

How to implement an effective alarm equipment testing plan

The essential guide for testing equipment



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1. The importance of testing

You will be aware of the importance of having an effective testing programme for your alarm equipment not only on installation, but at regular intervals thereafter, but in reality we are aware that busy workloads may make this difficult to implement.

This simple “**How to Guide**” has been developed to help make this process easier to implement, but if you feel anything is missing or you require more detail, please let us know. All references apply to Tunstall equipment.

1.1 Benefits of regular testing

- Testing helps the client build up confidence in using the equipment – it’s not just there for emergencies
- It’s another way of keeping the client’s database details up to date
- It picks up any early problems with the equipment, e.g. battery low
- In some countries, it is a legal requirement that you regularly test electrical equipment

2. TSA guidelines

In the TSA process module 'Installation, planning maintenance and repair', TSA offers the following guidance:

Service Providers shall have a procedure for ensuring that the telecare base unit is installed so that it can interrupt other use and take control of the transmission system (e.g. telephone line) in the event of an emergency.

Service Providers shall ensure all telecare equipment is maintained and tested in accordance with the manufacturer's recommendations. Service Providers shall have a planned maintenance / replacement programme for all equipment installed in the service user's home, and a record shall be kept of the maintenance and testing undertaken.

Telecare equipment is designed to be used in safety critical applications, so it is essential that all devices and the system are tested on a regular basis. The frequency of testing depends on the manufacturer's recommendations. Service Providers shall have a procedure for encouraging service users to test their telecare base unit and/or their own pendant alarms and other worn radio triggers **on at least a monthly basis** to ensure, in the first instance, that the radio link continues to work properly.

3. Devising an implementation plan that's right for you

3.1 Just as a call button

We recommend that the monitoring centre calls the client on a monthly basis to ask the client to activate an alarm call. This not only sets good practice, but it enables you to ascertain the client's well-being, check any database details, such as keyholders, and get the client used to using the equipment.

3.2 Telecare

We recommend that your testing plan incorporates a monthly call to the client to test the trigger and home unit. If possible an annual healthcheck for all other sensors is also useful to ensure no damage has been caused to the sensors e.g. to ensure they have not been painted over. The only exception to this is life critical sensors which we recommend are tested by the user/family on a regular basis and preferably once per month. These include smoke, carbon monoxide, gas, heat, temperature extremes detectors as well as pull cords and pendants (inc. fall detectors).

3.3 Grouped schemes

We recommend that staff carry out testing every 3 months. Of course on-site staff will be testing the phone line, when they switch over to the monitoring centre. End to end checks are the only true indication of a working system. It is normal for wardens or managers to put in place a programme for user checks. This would mean making regular visits to dwellings and operating pull cords, radio triggers etc.

3.4 Additional helpful guidelines

PNC - Uninterruptible Power Supply (UPS)

In addition to your periodic maintenance agreement it is recommended that you test your UPS once a week.

Warden Call Equipment

Telephone lines to schemes

Regular checks to each scheme should be carried out to ensure the telephone line is working. This can be done manually or automatically through Check-It or Scheme Auto Test.

Control Unit

The scheme can also be checked by accessing a designated speech module and opening up a speech channel thereby testing communication.

4. Getting the client involved

Common objections include:

- I don't like to disturb you as you must be so busy dealing with emergencies
- I don't need to use it as I'm not ill

A regular testing plan will inevitably enhance the relationship you have with your clients in that you are giving them practice in using the equipment, allowing them to feel more comfortable with the monitoring centre, and finding out any problems either with health or changes in circumstances, e.g. keyholders, contact numbers.

4.1 Examples of best practice

“On a rolling basis, every month we obtain a list of all our customers who have not been in touch with us using the management report function within the PNC database. We initially contact them all by phone and ask them to do a test alarm call through to us. After three attempts, if we cannot contact them we send them a letter asking them to contact us by either raising a call or by phoning us. At the same time we ensure all our records are up to date.”

Doug Miles, Manager, MASCOT

“We remind our customers at every opportunity to test their equipment once a week, for example our customer questionnaire that we send out to all our users has a clear reminder on it, we also make sure we tell everyone during installation. Testing the equipment enables us to quickly see who has low batteries on their pendants and our replacement service is then sent out to replace their pendant within 4 hours.”

Paul Stone, Operations Manager, Linkline Community Careline, London Borough of Lewisham

Others ideas and examples include:

“I carry out an annual health check for all equipment in the home. It's not only a big confidence booster for the client but I can check on their wellbeing too.”

“We've developed a small leaflet which lets the client know to test their Lifeline. We've also produced some stickers which read 'please test me on the 5th of every month'.”

“We actively encourage our clients to press the button for anything they may need, whether it be the telephone number for a local plumber or just a chat. That in itself is a testing plan.”

“We've asked Tunstall to bolt it on to our existing service contract. They carry out an annual check of all the sensors installed in people's homes once a year.”

5. How to test

The testing of sensors is recommended on a regular basis. Tunstall provides a sensor testing, maintenance and battery replacement service. Call us on 01977 660479 for full details.

5.1 Lifeline home units

It is important to remember that Lifeline home units cannot make alarm calls when another telephone is in use (or off-hook) within a property, unless the telephones are connected to the socket in the back of the Lifeline unit. Therefore all other telephones (including DECT base units) within the property must be connected to the back of the Lifeline home unit. This allows the Lifeline to take control of the telephone line during an alarm call and cut off any connected telephones within the property should they be in use or off-hook when an alarm call is generated. The Lifeline home unit can then be connected to any telephone wall socket in the property.

Tunstall recognises that rewiring extension telephones can incur significant additional installation costs whilst also adding unsightly wiring that could also double as a trip hazard. As a result, Tunstall has developed an alternative solution, Safe Socket, to avoid the need to rewire existing telephones via the back of the Lifeline home unit.

If Safe Sockets are employed, then rewiring extension telephone via the back of the Lifeline home unit can be avoided. Safe Sockets should be plugged into the wall sockets used by all existing telephony equipment (except the Lifeline home unit) in the property and then the telephone equipment should be plugged into the Safe Socket. The Lifeline home unit is then connected directly to the BT socket. If an alarm call is then generated and an extension telephone is in use, the Safe Socket will detect the alarm attempt and disconnect the attached telephone therefore freeing up the telephone line to allow the 2nd alarm dial attempt from the Lifeline home unit to be successful.

5.2 Lifeline home unit installation test

After installing a Lifeline home unit, test the installation by taking an extension telephone handset off-hook, wait for the dial tone on the telephone to end, then generate an alarm call.

If the extension telephone is connected directly to the back of the Lifeline home unit, the dial attempt should be successful and the alarm call should be answered by the monitoring centre.

If the extension telephone is connected to the telephone line via a Safe Socket, the home unit's first dial attempt will not work however if everything has been installed correctly the second dial attempt should be successful.

If the test is unsuccessful, then the installation needs checking and the extension telephones within the house need either rewiring via the back of the Lifeline or should be connected to the telephone line via Safe Sockets.

It is also important to ensure the time on the integral Lifeline clock is set correctly when using features that utilise the clock setting e.g. virtual sensors, reminders, critical visits etc. Once set the clock will continue to work even during mains power cuts however if the unit is powered down for transportation the clock will need to be reset when the unit is powered up again.

5.3 Lifeline home unit battery testing

Tunstall recommends that Lifeline home units should have their backup batteries tested every 6 months. This can be done by unplugging the Lifeline unit from the mains power supply and then generating an alarm call to ensure it goes through to the monitoring centre.

Lifeline Connect and Connect+ manufactured from the end of January 2011 now include a battery monitoring feature as standard. This feature will generate an alert to the monitoring centre should the battery become faulty or if the battery reaches 1/3 of its capacity during a mains power failure. This will support battery management procedures and in particular avoid the need to carry out the 6 monthly unit battery tests as previously recommended and will also raise alerts to any battery failures at the earliest opportunity.

5.4 Personal radio triggers (pendants)

It is recommended that personal radio triggers should form part of a monthly test procedure. The service user should be asked to press their radio trigger and check that the LED lights up constantly for approximately 3 seconds and an alarm is generated via the home unit.

Amie+, Gem+ and MyAmie personal radio triggers also incorporate an ALB feature that communicates low battery status to the monitoring centre or log printer (Telecare Overlay) if the sensor has not been used for 7 days and the battery level has gone low.

1. **What is the Low Battery Feature?**

Personal triggers are programmed to automatically test their own battery every 7 days throughout their life.

2. **Why does it do this?**

Tunstall always recommends regular testing of personal triggers to ensure they are in working order when needed. However, if a client forgets or is unable to carry out a test, this feature will ensure that the battery is regularly tested.

3. **What happens next?**

If the battery is ok then the trigger will not signal anything and wait for a further 7 days before repeating the test. If the battery is low then the trigger will signal to the Lifeline home unit which in turn will report the failure to the monitoring centre.

4. **Recommended actions.**

The monitoring centre should firstly confirm the low battery by contacting the user and requesting they manually test their trigger. For the latest MyAmie personal trigger this step is not necessary and the unit should be replaced as soon as possible.

5. **Why should any manual confirmation be necessary?**

Low battery reports can be caused by other factors such as when the trigger has been temporarily placed in a cold area – e.g. on a window sill. Because triggers automatically test themselves at any time such instances can occur therefore a failure under these circumstances may not be typical. The follow-up manual test provides confirmation that the test has taken place under normal conditions. The automatic low battery feature on the MyAmie personal trigger has been developed to overcome the requirement for a manual confirmation therefore this is not necessary for this product.

6. **Recommended management.**

If the manual test is successful (i.e. battery is ok) then the trigger should be left with the customer. If the manual test fails then the trigger should be replaced.

5.5 Telecare sensors

The following information details exactly how to make a test call to the monitoring centre. If you have any difficulties, please do not hesitate to contact our Telecare Support Group Helpline on **0844 855 1564**.

If you uncover a fault in a battery powered sensor, please replace the battery and retest before placing a call to Tunstall's Customer Satisfaction Centre (**0844 415 2414**).

For more information on the expected life of sensors and their batteries please refer to the battery information guide available on uk.tunstall.com/literature

Arm/Disarm Trigger and Zoning Button

Press the trigger and ensure correct operation. These triggers do not need to be manually tested for battery performance.

Bogus Caller/Panic Button | Monthly

Please see 'How to test personal radio triggers'. Also note that bogus caller/panic buttons are usually set to raise a silent call therefore it is important to warn the monitoring centre prior to generating a call so they can confirm during the call that it has been received correctly.

Bed/Chair Occupancy & Property Exit Sensors

1. Connect the PDA programming unit to the socket marked 'IP4/Prog' on the Telecare Interface Module
2. Select radio tab on the menu screen
3. Select transmit (or Send radio to generate a test call to the monitoring centre

Bed/Chair Absence & Property Exit Sensors (Virtual sensors)

Put the home unit into walk test mode and activate each individual sensor and ensure that the home unit beeps or announces the type of sensor activated. Care should always be taken when programming virtual sensors to ensure settings have been configured correctly as it is not always practical to test the complete virtual application e.g. testing 24 hour inactivity would require the home to be left for 24 hours.

Carbon Monoxide Detector – mains and radio | Monthly

Press the test button on the front of the detector. Please note the detectors should be replaced after 4 to 5 years (see product label for exact date).

Enuresis Sensor

'Short' the two metal studs on the sensing mat with a metallic object (e.g. a key) until a beep is heard and ensure an alarm call is generated.

Epilepsy Sensor

Rapidly tap your fingers on the sensing mat and ensure an alarm call is generated.

Fall Detector (P67005/49 or P68005/49) | Monthly

It is recommended that you test the fall detector once a month:

- Monthly - Make a manual test call by pressing the grey button.
- Annual health check - Start with the fall detector vertical. Place the fall detector horizontal and then tap within 0.5 seconds after placing horizontal. After 5 Seconds the fall detector should beep and the green light starts to flash. If the detector remains in a horizontal position, the green light will turn red and the unit will beep again to indicate that an alarm has been sent. If detector is returned to an upright position when the green light is flashing an alarm will be not be generated.

iVi intelligent pendant | Monthly

It is recommended that you test the fall detector once a month:

- Monthly - Make a manual test call by pressing the help button.
- Annual health check –
 - Hold the iVi at shoulder height for 15 seconds.
 - Whilst holding the iVi, allow your hand to drop rapidly to floor level and come to a sudden stop and then come to rest on the floor (Do not drop the iVi onto the floor. Where possible the iVi will not activate in this situation).
 - The iVi will take 20 seconds to assess whether a fall event is likely to have occurred before alerting the user via the sounder/LEDs.

- Once the sounder/LEDs have activated, the user will then have 10 seconds within which to press the cancel button if they do not want an alarm to be generated.



Flood Detector

Apply moisture to the 2 probes that are situated nearest to each other.
NB do not immerse the unit in water

Natural Gas Detector | Monthly

Functional test with gas – test using a gas bottle with maximum concentration of 25% LEL Methane balanced in air and set the gas flow at 0.5 litre/minute max (Speciality Gas UK, www.speciality-gases.com, supplies such gas bottles). The detector should react within an interval between 30 seconds and 2 minutes. Verify that the relay and buzzer activate and the red LED illuminates.

Please note detectors should be replaced after 5 years.

Cigarette lighters (unlit) should not be used to perform the above test.

Medication Dispenser – Addoz

Remove the lid, press and hold the middle button for 2 seconds until you hear a beep and the current time appears in the display again. Then press the left button for 'missed dose' trigger. The red LED in the Medication Dispenser will flash as the radio transmission is made. Also ensure the time is set correctly.

Medication Dispenser – PivoTell

Remove the batteries from the dispenser and insert a suitable pointed instrument (e.g. paper clip) into the test aperture in the side of the battery compartment. Ensure an alarm call is generated. Also ensure the time is set correctly.

Please note – the dispenser battery is not covered by Auto Low Battery reporting therefore a regular (preferably monthly) test of the battery is recommended.

Radio PIR – Lifeline home units only

Intruder monitoring - Put the unit into intruder mode and leave the room/dwelling for 3 minutes, then enter the room and ensure that an alarm call is generated.

Inactivity monitoring – Put the unit into inactivity mode, leave the room/dwelling for the preset inactivity time parameter and check that an inactivity call has been generated.

Alternatively, placing the home unit into walk test mode provides a simple way of testing the operation of the PIR.

PIR – hardwired to speech module

Put the speech module into away mode (intruder on) leave the room/dwelling for 3 minutes. Enter room in front of PIR, ensure speech module raises an intruder call to handset or monitoring centre.

PIR – Radio with Telecare Overlay

As for hardwired above

Pressure Mat – Lifeline home unit

Apply pressure to the mat

Pressure Mat – hardwired to speech module

Put the speech module into away mode (intruder on) step on the pressure mat and ensure an intruder alarm call is raised

Pull Cord | Monthly

Pull the cord and ensure an alarm call is generated.

Smoke Detectors | Monthly

Smoke detectors should be tested monthly by pressing the test button until the siren sounds and ensure an alarm call is generated.

Detector life – maximum of 10 years



Temperature Extremes Detector | Monthly

Depress the test pin hole above the larger black sensor dome using a pointed instrument (e.g. paper clip).

Please note that the pin hole is located on one side of the detector on the 173Mhz version.

Visual Call Indicator/Strobe Sounder Beacon

Activate the function that the strobe sounder/visual call indicator has been configured to draw the client's attention to.

Other scheme equipment

Fire alarm link to system

Inform residents (and monitoring centre if appropriate) of fire alarm test. Activate the fire alarm system and ensure a call is raised on the handset or to the monitoring centre.



Remote Door Controller (RDC)

Generate door entry calls and use each of the three buttons to ensure they function correctly. A low battery is indicated by the red light flashing when any of the buttons are pressed.

5.6 PAT testing

Tunstall telecare equipment does not need to be tested under PAT regulations, as they are either battery powered (telecare sensors) or are powered using a double insulated plug transformer and therefore the cable to the unit is low voltage.

6. How the technology helps

6.1 Home units

Portal/Premier/Lifeline 1000, 2000, 3000, 400, 4000/4000+/Connect/Connect+

There are a number of inbuilt automatic testing functions within the home units.

NOTE: Piper Premier, Lifeline II, 2000, 3000 - Operational Fail for BT21CN

The above home units are categorised as 'operational fail' when tested on BT21CN because during testing issues relating to the audio quality of the call (high level of sidetone in the handset) were detected. This would cause the user to hear their own voice through the earpiece in the handset when there is no battery or mains power. Users with hearing aids would be impacted most by this issue. It is recommended that these units are replaced before users are migrated to Next Generation Networks.

6.1.2 Periodic calls

What are periodic calls?

Tunstall home units, unlike most competitors' telephones, can be set to call the monitoring centre periodically. The home unit will call the monitoring centre and pass a message to say that it is still working. The client does not need to do anything, and a call operator does not see the call. In other words, the home unit and the monitoring centre communicate regularly to ensure that the home unit is still in working order. If the monitoring centre does not receive one of these periodic calls in the time set it assumes that the home unit is faulty. At this point the PNC database generates an overdue periodic alarm call.

You can configure home units to raise a call between 1-99 days.

Periodic calls can also alert to problems that otherwise might not be detected e.g. if a phone bill is not paid some telephony service providers don't cut the telephone line off but suspend the outgoing calls service so the line still works for incoming calls but cannot make an outgoing call therefore stopping the Lifeline from generating an alarm call.

How to set up Periodic Calls per day via PNC

- a. Dial the unit – answer in hands free mode
- b. Select programming from the PNC menu
- c. Choose the unit type
- d. If the settings have previously been saved, select options and choose the restore settings function, select the option required and programme
- e. Alternatively, if the settings have not been saved, select the periodic call tab; enter the interval of 1 day and programme.
- f. Remember to also set the 1 day period on the PNC database client record

How to set up Periodic Calls via the unit (Premier/Lifeline 2000, 3000, 400, 4000, 4000+ only)

- a. Enter programming mode
- b. Enter the parameter *12* (for Premier and Lifeline 2000, 3000 please enter *12 only, i.e. miss out the 2nd*)
- c. Enter the number of days (from 01 – 99 days) followed by 10 or 11. For example if you enter 10 the first call is made 24 hours after the time of programming and xx number of days thereafter. However if you input 11 the first call is made 36 hours after the time of programming and xx number of days thereafter. 36hr is useful if the configuration is done in the day but the periodic calls are preferred at night. For example if the configuration is done at 2.00pm Monday

afternoon, the first periodic call is then at 2.00am Wednesday morning followed by a call every x days at 2.00am in the morning.

- d. Exit programming mode
- e. Set the required period on the PNC database client record

How to set up Periodic calls via the unit (Lifeline Connect/Connect+)

Periodic calls should be set up using PC Connect.

6.1.3 Mains fail

If mains electricity fails, e.g. power cut or plug removed, units emit an audible warning and their alarm button will flash repeatedly, units will also ring the monitoring centre after the first hour and every 4 hours thereafter until mains is restored. Battery backup of course provides full operation until power is restored (max battery life is between 24-30 hours depending on the home unit).

6.1.4 Telephone line disconnection

Units will emit a regular tone to indicate that the telephone line has been disconnected. More advanced Lifeline home units will give an audible announcement that the telephone line has been disconnected.

6.1.5 Lifeline unit battery monitoring

Lifeline Connect and Connect+ units include a feature that will alert the monitoring centre under the following conditions:

1. **Under mains failure condition** – home unit alerts monitoring centre when the home unit battery reaches 1/3 of its capacity and therefore has approximately 8 hours remaining back up time. This alert is in addition to the existing alerts provided during a mains failure situation.
2. **Battery terminal voltage too high or too low** – this alert is provided at any time when the battery voltage goes above or below set limits indicating a unit battery fault or failure.

Lifeline Connect and Connect+ units manufactured after January 2011 include this feature as standard. Earlier Lifeline Connect and Connect+ units can be upgraded by PC Connect or remotely using PNC. Lifeline 400 units manufactured since 2007 can also be upgraded by a Tunstall engineer. Please visit uk.tunstall.com/literature for more details.

6.1.6 NGN and Mobile networks - STMF protocol

Tunstall developed a new protocol signalling method, known as Sequential/Single Tone Multi Frequency (STMF), to overcome the DTMF interception problems apparent in some NGN networks including mobile telephone networks. The patent-pending STMF protocol was tested on mobile networks and has proved to be reliable even where DTMF protocols had been shown to fail. Tunstall has also carried out testing of the STMF protocol with the Sky and TalkTalk networks. These tests show that the STMF protocol performed resiliently and successfully transmitted first time on all tests.

Therefore, where telecare users are already using NGNs or may use one in future, Tunstall advises that the STMF protocol should be used (for more detail on STMF please visit uk.tunstall.com/literature).

6.1.7 Radio Triggers/Pendant – battery low

With all home units, when the trigger is pressed any battery low will be indicated by the reassurance light flashing. The Lifeline 400, 4000+, Connect and Connect+ have the added

advantage of being able to raise an automatic low battery call to the monitoring centre every 7 days, even though the pendant has not been activated.

NOTE: A report can be generated at the monitoring centre detailing the location of all battery low calls.

6.1.8 Sensors – battery low

All sensors on Lifeline 400/4000+/Connect/Connect+ have battery low functionality, as radio triggers above.

6.2 Grouped

Modern grouped schemes include built-in fail safe procedures and features that are used to check on performance. For a full list of features on grouped systems please refer to the relevant solutions sheet.

6.1.1 Mains failure

In the event of mains failure the system remains operational for up to 8 hours via battery back-up. After a configurable time period, the system will automatically dial the monitoring centre to inform them of the mains failure. Furthermore, if the mains have failed the batteries will report low battery after a predetermined configurable time (Communicall only).

6.1.2 Telephone line failure

In the event of telephone line failure, the system will revert onsite (and alarms may be handled if there are any staff on site). Optional warning beacons will indicate failure locally, usually in communal areas. When the telephone line is restored, pending alarm calls are routed off site to the monitoring centre (Communicall only).

6.1.3 Check-It - telephone line integrity checking

The Check-It service ensures the integrity of the main telephone line. An alert is raised at the remote monitoring centre when a line has failed (not available on Piper Group or Piper Haven with old diallers).

6.1.4 Polling for speech module & central receiver failure

The system automatically checks modules for presence and functionality at regular periods. This would identify any missing or damaged modules. This also includes the central receiver (not available on Piper Group).

6.1.5 Cable disconnected or short circuit

There is an inbuilt mechanism for detecting serious cable failures. A system cable failure may be indicated via a warning message on the master unit or at the monitoring centre (not available on Piper Group or Piper Haven).

6.1.6 Hard wired devices e.g. pull cords

Hard wired devices installed over the last 8 years are monitored continuously. If the cable breaks or the pull cord is faulty there is an immediate alert to whoever is on duty (not available on Piper Group or Piper Haven).

6.1.7 Telecare Overlay

Local alerts will be raised on the Telecare Managers Unit.

6.1.8 Radio triggers

When a trigger is pressed, any battery low will be indicated by the reassurance light flashing (not available on Piper Group pendants). Triggers working on Telecare Overlay have the added advantage of being able to raise an automatic low battery call which generates a report to the on-site printer.

6.1.9 Speech module test mode

Commucall Vision and Connect speech modules allow scheme managers to test all connected hard wired triggers without having to make end to end calls. The advantage here is that staff can now complete a test programme much quicker without having to raise and clear an alarm call for each test.

6.3 PNC – monitoring centre software

The monitoring centre software you use is also a vital source to make your testing programme more effective. Here are some of the ways PNC can be used to aid testing:

- PNC monitors when a Periodic call is supposed to arrive and will highlight on the screen when it doesn't arrive – this is the equivalent to making your own reminders. This doesn't involve any manpower or interaction with the monitoring centre unless there is something wrong.
- Equipment Database facility allows tracking of equipment you have supplied. It is important to know the serial numbers of various pieces of working equipment you possess in the field and in store. You can keep records of when batteries were installed and indicate regular maintenance service visit requirements.
- The Management Reports function provides full information such as which residents have not contacted the monitoring centre in a specified period e.g. last two months, and which residents have not tested their radio trigger recently
- The Background Calls function allows for some incoming calls to be dealt with by PNC and not by a call operator (dependent upon the equipment installed). As the calls are dealt with automatically they are handled more quickly, allowing operators the time to deal efficiently with emergency calls. For example, auto low battery calls can be designated as background calls. Once a day the calls history can be searched to find all the battery low calls that happened the previous day so that battery replacement can be arranged.
- The No Contact from Dwelling report will show you how many clients have not contacted the monitoring centre over a particular period of time. It can also list these clients so that action can be taken. You can also find out how many clients have not used their radio trigger to contact you over a period of time, as some clients remember to test the integral button on their Lifeline, but forget to test their radio trigger.
- Background warden calls from Tunstall schemes allow standard logging on or off site calls from scheme managers to be dealt with automatically. If there is information to be passed on to a scheme manager (for example if calls were taken in the night when the manager was off duty) then the system will pass these calls up to the operator so that the manager can be informed. If there is no information for the warden then the call is logged and cleared automatically without troubling the busy operators.
- If your monitoring centre alarm telephone lines have Caller Line Identification (CLI) enabled then an additional level of protection is afforded for both scheme and dispersed equipment. If the equipment manages to dial the monitoring centre but is unable to complete its identification

number and call code signalling for any reason, then PNC can search for its telephone number in the database to identify it. An 'Alarm Call Failed' alarm can then be raised by the system to notify the operators that there may be a fault with the equipment.

- Scheme Auto Test allows PNC to work in conjunction with Tunstall scheme equipment to provide regular testing of not just the telephone line, but also the signalling capability of the scheme. The test can additionally be used to monitor the onsite/offsite status of the scheme (not available on Communicall Connect).
- Check-It automatically tests the dedicated alarm handling lines of schemes. It reports any failures directly to the operator. The operator is able to report faults to the telephone provider and organise any alternative means of support to vulnerable scheme residents.

7. Customer service

For more information on any of the items listed below please call 01977 660479.

7.1 Support and maintenance

Batteries

Warden call and Lifeline home units all have integral batteries that require testing and replacement in line with the guidelines given in Tunstall's Battery Information document. This can be downloaded from uk.tunstall.com/literature

Scheme battery in control unit

Scheme batteries should be user tested every 6 months by switching of the mains. If the system fails to operate please switch the mains back on and report the fault to Tunstall's Customer Satisfaction Centre on **0844 415 2414**, in most cases failure will be due to batteries which may be chargeable.

Smoke detector cleaning

Annual cleaning reduces the incidence of false activations and ensures maximum life span. As stipulated by the manufacturer, the maximum life span of a smoke detector is 10 years and at this point 'must be replaced not merely cleaned'.

Sensors testing

The testing of sensors is recommended on a regular basis. Tunstall provides a sensor testing, maintenance and battery replacement service. Call 01977 660479 for full details.

Fire maintenance

Tunstall offers a wide range of service contracts, which can be tailored to provide the very best in fire system repair and maintenance. Individual contracts for fire are available or can be included as part of a full service contract, covering existing equipment such as warden call systems, social alarms, secure access control and CCTV.

TIBS (Tunstall's Integrated Back-up System)

Tunstall's Integrated Back-up System is widely used by a number of Local Authorities who have taken out advanced service contracts. TIBS provides vital support in case of an incident that might leave residents of a sheltered housing scheme unable to call for assistance. If you would like to benefit from access to a TIBS please call 01977 660479.

Telecare Support Group Helpline – 0844 855 1564

Tunstall's helpdesk, supported by the company's engineering resources; provide instant advice and information in a user friendly manner on a full range of queries, from programming techniques to reading of manuals.

7.2 Training

Tunstall offers a wide range of training courses delivered by a dedicated team, with over 19 years' experience in the communications industry.

All team members are associate members of the Chartered Institute of Personnel & Development, enabling them to deliver up to date courses tailored to your organisations requirements, in line with best practice and in the legal context of equal opportunities and confidentiality.

Evaluation can be carried out on all courses and the results are collated by the trainer and provided to the relevant manager for assessment, ensuring the highest quality of content and delivery.

Why choose Tunstall training?

Gain practical hands-on skills

Each of our courses is designed to help you acquire the skills you need quickly and professionally. When you return to work you will be able to apply new skills and techniques to your role, enabling your organisation to maximise your knowledge immediately.

Benefits from course design

Tunstall training programmes are developed through a rigorous and time-tested process that ensures every course is practical, relevant and up to date. Our courses are constantly reviewed to ensure that you are trained on the very latest products and services.

Our aim

Common to all our training and development is our emphasis on practical learning, interactivity, enjoyment and quality.

Courses available

Our wide range of courses available includes:

- Grouped
- PNC
- Telecare
- Telehealth
- Assessment
- Telecare Office Manager
- Management Consultancy

Visit uk.tunstall.com/media/resources/training for more information any of Tunstall's training courses or please call **01977 661234** or email training@tunstall.com

7.3 Telehealthcare Support Group

The Telehealthcare Support Group (TSG) is a service specifically designed to support telecare and telehealth service providers and is the only one of its kind in the industry. The TSG, made up of a strong team of technical engineers, helpline support and specialist trainers, combines Tunstall's wealth of experience and expertise to provide unparalleled support.

All members of the team are focussed on one main objective - helping you with telecare and telehealth delivery and implementation.

The TSG offers a range of support services including:

- **Dedicated training** – professional and clinical trainers who deliver telecare and telehealth training packages
- **Telehealthcare Helpline 0844 855 1564** – a focussed team are on hand to deal with your queries quickly and efficiently.

To contact your local TSG member please call **0844 855 1564** or email support@tunstall.com.