

# ConnectCall

Ensure the safety and security of residents with ConnectCall, a cost effective warden call system. Designed and manufactured by Tunstall, ConnectCall combines innovative modern design and quality with reliable operation and ease of installation.

A scalable communications system suitable for use in a wide range of grouped living environments, including -

- Sheltered housing
- Residential care
- Nursing homes
- Supported housing

## Typical ConnectCall system



ConnectCall has been specially developed to allow the benefits of a Tunstall designed warden call system to be installed by approved 3rd party contractors. Ease of use for staff and residents is a key feature of ConnectCall along with straightforward installation and servicing processes.

ConnectCall features all the benefits of a modern warden call system such as door entry and access control and compatibility with a range of Tunstall telecare sensors.

Safety and security are a must in this market and ConnectCall features Category 1 telecare receivers operating on the dedicated 869 MHz social alarm frequency band to ensure safe and reliable reception of telecare alarms.

Alarm calls can either be handled by staff on-site using either cordless handsets or sent to an off-site monitoring centre. Alarm call routing and other day to day configuration tasks e.g. managing telecare sensors, are performed using the simple to use System Control Panel.

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## Features and Benefits

### Simple to Use and Configure

- Alarm messages reported to staff by unambiguous spoken message. Speech prompts provided to staff to guide them through use of the system
- Resident i.d. number can be replaced by custom speech message e.g. "Mrs Smith"
- System control panel (SCP) provides simple method of managing telecare sensors, access control fobs and day to day tasks e.g. switching system on and off-site

### Benefits for Residents

- Stylish modern speech module looks good in all surroundings
- Simple to use with clear, unambiguous colour coded buttons
- Optional door entry
- Optional ability to view door entry callers via TV for additional security and reassurance
- Optional MyAmie pendant provides protection for resident around site
- Optional keyswitch based intruder system (requires additional sensors) provides additional reassurance to the resident
- Ability to deploy additional wireless telecare sensors as resident's needs change over time

### Safe and Secure

- System continually self-checks system components and telephone line connections Category 1 telecare receivers operating on dedicated European social alarm frequency (869 MHz) to ensure safe and reliable reception of telecare alarms
- Optional smoke and heat detectors in resident property via speech module allowing timely interactive response with resident on activation
- Supports patented STMF alarm signalling protocol proven to provide superior and more reliable alarm signalling over next generation telephone networks\*
- All alarm calls and system activity can be logged on an optional system printer
- Tunstall are BSI compliant supplier for the design and manufacture of emergency alarm systems

### Flexible Alarm Call Handling

- Alarm calls can be routed on-site to cordless handsets
- Alternatively calls can be sent to off-site monitoring centre e.g. PNC
- Local off-site mode allowing calls to be temporarily routed to e.g. mobile phone
- Calls can be routed based on specific criteria e.g. alarm type to different call destinations
- External BT calls can be made/received using cordless handset allowing staff to be more efficient
- Broadcast speech option allows communication with all residents simultaneously

### High Quality Speech

- Speech module features powerful loud speaker and high sensitivity microphone ensuring high quality speech even in challenging acoustic conditions

### Integrated Telecare Support and Inactivity Monitoring

- Compatible with the range of Tunstall telecare sensors
- Integrated manual inactivity monitoring (I'm OK)
- Optional automatic (PIR) inactivity monitoring
- Person-centric configuration e.g. inactivity monitoring configurable on per-resident basis
- Optional dual mode PIR use for both inactivity or intruder monitoring

### Integrated Door Entry and Access Control Options

- Options to fit door entry and access control functionality as an addition to the ConnectCall system providing a cost effective system compared to installing separate systems
- DDA compliant door panel with large LCD display and speech messages
- Two speech channels ensuring capacity for door entry and alarm calls
- System supports use of tradesman codes with flexible time periods and nominated days of week
- Option to view video from door panel using resident's TV or remotely at PNC centres
- Ability to route door calls (on a per resident basis) to staff if appropriate

### Standards

**Product safety:** EN60950,

**EMC:** EN55022, EN61000-3-2, EN50130-4

**Radio triggers/telecare sensors:** EN300 220-2 EN301 489-3

**Radio receivers:** EN300 220-2:2012 Category 1

**Radio and telecoms terminal equipment:** RXTTE Directive (1999/5/EC)

**Restriction of hazardous substances:** RoHS Directive (2011/65/ EU)

**Waste electrical and electronic equipment:** WEEE Directive (2012/19/EU)

**Protocols:** TTNEW, TT92, STMF,\*

21CN and NGN network compatible

**Design, manufacture and service:** ISO9001:2008

\*Requires PNC monitoring centre

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Designed and manufactured by

**Tunstall**