and enter 965 followed by '*'. This will result in a speech channel being opened to all speech modules. During a broadcast you will not be able to hear any of residents—broadcast speech is one-way only. After talking the system can be returned to normal by closing the speech channel as normal (e.g., 0 #). Just in case of any problem, the command 967 followed by an '*' will also clear the system (using this method you will see the message 'failed to connect' on the handset. The message can be ignored).

Broadcasting from a control centre. PNC3 Vision control centres also allow control centre operators to broadcast to residents. All the operator has to do is call the Communicall Vision scheme, select 965, and then talk. After he broadcast is finished the control centre operator should then clear the call in the usual way.

What if a resident raises an alarm? Communicall Vision has two speech channels. If a resident raises an alarm while you are in the middle of a broadcast then this call can be taken by another manager or the control centre using the second channel. The resident's speech module will return to the broadcast speech as soon as their call is finished.

8 Radio triggers and speech modules

Amie Radio Trigger
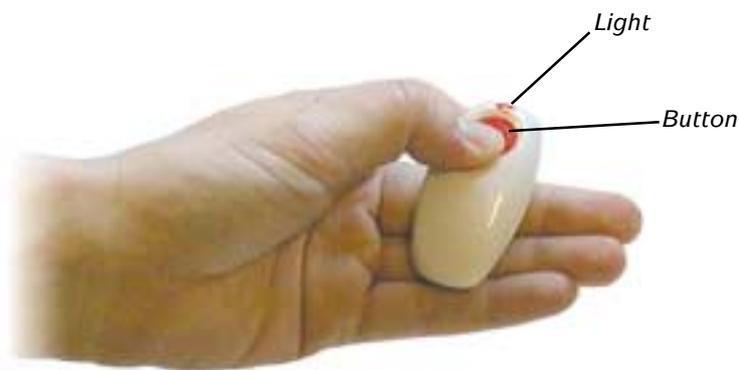
Light

Button

Press the button to raise an alarm. The light will illuminate for 3 seconds to show that your Amie is transmitting.

If the battery in an Amie has run low then the next time the Amie alarm button is pressed it will send a low battery message at the same time it raises an alarm call. In addition, the light will flash, rather than just illuminating for three seconds. A low battery message is still an alarm call— the alarm call must be dealt with before the low battery problem is addressed.

The Amie radio trigger is a sealed unit with a five-year battery life when used under normal conditions. It will normally support up to 20,000 activations. When the low battery warning is received the unit must be replaced.

Speech module with no additional features

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Speech module with Away

Away light

Away key

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

To indicate that you are away

- Press the Away key once (you will see the Away light illuminate).

To indicate that you have returned

- Press the Away key once (you will see the Away light go off).

Speech module with Door Entry

Talk key

Unlock
door key

Speaker

Microphone

Privacy switch

Door Entry
Override key

Alarm button

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Following a loud ringing tone indicating a call from the door

- Press the Talk key to speak to the caller.
- Release the Talk key to listen to the caller.

To let the caller into the building

- Press the unlock door key (rapid tones indicate that the door is unlocked).

To block door entry calls

- Press the Door Entry Override key. When you do this your speech module will not accept door entry calls for the next few minutes.

Speech module with Door Entry and Away

Talk key

Away light

Away key

Unlock door key

Door Entry Override key

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

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To indicate that you are away

- Press the Away key once (you will see the Away light illuminate).

To indicate that you have returned

- Press the Away key once (you will see the Away light go off).

Speech module with Service Provider

Service Provider light

Service Provider key

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Service Provider—non-timed

- Press the Service Provider key and the Service Provider light will illuminate.
- Hold your tone pad close to the microphone and enter your service provider PIN within seconds. The speech module will respond with a single beep to indicate that the PIN has been logged.
- Enter your service code followed by a # on the tone pad. The speech module will respond with a single beep to indicate that the service has been logged.

If the speech module does not beep then wait a few seconds until the speech module sounds a double beep and start again.

Service Provider—timed

- Before you provide the service press the Service Provider key and the Service Provider light will illuminate.
- Hold your the tone pad close to the microphone and enter your service provider PIN within seconds. The speech module will beep once to indicate that the PIN has been logged.
- Enter your service code followed by a * on the tone pad. The speech module will beep once to show that the service has been logged.

If the speech module does not beep then wait until the speech module beeps twice and start again. Once you have provided the service repeat the sequence above, but enter # after the service code instead of the * you entered the first time.

Speech module with Door Entry and Service Provider

Talk key

Service Provider light

Service Provider key

Unlock door key

Door Entry Override key

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

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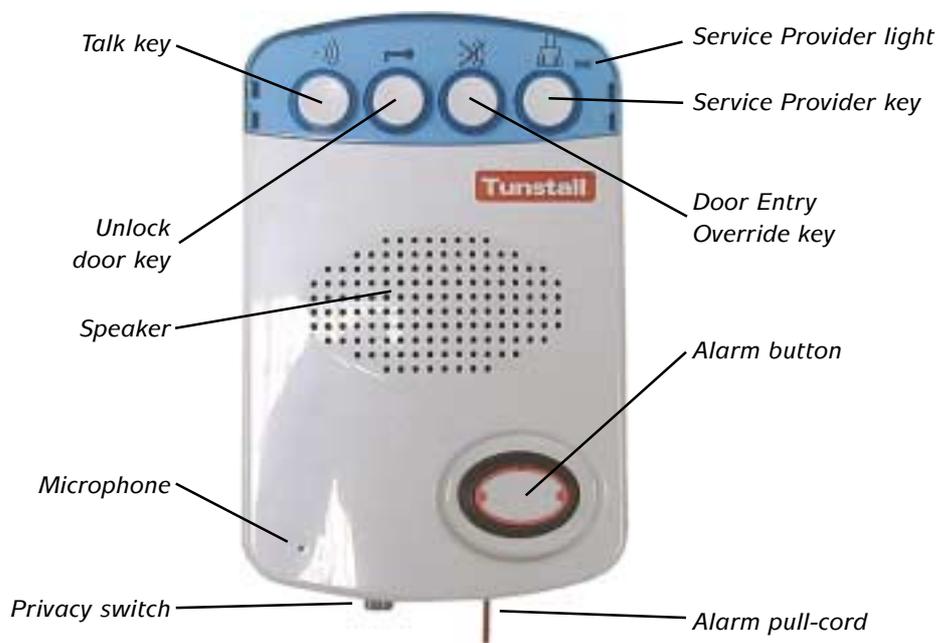
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- Enter your service code followed by a * on the tone pad. The speech module will beep once to show that the service has been logged.

If the speech module does not beep then wait until the speech module beeps twice and start again. Once you have provided the service repeat the sequence above, but enter # after the service code instead of the * you entered the first time.

Speech module with Cancel-at-Source

Cancel button

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

After the call has finished the scheme manager will call to press the Cancel button. Alternatively, you may be asked to press the Cancel button yourself. If this button is not pressed then your speech module will continue to raise alarm calls.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Speech module with Door Entry and Cancel-at-Source

Talk key

Cancel button

Unlock door key

Door Entry Override key

Speaker

Alarm button

Microphone

Privacy switch

Alarm pull-cord

To raise an alarm

- Press the alarm button or pull the red alarm pull cord.

Stay calm and wait until the scheme manager responds (this may take a few seconds). Speak normally when the scheme manager answers your call.

After the call has finished the scheme manager will call to press the Cancel button. Alternatively, you may be asked to press the Cancel button yourself. If this button is not pressed then your speech module will continue to raise alarm calls.

Privacy

- To select privacy press the privacy switch so that it is out (i.e. down).
- To deselect privacy press the privacy switch so that it is in (i.e. up).

Following a loud ringing tone indicating a call from the door

- Press the Talk key to speak to the caller.
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- Press the unlock door key (rapid tones indicate that the door is unlocked).
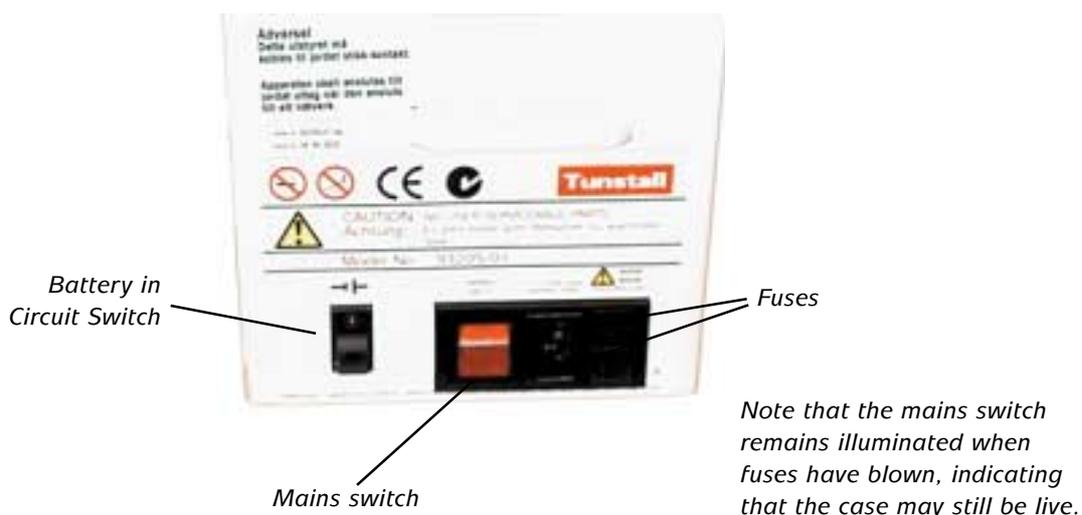
To block door entry calls

- Press the Door Entry Override key. When you do this your speech module will not accept door entry calls for the next few minutes.

9 Control and programming

The Control Unit

The Control Unit functions to control the flow of electronic signals through the system and provides the low voltage electricity supply for most Communicall equipment. The unit also incorporates a backup power supply that will keep the system operational, for more than 7 hours following a failure of the mains supply. As a rule, the Control Unit does not require any attention. However, it may become necessary to restart the CU should power be lost for any reason. The CU control panel and instructions for turning the unit on are described below.

Battery in Circuit Switch

Fuses

Mains switch

Note that the mains switch remains illuminated when fuses have blown, indicating that the case may still be live.

Turning the Control Unit on

The control unit has two controls: a mains power switch and a battery in circuit switch. Under normal circumstances both switches should be on and illuminated. If either switch are in the off position, the unit must be switched on in the following way:

1 Put both switches into the off position (this turns the control unit off).
2 Press the mains power switch to on (down towards the "1" mark). The switch will illuminate.
3 Press the battery switch down past the centre position and hold it until the red light comes on.
4 Release the battery switch and it will return to the centre position. The system is now powered.

The TIC Control Panel

On-site button

Key switch

Off-site button

Indicators
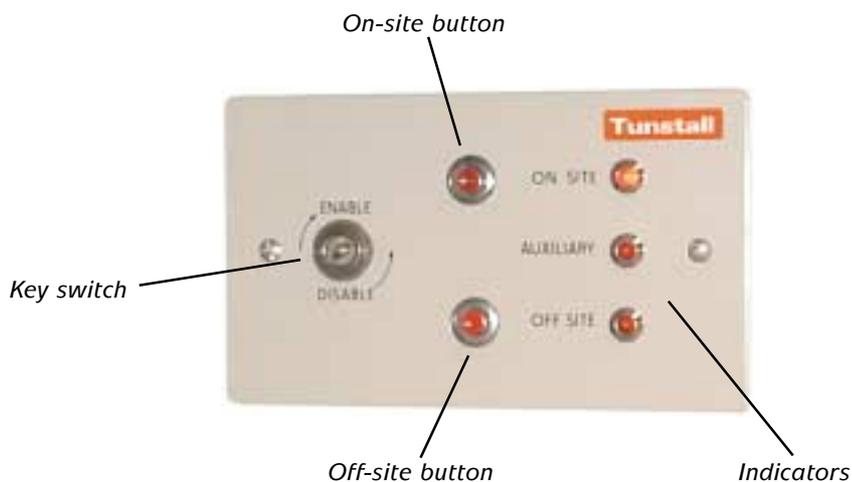
Coming on duty

1 Place a call on the system in the normal manner.
2 Explain to the person who takes the call that you are about to come on duty.
3 Turn the key switch clockwise to the enable position.
4 Press the on-site button (it will illuminate).
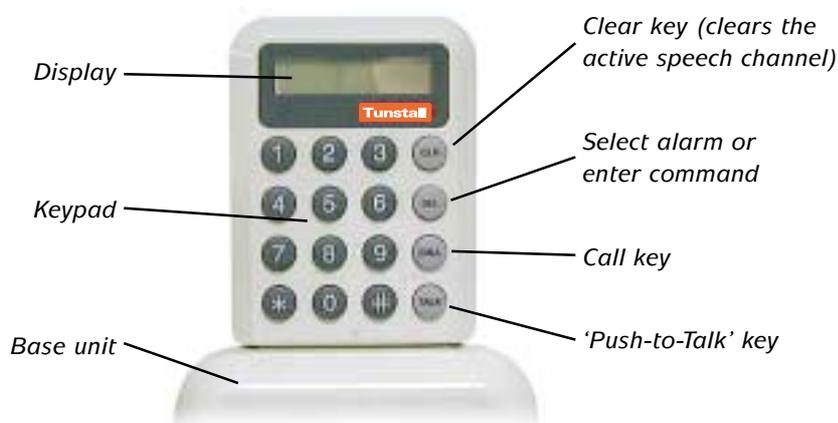5 Turn the key back to the disable position and remove it from the unit.

Going off duty

1 Turn the key-switch to the enable position.
2 Press the off-site button (it will illuminate).
3 Turn the key-switch anticlockwise to the disable position
4 Raise an alarm call on a speech module to check that the call has been diverted.
5 Tell the person that answers the call that you are about to go off duty.

The Programming Terminal

The Programming Terminal performs two main functions in Communicall Vision. First, the unit acts as a programming terminal and is used to set or change system parameters, for example, programming a new Amie radio trigger. The unit also provides important backup for occasions where the scheme manager's handset is unavailable as might occur if the telephone becomes damaged. The Programming Terminal can perform all of the operations usually done by the handset, although, the mobility of the unit is restricted to the number of base units installed on the system (the terminal plugs into the slot at the top of each base unit).

The instructions which follow relate mainly to the use of the terminal to support the Scheme Manager Call function. For use of the terminal to configure the system the reader is referred to the Engineering manual or helpdesk.

Display —

Clear key (clears the active speech channel)

Select alarm or enter command

Keypad —

Call key

Base unit —

'Push-to-Talk' key

Basic Programming Terminal operations

Turning the Programming Terminal on

The Programming Terminal is turned on whenever it is pushed into the slot at the top of the base unit.

Turning the Programming Terminal off

Remove the Plug-in Programming Terminal from the Base Unit (this is not usually necessary where the MU is installed in a secure location).

Answering an alarm

The terminal sounds a tone and the display provides alarm information.

Press (SEL) to select the call

Press (TALK) to talk to the resident

Press (CLR) to terminate the call

The first number in the display indicates the alarm code, the next 3 numbers indicate the callers ID).

When talking to a Resident using the Programming Terminal the system operates in a 'Push-to-Talk' mode. This means that to talk the scheme manager must press and hold the TALK key and to listen the key is released.

The letter C in the display indicates that a speech channel is open.

All calls must be cleared on the MU at the end of the conversation by pressing CLR.

Calling a resident

Enter the speech module number,

e.g. (1) (2) (3)

Press (SEL)

When the resident answers

Press (TALK) to talk to the resident.

Press (CLR) to terminate the call.

Substitute the callers number for the example '123'

When talking to a Resident using the programming terminal the system operates in a "Push-to-Talk" mode. This means that to talk the scheme manager must press and hold the TALK key and to listen the key is released.

The letter C in the display indicates that a speech channel is open.

All calls must be cleared on the PT at the end of the conversation by pressing CLR.

Quick key operations using the programming terminal

Move to next item	(0)	(#)
Go on site	(1)	(#)
Go off site	(2)	(#)
Go momentarily off-site	(3)	(#)
Display site status	(4)	(#)
Display current time	(5)	(#)
Display current date	(6)	(#)
Release door lock	(7)	(#)
Start 'all call' tones	(8)	(#)
Stop 'all call' tones	(9)	(#)

Adding radio triggers to Communicall

Residents with speech modules in their homes can also be given radio triggers. When the resident presses the radio trigger an alarm is raised, and the estate or scheme manager who answers the alarm is told which speech module raised the call.

How does Communicall know which radio trigger was pressed?

Each radio trigger has a unique identification number, which is inserted during manufacture at the factory. When a radio trigger is pressed it simply sends a radio message with this unique identification number.

When Communicall's central radio receiver hears a message from a radio trigger it takes the unique identification number it received and looks to see if it matches the numbers it has stored for any of its speech modules. If there is a match it will raise an alarm.

Triggers and speech modules

A speech module can have more than one radio trigger associated with it. In other words, both Mrs and Mr Smith, which both share speech module 34, can have a radio trigger.

The radio triggers associated with a speech module will not necessarily all be personal triggers. Some may be radio triggers from smoke detectors, carbon monoxide detectors, movement sensors, etc.

Adding a radio trigger

When you add a radio trigger you are, in effect, saying to Communicall Vision, 'Remember this radio trigger, it belongs to speech module 34.'

To add radio triggers you must use the Communicall Programming Terminal. This simple process involves three steps:

1. Tell Communicall you want to add a trigger to a speech module, and that it should start listening for the radio trigger to be pressed. To do this you:
   - Enter 987 and press Select (SEL).
   - Enter 800 and press Select (SEL).
   - Enter the speech module number (e.g. 34) and then press Select (SEL).
2. Press the radio trigger, and you will then see the display show the radio trigger number.
3. Tell Communicall to return to its normal display state. To do this you:
   - Enter 997 and press Select (SEL).

Viewing and deleting a radio trigger

If a radio trigger is broken, or its battery has run out, you need to delete it. This process involves two steps. First, you display the radio triggers associated with a speech module. Second, if you see the number of a trigger you want to delete, you tell Communicall to delete that trigger. To delete radio triggers you must use the Communicall Programming Terminal.

You can display the radio triggers associated with a speech module in this way:

- Enter 916 and press Select (SEL).
- Enter 987 and press Select (SEL).
- Enter 800 and press Select (SEL).
- Enter the speech module number (e.g. 34) and then press Select (SEL).
- Enter 996 and press Select (SEL).

Every time you enter 996 and press SEL you will be shown the next radio trigger associated with the speech module.

What if there is only one radio trigger associated with a speech module? If there is only one trigger associated with a speech module you will be shown the number for that trigger every time you issue the 996 command.

What will I see if there are no radio triggers associated with the speech module? The display will show 8 followed by a series of zeros.

Deleting a trigger

Once you can see the number of the radio trigger you want to delete:

- Enter 995 and press SEL to delete the trigger.
- Enter 997 and press Select (SEL).

What if I do not see a trigger I want to delete? Just enter 997 and press Select (SEL), and this will return Communicall to its normal display state.

What if I delete the wrong trigger? You can always add the trigger again (see the section above).

10 Communicating with dispersed alarms and other schemes

If you need to call someone you can simply dial for an outside line (providing that you have this facility) and make the call as normal. This sort of call does not directly involve Communicall, even though you are using your Communicall handset. This is because you are using the handset as a normal cordless telephone.

Some calls, however, go through Communicall's Telephone Interface Card (TIC). This card allows Communicall to directly make and take calls. Communicall uses this card to pass alarm calls through to control centres or other schemes. This chapter deals with the calls that go through Communicall.

Fast Dials

In order to make any calls via Communicall's Telephone Interface Card (TIC) you have to enter the code for the Fast Dial that contains the number you want to dial. In other words, you cannot dial the number directly if the call is directed through Communicall. The Telephone Interface Card can store up to eight telephone numbers. These can be the telephone numbers of other Communicall scheme alarms, or Lifeline dispersed home units. The table in figure 10.1 shows which commands make Communicall call which of its Fast Dial numbers.

Stored Telephone Number	Command
Stored Number 1	952
Stored Number 2	953
Stored Number 3	954
Stored Number 4	955
Stored Number 5	956
Stored Number 6	957
Stored Number 7	958
Stored Number 8	959

Figure 10.1. Calls that use Communicall's TIC must use one of its Fast Dials.

Taking alarm calls from other schemes

Other Communicall Vision scheme alarms can be programmed to call your scheme if the scheme manager does not answer, or if the scheme manager is off-site. In addition, you can call other schemes if your Communicall has been programmed to do this (the section following this one explains how you can do this). When you are connected to a remote scheme you will receive any alarm calls that are made.

You will receive these alarm calls from remote sites just as if they were calls from your own scheme. If any of your local residents raise a call then these local calls will always be presented first. Only when you have dealt with the local calls will the calls from the remote scheme come through to your handset.

How can I tell the difference between a remote and a local alarm call? A local call will always be announced with the number of the speech module. A call from a remote scheme will always be announced with the number of the scheme and the number of the speech module at that remote scheme.

To call another scheme alarm

Let us imagine that the first stored number is the telephone number of another Communicall Vision scheme alarm. This is how we could call this other scheme and speak to the resident at speech module 23 on that scheme:

1. Call Communicall Vision
2. When you hear the prompt *Enter resident number* followed by star, enter 952 and press (*).
3. You will hear Communicall dial the number, and you will also hear the other Communicall Vision scheme alarm answer.
4. When you hear, *Enter resident number followed by star*, you can enter 23 and press the (*) button on your handset. You will then be connected to speech module 23 on the other scheme, not speech module 23 on your scheme.
5. From this point onwards you can make and clear calls to speech modules on this other, remote scheme. Consequently, you could clear the call to speech module 23 by pressing 0#, and you could then call speech module 25.
6. When you have finished speaking to residents at the other scheme you can clear the last call and then clear the call your Communicall has made to the remote scheme, by entering 0#, and entering 0# again to disconnect from Communicall, and then replacing the handset (i.e. pressing the on-hook button).

Issuing commands

When you connect to a remote scheme you can not only call any of the speech modules, you can also issue other commands. For example, you could ask for a list of inactive residents using the 940 command. You could restart inactivity monitoring using the 935 command. Until you clear the call your Communicall has made to the remote scheme alarm, your can do all of the things with your handset that you could do if you were using a handset that belonged to the remote scheme you have called.

To call a dispersed alarm (home unit)

You can call dispersed alarms (also called home units or home communi-
cation units), such as Premier, Lifeline 1000, 2000, 3000 or 4000. If your
PABX has an external line (i.e. if you can normally make outside calls) then
you might be best simply calling the home unit using a normal call. How-
ever, you can get Communicall to make this call for you if you wish, pro-
viding its number is stored as one of Communicall's Fast Dial numbers. Let
us imagine that you want to call a dispersed unit, the telephone number
for which is stored in slot for the second Fast Dial telephone number.

1. Call Communicall Vision
2. When you hear the prompt *Enter resident number followed by
   star*, enter 953 and press (*).
3. You will hear Communicall dial the number.
4. When the resident answers you can have a telephone conversation - it is a normal
   call, even if the resident answers using the unit's hands-free facilities.
5. When you have finished speaking to the resident you can clear the call by entering
   0#, and entering 0# again to disconnect from Communicall, and then replacing
   the handset (i.e. pressing the on-hook button).

To receive a call from a dispersed alarm (home unit)

Dispersed alarms can call a scheme with an alarm call. When a dispersed alarm calls in it will automatically pass its identification number to Communicall. Let us imagine that your Communicall receives a call from a dispersed unit with an identification number of 153.

1. Your telephone handset will ring.
2. When you answer the call you will hear Dispersed trigger from 000153. Press *, as normal, to speak to the resident.
3. Your communication with the resident will be just one-way at a time (often referred to as tone-switched), and so you will need to press # to switch between listening and speaking.
4. To end the call press 0# as normal. Enter 0# again to disconnect from Communicall.

What happens if a local resident calls?

Calls from residents on your scheme have priority over calls from outside. If a call from a local resident (ID 003) arrives just after a call from a dispersed alarm (ID 4556), Communicall will announce Dispersed Trigger from 004556 and will then announce Trigger Alarm from 003. When you press * you will get the call from the local resident, even though this local call arrived just after the call from the dispersed unit. Only when you have dealt with and cleared any local calls will the call from the dispersed alarm be announced again so that you can deal with it.

If you select a call from a dispersed unit by pressing the * key, and then a call from a local resident arrives, you can still carry on your conversation with the resident calling from the dispersed unit. However, you will hear an intermittent beep in the background to let you know that another call is waiting. You can press 6# to hear details of any waiting calls. Once you end your present call by pressing 0# you will hear the message for the call that has been waiting, and you can select it by pressing *.

11 Inactivity monitoring

Residents can raise alarms if something is wrong, but what if they are too ill to get out of bed? Communicall Vision can monitor residents and make a note of all flats and houses where there has been no activity. Communicall can be connected to a series of movement sensors, such as pressure mats and PIRs. If Communicall does not detect some movement around a house or flat during a set period of time, then the house or flat will remain on the list of inactive flats and houses.

The Away button

Residents whose inactivity is monitored usually have a speech module with an Away button. It is important that residents set the Away feature to on when the visit friends, or go away for any other reason. If a resident who is monitored does not set their Away feature to on when they are not at home then there is a danger that false alarms will be raised. Residents must also set the Away feature of off when they return home, otherwise their inactivity will not be detected.

How does inactivity monitoring work?

Manual inactivity commands

935. The estate manager (i.e. you) sends Communicall Vision a 935 command. In other words, you call Communicall and enter the numbers 935. When you do this Communicall makes a list (in its memory) of all of speech modules in the houses and flats where inactivity monitoring is turned on. As residents in the flats and houses move about over the following hours they trigger the movement sensors (the pressure mats and PIRs) and Communicall removes these flats and houses from its list.

940. To find out who has been inactive you call Communicall and issue a 940 command. Communicall will then speak the speech module numbers for all of the houses and flats that are still on its inactivity list. These will be the flats and houses where activity has not been detected. You can then call each of these speech modules to make sure that the resident is not in need of help.

To call a resident whose speech module has been listed simply enter their speech module number and press the (*) key on your handset. This will interrupt the announcements and allow you to call the speech module.

950. If you interrupted the announcements of speech modules with inactive residents you can start from the place you left off simply by calling Communicall Vision and entering 950, and then pressing the (*) button.

Note. Whenever you issue a 935 command again Communicall forgets its list of inactive flats and houses - it starts again with a complete list in flats and houses to monitor. Its best to only use this command after you have investigated all of the houses and flats where inactivity has been reported.

The automatic methods

Inactivity Start Time. Imagine that you wanted to start inactivity monitoring at 6.00am every day. To do this you would have to set an alarm clock so that you did not forget, and make sure that you issued the 935 command at 6.00am every day. Alternatively, Communicall Vision can do this for you. You can set an inactivity monitoring start time, such as 6.00am, and Communicall will start again every day with a complete list of flats and houses to monitor. Once again, as each of the residents move about over the following hours they trigger the movement sensors (the pressure mats and PIRs) and Communicall removes these flats and houses from its list.

Inactivity Check Time. Another problem you might face is that you forget to call Communicall with a 940 command to check the list of inactive flats and houses. Once again, Communicall can be set to automatically do this for you at a set time, such as 12 noon. If the Inactivity Check Time is set to 12 noon then Communicall will call you at 12 noon and will announce a list of speech modules where no activity has been detected. In effect, this is little different to you calling in to Communicall and issuing a 940 command. You can then call each of these speech modules and check whether the residents require any assistance.

Displaying and setting Communicall's clock

If you decide to use the automatic methods then you must ensure that Communicall's internal clock is set correctly. You need to do this from the Programming Terminal. To display the time you should call Communicall and enter 980, and then press the Sel button. The display will show 8._hours._minutes._. You can ignore the 8 at the beginning.

For example:

- If the time is 10.15am then the display will show 8._10._15._.
- If the time is 2.00pm then the display will show 8._14._00._.
- If the time is 9.18pm then the display will show 8._21._18._.

Communicall always displays the time as a 24-hour clock - 10pm is 22.00.

Setting the clock

To set Communicall's clock you need to first set the hours and then set the minutes. Here are three examples. To set the clock to 8.00am:

1. Call Communicall, enter 982 and press Sel.
2. Press the 8 key and then enter the hours (08), and then press Sel.
3. Enter 981 and press Sel.
4. Press the 8 key and then enter the minutes (00), and then press Sel.

To set the clock to 10.04am:

1. Call Communicall, enter 982 and press Sel.
2. Press the 8 key and then enter the hours (10), and then press Sel.
3. Enter 981 and press Sel.
4. Press the 8 key and then enter the minutes (04), and then press Sel.

To set the clock to 2.15pm:

1. Call Communicall, enter 982 and press Sel.
2. Press the 8 key and then enter the hours (14), and then press Sel.
3. Enter 981 and press Sel.
4. Press the 8 key and then enter the minutes (15), and then press Sel.

Displaying and setting the Inactivity Start Time

To display and set the Inactivity Start Time you need to use the Programming Terminal. To display the time you should call Communicall and enter 960, and then press the Sel button. The display will show 8._hours._minutes._. You can ignore the 8 at the beginning.

For example, if the Inactivity Start Time is 6.00am then the display will show 8._06._00._. If the Inactivity Start Time is 2.00pm then the display will show 8._14._00._. If the Inactivity Start Time is 9.18pm then the display will show 8._21._18._. Communicall always displays the time as a 24-hour clock - 11.15pm is 23.15.

Setting the Inactivity Start Time

To set the Inactivity Start Time you need to first set the hours and then set the minutes. Here are two examples. To set the Inactivity Start Time to 6.30am:

1. Call Communicall, enter 962 and press Sel.
2. Press the 8 key and then enter the hours (06), and then press Sel.
3. Enter 961 and press Sel.
4. Press the 8 key and then enter the minutes (30), and then press Sel.

To set the Inactivity Start Time to 2.00pm:

1. Call Communicall, enter 962 and press Sel.
2. Press the 8 key and then enter the hours (14), and then press Sel.
3. Enter 961 and press Sel.
4. Press the 8 key and then enter the minutes (00), and then press Sel.

Displaying and setting the Inactivity Check Time

To display and set the Inactivity Check Time you need to use the Programming Terminal. To display the time you should call Communicall and enter 970, and then press the Sel button. The display will show 8._hours._minutes._. You can ignore the 8 at the beginning.

For example, if the Inactivity Check Time is 10.00am then the display will show 8._10._00._. If the Inactivity Check Time is 2.00pm then the display will show 8._14._00._.

To set the Inactivity Check Time you need to first set the hours and then set the minutes. Here are two examples. To set the Inactivity Check Time to 11.30am:

1. Call Communicall, enter 972 and press Sel.
2. Press the 8 key and then enter the hours (11), and then press Sel.
3. Enter 971 and press Sel.
4. Press the 8 key and then enter the minutes (30), and then press Sel.

To set the Inactivity Check Time to 2.00pm:

1. Call Communicall, enter 972 and press Sel.
2. Press the 8 key and then enter the hours (14), and then press Sel.
3. Enter 971 and press Sel.
4. Press the 8 key and then enter the minutes (00), and then press Sel.

The Timer Control

The optional Timer Control allows you to switch between manual and automatic methods. If you set the SET switch to Man only then you will have to use the 935 command to reset the inactivity list inside Communicall. If you set the CHECK switch to Man only then the Inactivity Check Time will have no effect, and you will have to use a 940 command to find out which speech modules are not reported activity. In short, these two switches on this optional box determine whether the Inactivity Start Time and the Inactivity Check Time have any effect.

12 Spoken messages

Alarm messages

Message Spoken	Meaning
Trigger	Integral pull-cord or button
Trigger	Ceiling pull-cord
Smoke	Smoke detector
Amie	Personal radio trigger or Fall Detector
Low temperature	Low temperature detector
Inactivity	Resident inactivity
Auxiliary	Auxiliary trigger, miscellaneous use
Intruder	Intruder alarm
Low battery	This is an alarm from call just like the spoken 'Amie' message (see earlier in this table). However, this message also indicates that the battery in the personal radio trigger that has been pressed is low. You must deal with the call as normal. You should deal with the low battery issue after you have dealt with the alarm call.

Door panel

Message Spoken	Meaning
Door	Door panel. A door entry request.

System alarms

Message Spoken	Meaning
Smoke, from 795	A separate fire alarm system has triggered Communicall Vision
Scheme line restored, from 796	The telephone line to the telephone interface card (which connects Communicall to the telephone network), has been reconnected.
Scheme line failed, from 797	The telephone line to the telephone interface card (which connects Communicall to the telephone network), has been disconnected.
Mains restored, from 798	The mains power to Communicall has been reconnected.
Mains failed, from 799	The mains power to Communicall has been disconnected.

Poll failures

Message Spoken	Meaning
Failed alarm, from 0 to 799	Faulty speech module.
Failed alarm, from 830 to 837	Faulty PABX interface (this is the component that connects Communicall to the internal telephone exchange —the exchange that connects scheme manager handsets to Communicall).
Failed alarm, from 850 to 881	Faulty central receiver (this is the component that listens for signals from residents' personal radio triggers).
Failed alarm, from 942	Faulty telephone interface card (this is the card that connects Communicall to the outside telephone network).

Handset or programming terminal

Message Spoken	Meaning
Call from handset 901 to 915	A *changeover* call —made when an scheme manager switches off-site. Select using * as normal. This is a call to your Communicall from another scheme alarm to let you know that the scheme manager has switched off-site.