User Guide





PC Connect (R1.11a)

All the reassurance you need Tunstall

Release History

Version		Date
0.1 Draft	Based on edited version of PC Connect R1.11 Help Screens	1 October 2008
1.0	1st internal Tunstall release	3 October 2008
1.1	Added references to PC Connect Remote and License agreement	7 October 2008

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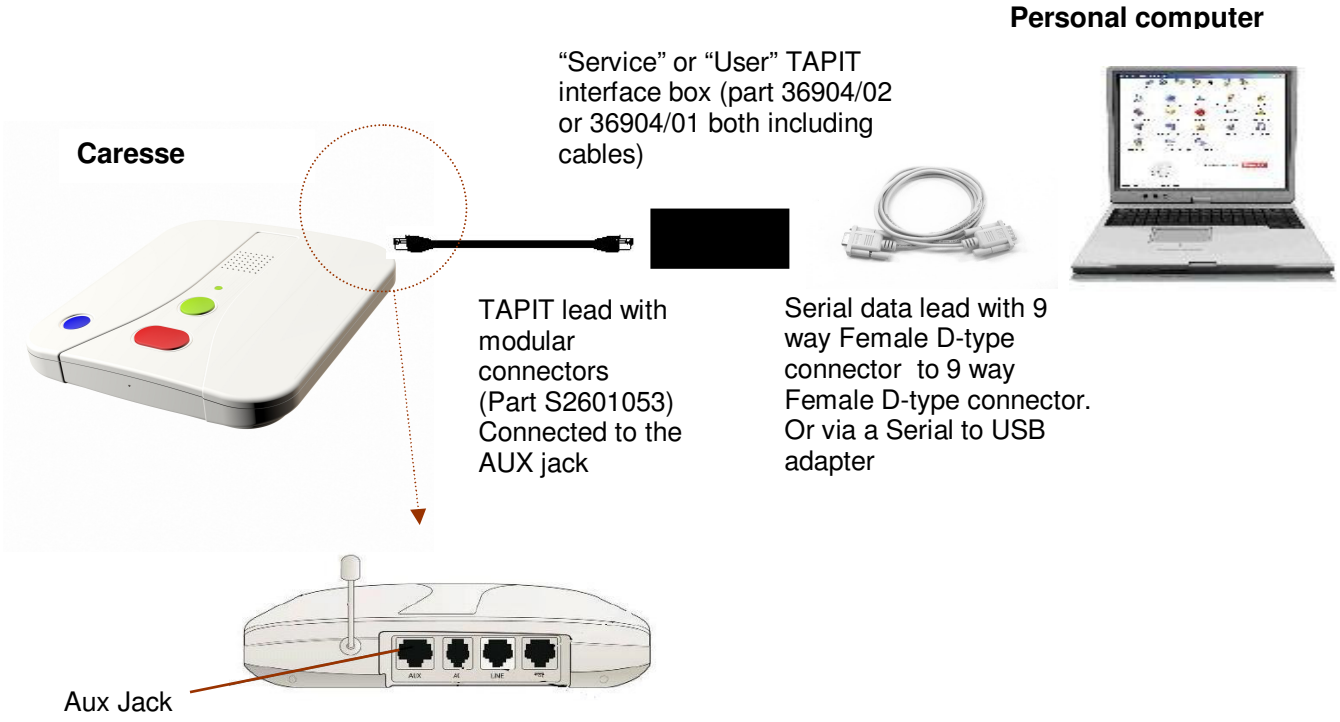
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Introduction

PC Connect is a Tunstall software application which allows access to the configurable features in the Caresse and Caresse+ range of products.

This document describes how to use the PC Connect Software to configure features in the Caresse.

The application – “PC Connect Software (North America R1.11a) .exe” can be downloaded from the Tunstall download center (www.tunstall.co.uk/downloadcentre). It and requires a PC with MS Windows XP and a serial COM1 port or suitable USB adaptor, and a Tunstall TAPIT interface and cables.



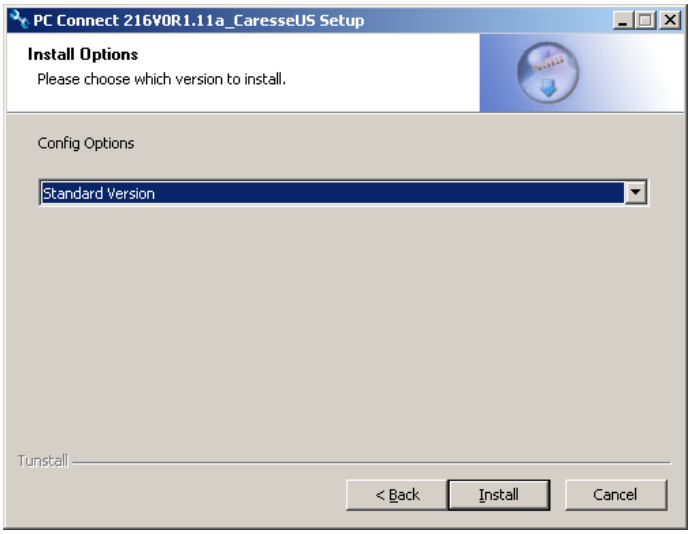
Note: if it is necessary to use a USB to Serial Adaptor then adaptors using the FTDI chipset are found to be reliable by Tunstall.

Installation

Run the executable file PCConnectSetup_216V0R1.11a.exe



Follow the wizard instructions and at the Install options screen, select “Standard Version”. See Appendix A of this user guide for more explanation of the Remote CMS Version.



The installation process will result in a new entry “PC Connect” in the Start Menu Select PC Connect from the start menu to run begin the application.

Main Screen



Features are accessed by double clicking on the corresponding icon

Icon	Feature Section	Description
	Main Toolbar	The icons at the top of the main screen enable you to set up and save configuration settings for writing to multiple Caresses, saving you from having to set up each Caresse individually.
	Telephone Numbers & IDs	Specifies the telephone (alarm) numbers that can be used for dialing monitoring centers or personal recipients.

 Inactivity Monitoring	Enables the configuration of the settings for inactivity monitoring. Two periods of inactivity can be configured. These are labeled period 1 and period 2.
 Call Sequences	Allows you to creation of up to 10 call sequences. A call sequence is a list that determines the order in which the alarm numbers are called.
 Intruder (Caresse+ only) & Away Options	Enables the setting up and adjusting of the intruder system and the away button. The intruder feature is only supported by the Caresse+.
 Radio Triggers & Events	Allows existing radio triggers that are programmed into the unit to be modified. It also allows new radio triggers to be added and existing radio triggers to be deleted from the unit.
 Periodic Calls & AP (Auto Presence)	Periodic Calls allow a unit to routinely dial into a monitoring centre to confirm that the unit is still operating ok. Two modes can be used - calls at a fixed period and calls at a fixed time.
 Hardwired Input	Accesses the hardwired input screen enabling it to be configured as disabled or enabled as a normally open or normally closed.
 Event Configuration	Enables the configuration of alarms and events these are split into the categories of Buttons, Virtual Sensors, Faults, Telephony, and Miscellaneous.
 Manual Entry	Used to read and write parameter numbers manually into the unit.
 Fault Monitoring	Allows the configuration of the monitoring of the telephone, AC power and the battery.
 Reminders (Caresse+ only)	Configures the settings for up to 6 reminders including PIN entry and timings. This feature is only supported by the Caresse+.

 Critical Visits (Caresse+ only)	Configures the settings for up to 6 critical visits including the visit time and window. This feature is only supported by the Caresse+.
 Auto Answer	Auto answer can be set up for either identified numbers using CLI or non identified users using a single or double knock system.
 Time & Date	Sets the date and time on the unit, including allowing CLI updates and automatic daylight saving time adjustments.
 Speech Configuration	Configures the speech settings of the Caresse including audible warnings for the user and messages provided to personal recipients.
 Virtual Sensors (Caresse+ only)	Enables the configuration of the three types of virtual sensors - Virtual Bed/Chair, Inactive Client Sensor and Virtual Property Exit Sensor. This feature is only supported by the Caresse+.
 TAPIT Help	Provides help if you are having problems operating your TAPIT programming interface with PC Connect software.

Main Toolbar

PC Connect also enables you to set up and save a configuration profile which can be used to program multiple units in a more efficient manner. To achieve this use the toolbar at the top of the PC Connect main screen.



Open - opens a previously saved configuration file from your computer.



Save - saves the current PC Connect settings into a configuration file for future use.



Read - When one Caresse is disconnected and another unit is connected you should click on the read icon to download the parameters from the unit.



Write - Before disconnecting a Caresse from PC Connect remember to click on this icon to write the changes to settings to the unit.



Download - Enables you to update the Caresse's firmware.



Config - Provides access to the Com Port configuration screen to configure the connection of the TAPIT to your computer.

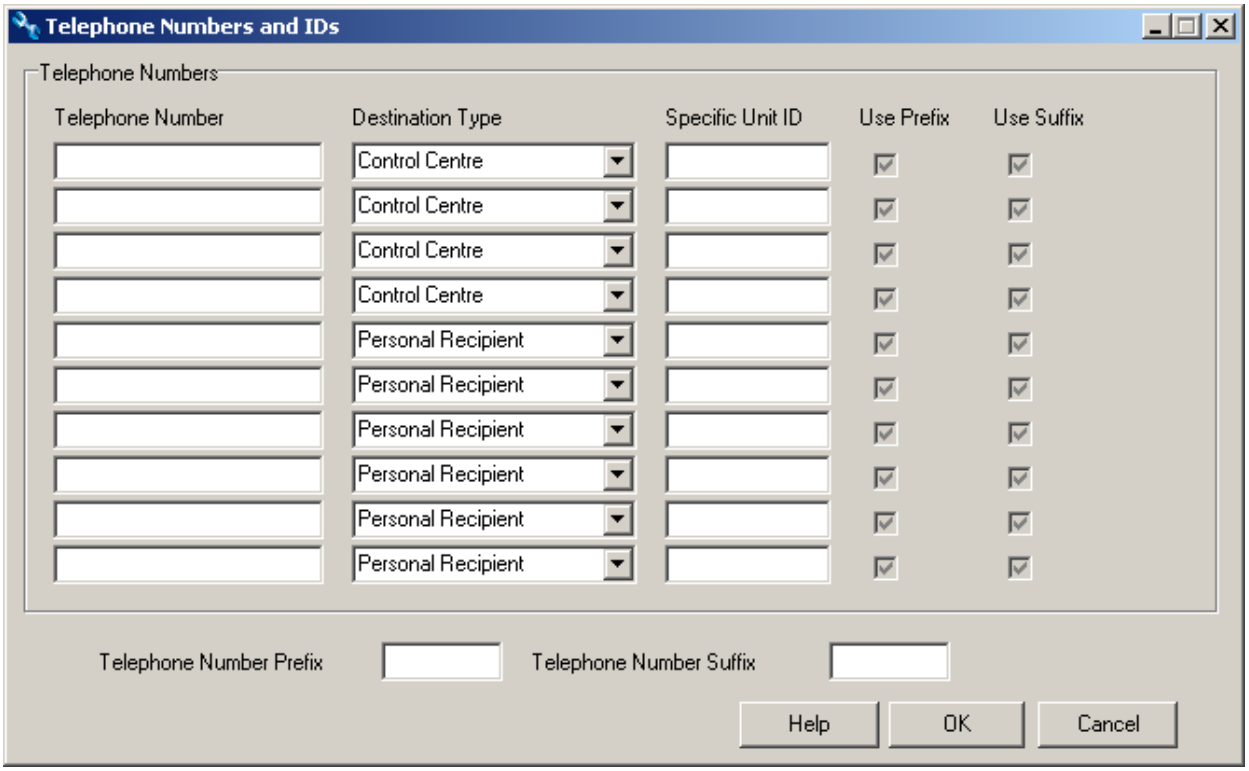


Help - Accesses these help files.



Close - to close PC Connect click on this icon, if settings have not been saved then a warning screen will prompt you to write the settings to the connected Caresse.

Telephone Numbers & IDs



Telephone numbers

Up to 10 telephone numbers can be entered in the boxes. The destination type has to be changed to the correct type for each telephone number. There are three different destination types:

- Control centre - this should be used for all telephone numbers used for control centre call handling
- Personal recipient - this should be used for sending an alarm call to a normal house phone or mobile phone i.e. where the recipient must accept and clear the call
- POTS - this is used when setting up a fast dial button on the Caresse e.g. the away button used a fast dial button

Specific Unit ID

The Caresse sends a unit ID number to the control centre when an alarm is sent. The number identifies which Caresse is sending the alarm. The specific unit ID field enables

you to enter a different unit ID for each telephone number. If the same unit ID is required for all numbers, just enter the number in the top Specific Unit ID box.

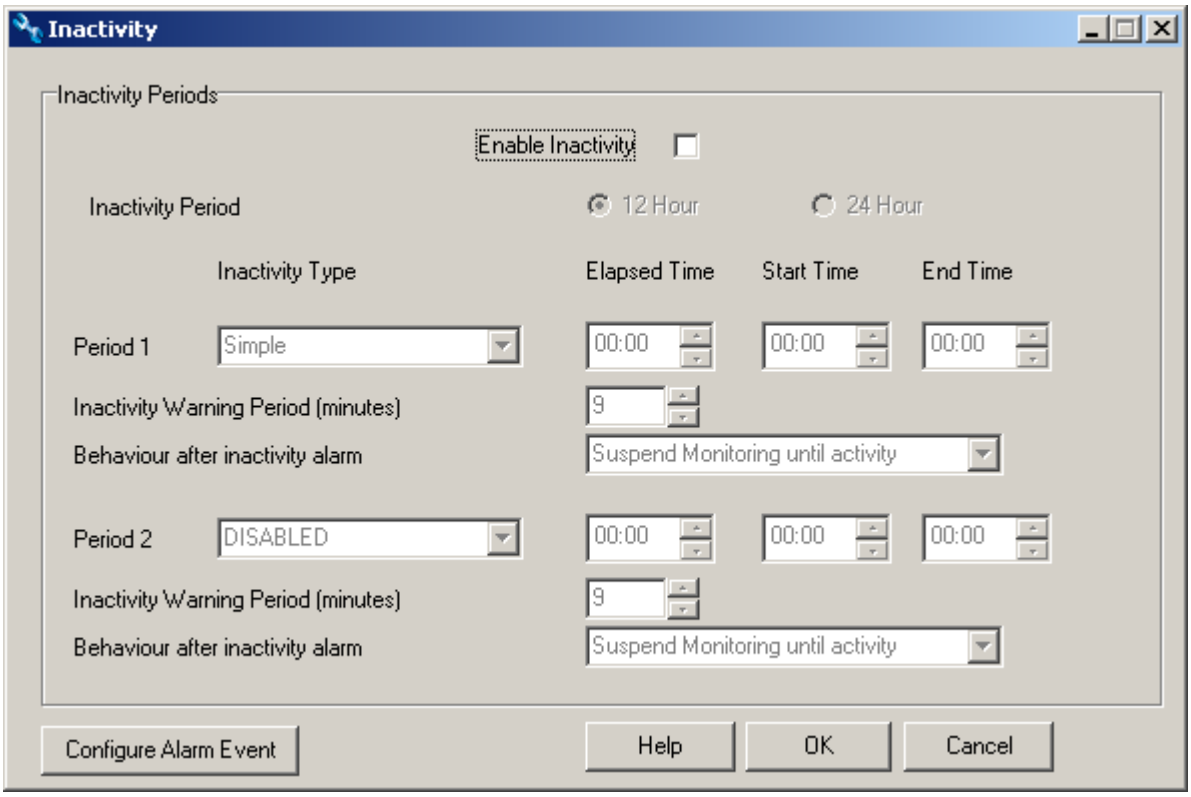
The 'use prefix/suffix' boxes must be checked for each telephone number if the prefix/suffix number is needed. As a default setting these boxes are grayed out, to enable them the required prefix/suffix number must be entered in the Telephone Number Prefix/Suffix boxes at the bottom of the screen.

Telephone Number Prefix
Entering a number in this box means that this number is dialed before all telephone numbers where the Use Prefix box is checked e.g. when connecting a Caresse on a PABX you may need the unit to dial 9 to obtain an outside line before dialing the telephone number. A two second delay is automatically inserted between the prefix and telephone number. The delay can be altered using the call sequence advanced screen.

Telephone Number Suffix
Entering a number in this box means that this number is dialed after all telephone numbers where the Use Suffix box is checked e.g. for a Caresse dialing into a PABX you may need the unit to dial an extension number after the main number has been answered. A two second delay is automatically inserted between the telephone and suffix number. The delay can be altered using the call sequence advanced screen.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Inactivity Monitoring



The Caresse can monitor movement around the home and send an alarm call to the monitoring centre if no movement is detected within a specific time period.

To enable inactivity monitoring the Enable Inactivity box must be checked.

There are three inactivity types:

Simple – generates an alarm if the user is inactive for a 12 or 24 hour period.

Real-Time – generates an alarm if the user is inactive between a configurable start and end time. Two time periods are supported e.g. period 1 is 7am – 10am, if the user is inactive for the whole 3 hours then an alarm is raised. A second period can also be monitored.

Elapsed – generates an alarm if the user is inactive for an elapsed time within a time period. Two periods are supported e.g. raise an alarm call if the user is inactive for any 1 hour period between 7am-10am and any 40 minute period between 4pm – 7pm.

Inactivity Warning Period

In all modes, before an inactivity alarm is raised an inactivity warning period will occur. This warning period is intended to inform the user that an inactivity alarm is about to be raised therefore giving them the opportunity to cancel the alarm. The length of the warning period can be changed between 0 and 9 minutes.

Behavior After Inactivity Alarm

After an alarm has been raised, inactivity monitoring can either be suspended until further activity is detected (all types) or can optionally restart immediately (real time and elapsed time only).

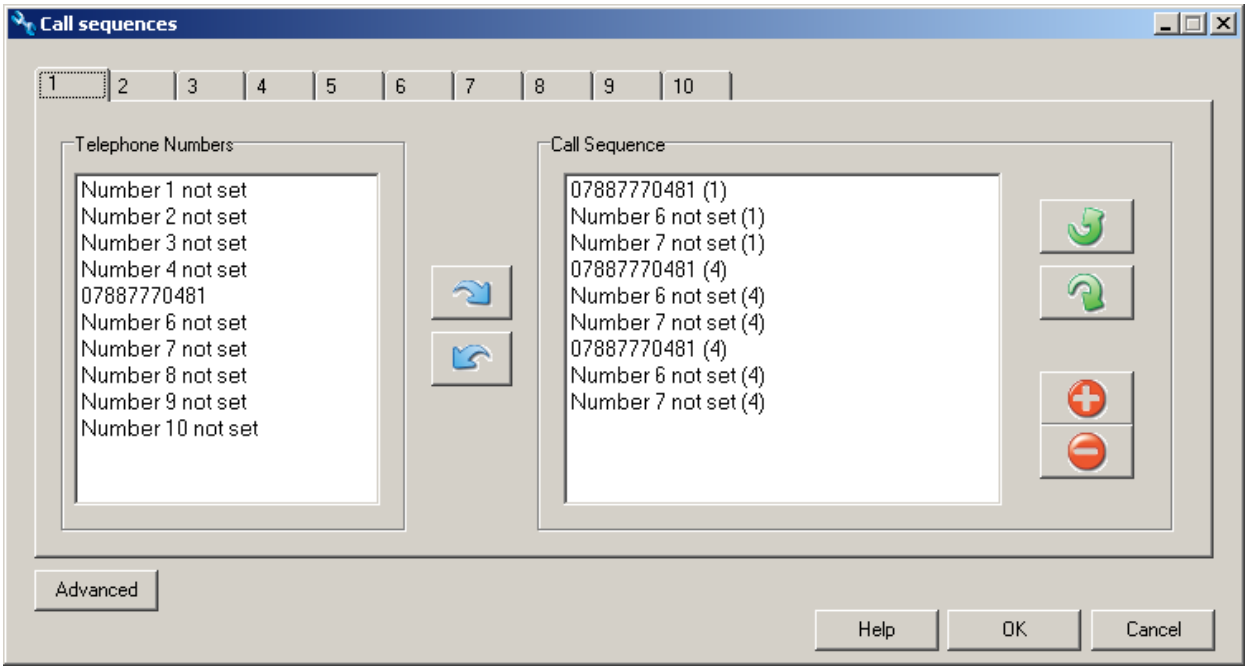
Configure Alarm Event

To alter how the Caresse behaves when an alarm is raised you need to configure the alarm event. (Event Configuration Screen).

OK Button

Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Call Sequences



The call sequence consists of up to 10 telephone numbers that the Caresse can be set to dial in any order with multiple attempts to each telephone number.

The Caresse will ring each number in the order shown. If the Caresse reaches the end of a call sequence without the alarm being answered it will start again at the beginning of the sequence.

There are a total of 10 call sequences, use the numbered tabs at the top of the window to view and alter each sequence.

Telephone Numbers
The list of telephone numbers shown in this screen is the same list entered in Telephone Numbers & IDs. These must be entered before the sequence can be set.

Call Sequence
The call sequence can consist of up to 10 telephone numbers with multiple dialing attempts at each number (shown in brackets after the telephone number).

Button descriptions



To add alarm numbers to a sequence, highlight the required number in the alarm number box then click on the blue right arrow. The alarm number will then appear in the Alarm Sequence box.



To remove alarms from a sequence, highlight the required number in the Alarm Sequence box then click on the blue left arrow. The alarm number will then be removed from the Alarm Sequence box



To move an alarm number up the alarm sequence highlight the number in the alarm sequence box then click this icon.



To move an alarm number down the alarm sequence highlight the number in the alarm sequence box then click this icon.



Increases the number of dialling attempts the Caresse will make to each alarm number within a sequence. The number of attempts for each alarm number if shown in brackets e.g. (1). First highlight the required number in the alarm sequence box then click the icon.

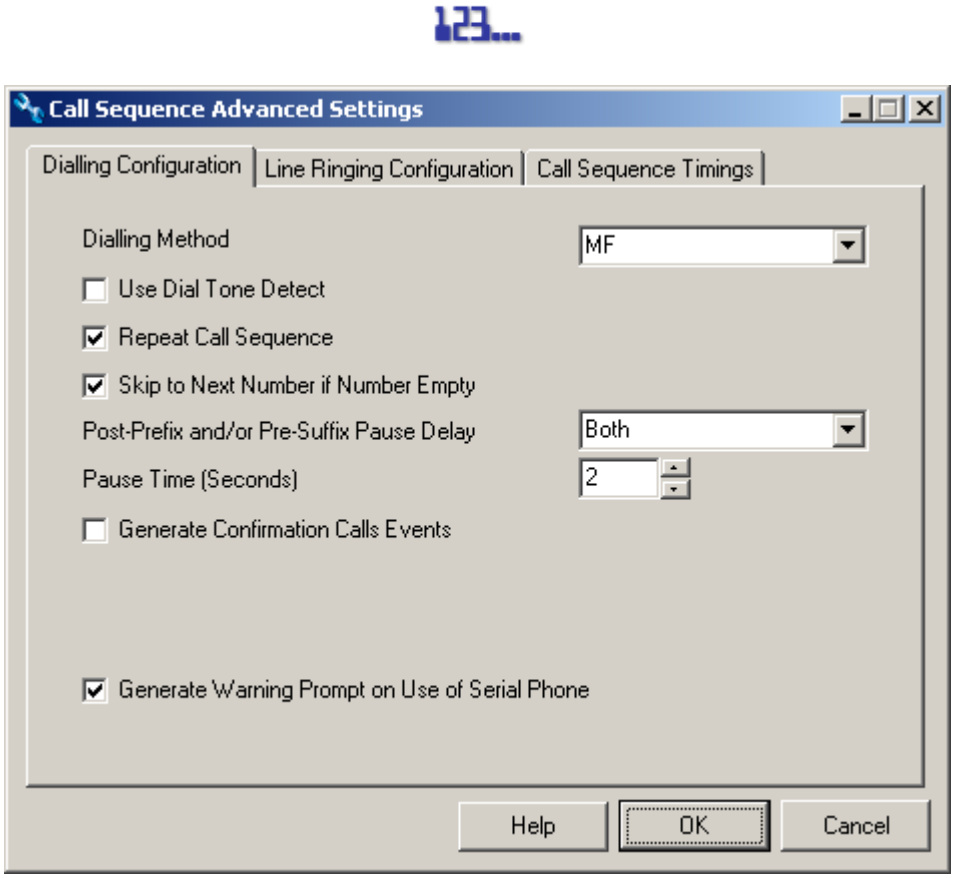


Reduces the number of dialling attempts the Caresse will make to each alarm number within a sequence. The number of attempts for each alarm number if shown in brackets e.g. (1). First highlight the required number in the alarm sequence box then click the icon.

OK Button

Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Call Sequences – Advanced



Dialing Configuration Tab

Dialing Method
This can be set to either tone (MF) or pulse dialing (LD).

Use Dial Tone Detect
This is not to be used in the USA or Canada.

Repeat Call Sequence
Uncheck this box if you do not want the Caresse to repeat the call sequence if the alarm has not been answered.

Skip to Next Number if Number Empty
Always leave this box checked.

Post-Prefix and/or Pre-Suffix Pause Delay
This sets the use of the prefix and suffix pause.

Pause Time
This is the time delay in seconds between the prefix/suffix and the telephone number.

Generate Confirmation Call Events
Confirmation calls are designed to log at the control centre how personal recipient calls are handled. To enable confirmation calls check the box. To exploit this feature, the individual settings for “Confirmation Call Raised” and “Confirmation Call Cleared” in the Event Configuration should be set up.

Generate Warning Prompt on Use of Serial Phone
This enables the audible warning prompt 'Please hang up an emergency call is about to be made' when a serial telephone is in use.

Line Ringing Configuration Tab

Ringing Detection Enabled
Unchecking this box means the Caresse cannot answer any incoming calls.

Audible Ringing Enabled
Unchecking this box means the Caresse will not ring when it detects an incoming call.

Initial Ringing Level
The Caresse can increase its ringing volume for incoming calls. The initial ringing level can be set between 1 (lowest) and 3 (highest).

Final Ringing Level
The final ringing level can also be set between 1 and 3.

Rings Between Ringing Level Change
This sets the number of rings between each volume level change. For example if this is set to 8, the initial level is set to 1 and the final level is set to 3 then every 8 rings the volume will increase. Therefore it will increase to level 2 after the first 8 rings and level 3 after the 16th ring.

Call Sequence Timings Tab

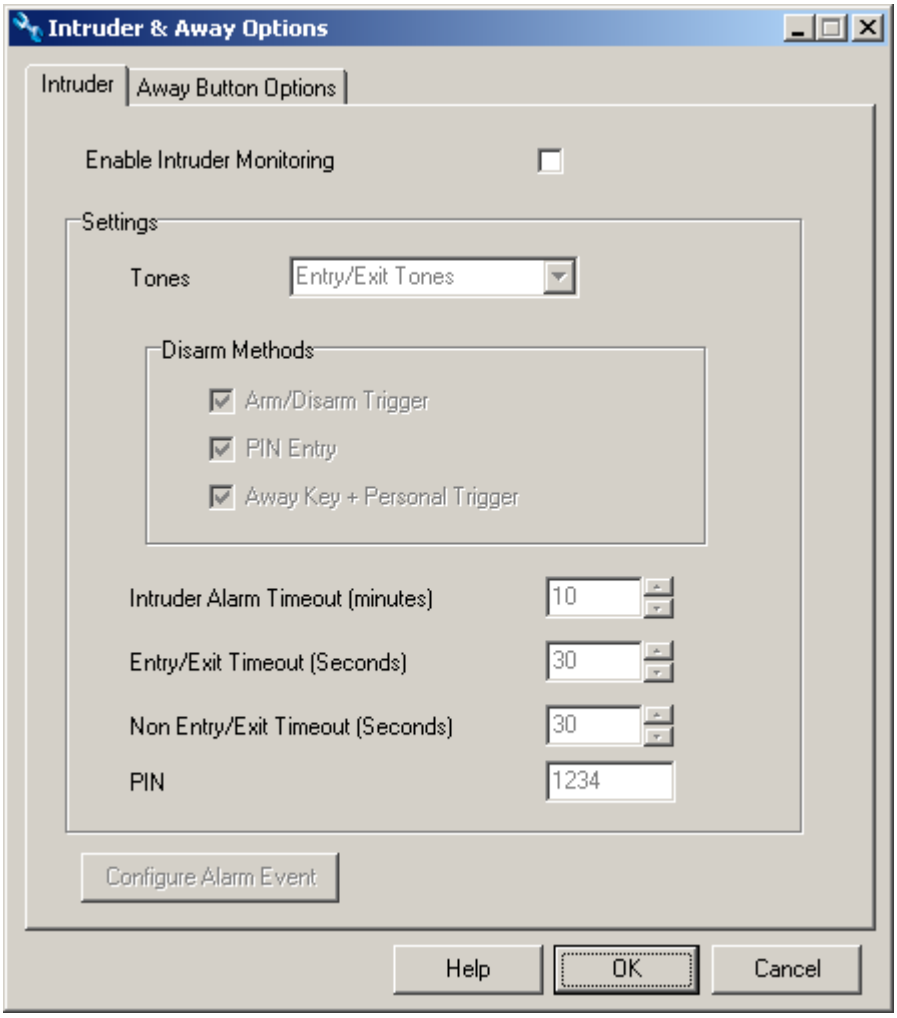
These settings should not be altered unless you are requested to do so by Tunstall.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Intruder & Away Options



(A Caresse + feature only)



Intruder Tab

The Caresse+ has the ability to provide a simple to use intruder alarm facility, which will alert the monitoring centre or personal recipient on detection of an intruder.

Enable Intruder Monitoring
Check this box to enable intruder monitoring.

Settings

Tones
On entry/exit to the property via the designated entry/exit route, the unit will sound

tones to indicate to the user that they need to disarm the intruder system. Using this drop down menu the tones can be switched off, enabled for just entry or just exit or enabled for both entry and exit.

Disarm methods
There are three ways to disarm the unit, any combination of the disarm methods can be used:

- Arm/Disarm Trigger - the unit is disarmed using a dedicated arm/disarm trigger registered to the unit (see Radio Triggers & Events).
- PIN Entry - the unit is disarmed by entering a PIN using a connected telephone keypad.
- Away Key and Personal Trigger - the unit is disarmed by pressing the away key followed by the normal personal trigger.

Intruder Alarm Timeout
This sets the time in minutes before a second intruder alarm can be raised. The maximum time is 20 minutes.

Entry / Exit Timeout
This is the time in seconds the user is allowed to enter/exit the property via the designated enter/exit route before an alarm is raised.

Non Entry / Exit Timeout
This is the time in seconds the alarm is delayed when the intruder system is activated via a route other than the designated entry/exit route.

PIN
When the PIN entry disarm method is checked, you need to set the four digit PIN by entering it in this box.

Configure Alarm Event
To alter how the Caresse behaves when an alarm is raised you need to configure the alarm event.

Away Button Options Tab

Away Button Meaning
The away button can be set to provide meanings when pressed, these include:

- Standard Home/Away - This means the Away button will suspend inactivity monitoring and arm the intruder alarm if it is enabled.
- Service Key - This means the Away button will call a designated telephone number when pressed. If you require this option you must:
    - Add a POTS or Personal Recipient telephone number to the Telephone Numbers & IDs

  - Then set a particular call sequence with the required POTS or personal recipient telephone number
  - Then configure the alarm event for the away button.
- Check in/Out Button - Setting the Away button to a Check in/Check Out Button will raise a career arrived event on the initial press and a career departed event on the subsequent press.

Settings

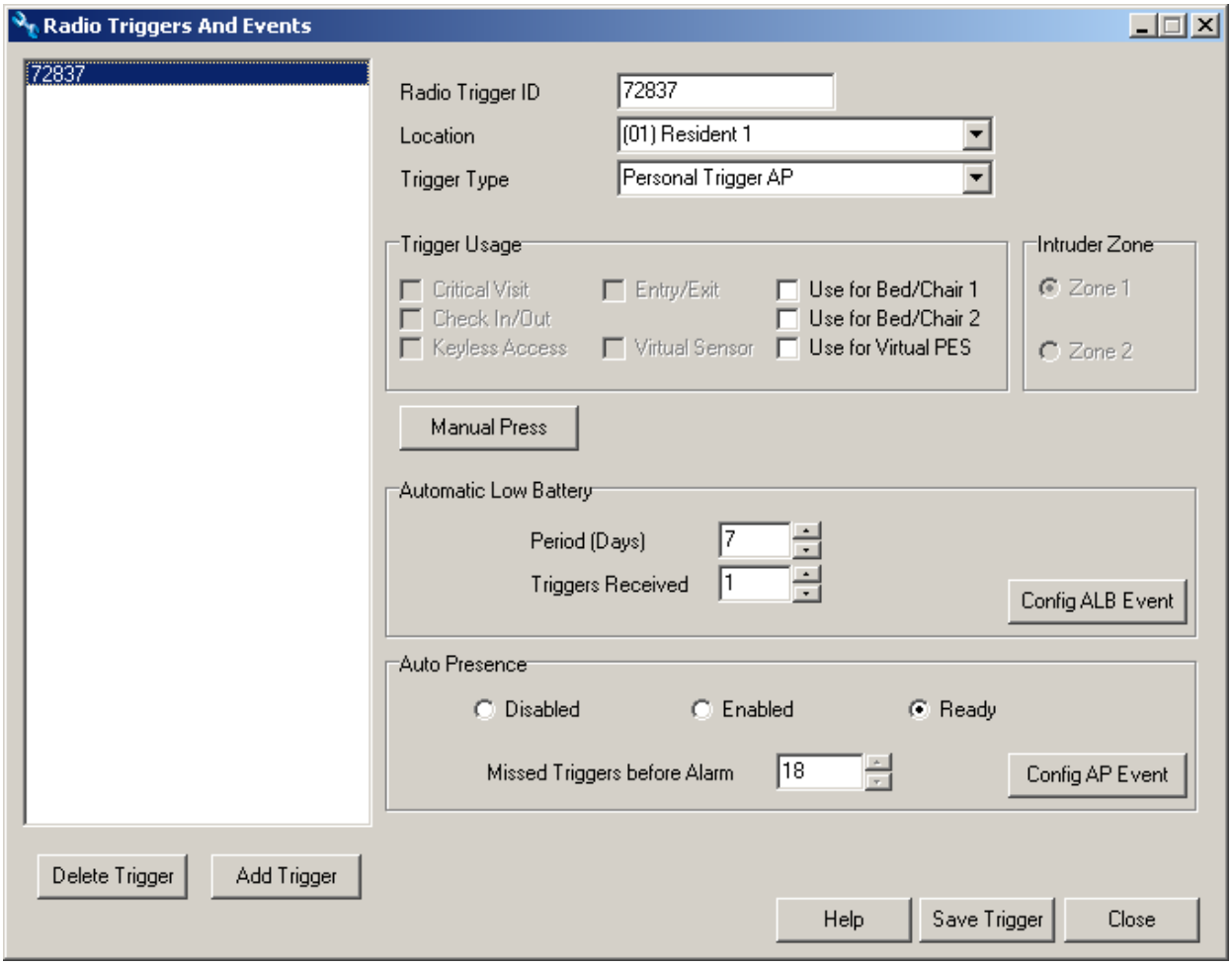
Delay to Home/Away State Entry Events
This is a time delay in seconds before you can switch from home and away state.

Away LED on if Caregiver Present
By checking this box, the away LED can be used to signal if a caregiver is present. This is used in conjunction with the away button set as a Check in/Check out button.

Home/Away
This indicates which state the unit is currently set to.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Radio Triggers & Events



This screen allows you to add/delete and configure telecare sensors and radio triggers to the Caresse.

Add Trigger
To add a trigger, simply click the Add Trigger button and then enter the 6 digit trigger ID. The ID can be found on the small silver label on the sensor/trigger (see below).



For this style label you must add 1 to the last digit when entering the trigger ID into PC Connect.

i.e. this trigger ID would be entered as 029367



For this style label the number should be entered exactly as it appears.

i.e. 073641

Delete Trigger
To delete a trigger, highlight the relevant trigger then click on the Delete Trigger button.

Configuring Trigger/Sensor Settings

When a trigger is highlighted, its current configuration will be shown on the right hand side of the screen.

Radio Trigger ID
This is the 6 digit trigger ID shown on the sensor/trigger label (see images above).

Location
Select the appropriate location for the trigger from the drop down list. Please note locations in the drop down list highlighted with a * are only supported by PNC5 control centers. See Appendix A for a full list of codes.

Trigger Type
Select the appropriate trigger type from the drop down list.

Trigger Usage/Intruder Zone
When a trigger type is selected, this box provides the options for changing its usage. For example a Caregiver trigger can be set as either a Critical Visit, Check In/out or Keyless Access trigger. Intruder related sensors/triggers can be set as Entry/Exit (where applicable) and an Intruder Zone can also be allocated. The trigger usage also links sensors to a virtual sensor by checking the use for Bed/Chair and use for Virtual PES boxes.

Automatic Low Battery (ALB)
Most Triggers/sensors are programmed to automatically send a 4 hourly “supervisory” message throughout their life. Each message contains its battery status. If the battery is ok then the Caresse will not signal anything. If the battery status is low then the Caresse will report the failure to the control centre.

This section allows you to configure the period after which an ALB call will be generated (to avoid the Caresse generating a call every 4 hours if the sensor is reporting low battery during every supervisory transmission) and also the Triggers Received. Triggers Received is the number of low battery messages the Caresse should receive from a particular trigger/sensor before it raises a call to the control centre. Tunstall recommends that these settings are not altered.

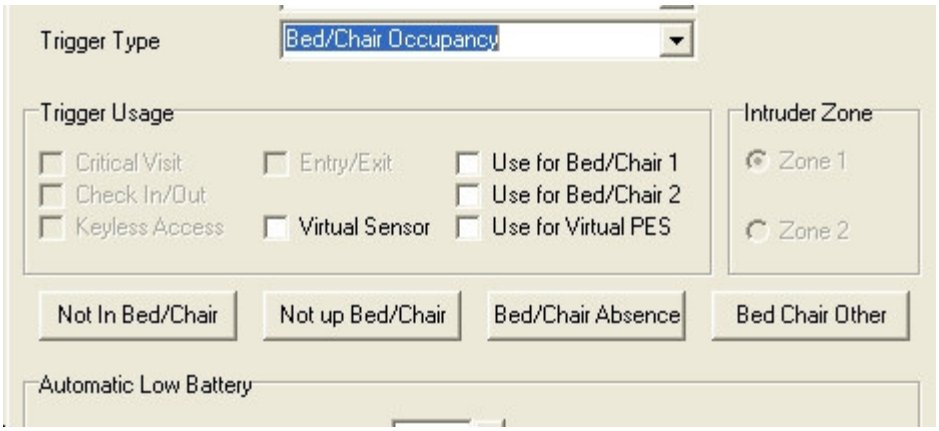
If an ALB call is initiated by the Caresse, the unit's behavior can be configured by clicking on Config ALB Event.

Auto Presence (Supervision)
Auto Presence (supervision) provides additional checks that the trigger/sensor is functioning. Triggers with this feature send a signal to the Caresse every 4 hours. If the trigger is then taken out of the property or has its battery removed, these signals will not be received. As a default setting the Caresse is set to raise an alarm if 18 of these signals are missed therefore ensuring that an alarm is raised within 72 hours (18 x 4) of a trigger being taken out of the property or having its battery removed. The Missed Triggers before Alarm can be altered if required. Tunstall recommends that these settings are not altered.

Auto Presence has three settings, disabled, enabled and ready. If you are pre-programming a sensor to a Caresse for sending out in the post to a client, use the enabled setting rather than ready as this will ensure that no Auto Presence calls are generated by the Caresse before the trigger arrives with the user.

If an Auto Presence call is initiated by the Caresse, the unit's behavior can be configured by clicking on Config AP Event.

Configure Events
Depending upon the trigger type chosen, a variable number of buttons will appear between the Trigger Usage and Automatic Low Battery sections (see below). These buttons allow you to configure the event settings for the different alarms that the particular trigger/sensor can raise. To alter how the Caresse behaves when an alarm is raised you need to click on the appropriate button.

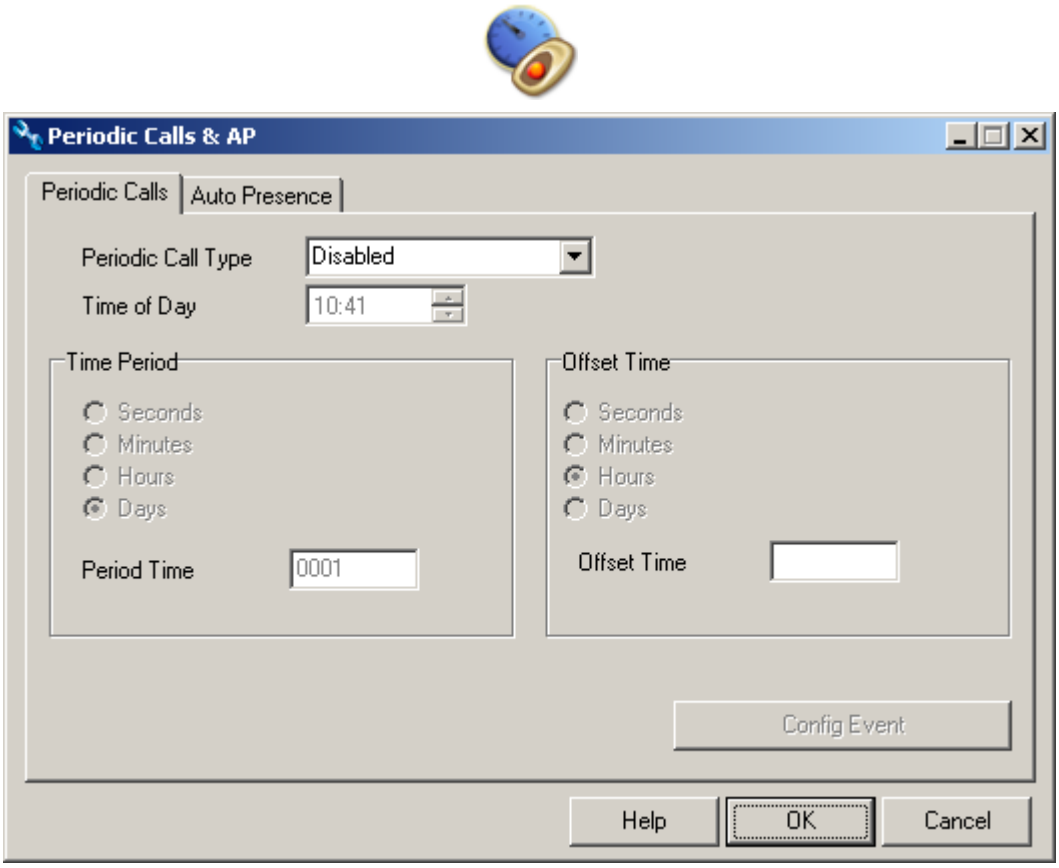


The diagram above shows the four Configure Event buttons for the Bed/Chair Occupancy Sensor.

Save Trigger

Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse from PC Connect. Pressing close will exit the screen without saving any of the changes.

Periodic Calls and AP



Periodic Calls Tab

The Caresse allows a periodic call event to be generated either at a fixed period or at a fixed time. In the fixed period case, the period between events can range from seconds through to days. In the fixed time case, the period between events is a configurable number of days only.

Periodic Call type

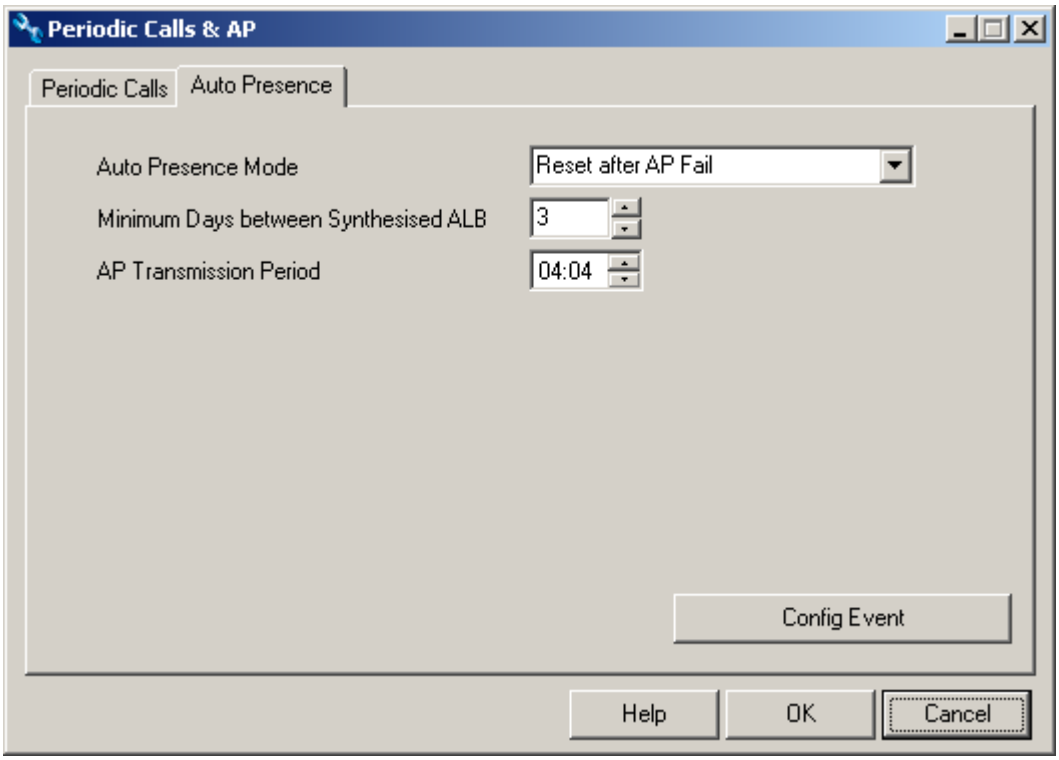
The periodic call has three different settings:

1. **Disabled** - no periodic calls will be generated.
2. **Fixed Period** - this lets you configure the Caresse so that it raises a call at a set period e.g. every 24 Hours. The offset time function allows you to specify a length of time before the initial periodic call becomes active (following the installation of the unit). This feature allows a Caresse that is first installed during the day to generate periodic call events at a more appropriate time i.e. during the night.

3. **Fixed Time** - configures the unit to raise a periodic call at a set time of day e.g. 02:30am. A number must then be entered in the period time box with the unit of time set at days e.g. entering 5 means a periodic call will be raised at 02:30 every 5 days.

Configure Event
To alter how the Caresse behaves when an alarm is raised you need to configure the alarm event.

Auto Presence (Supervised) Tab



Auto Presence provides additional checks that the trigger/sensor is functioning. A trigger with this feature sends a signal to the Caresse every 4 hours. If the trigger is then taken out of the property or has its battery removed, these signals will not be received by the Caresse unit. As a default setting the unit is set to raise an alarm if 18 of these signals are missed therefore ensuring that an alarm is raised within 72 hours (18 x 4) of a trigger being taken out of the property or having its battery removed. The Missed Triggers before Alarm can be altered within the radio trigger and events screen. Tunstall recommends that these settings are not altered.

Auto Presence mode

Has three settings:

1. Disabled
2. Reset after AP fail - AP monitoring will restart immediately following an AP alarm being raised. For example the Caresse will monitor for another 18 missed transmissions.
3. Suspend reset after AP fail - AP monitoring will be suspended following an AP alarm until a successful transmission is received from the same trigger (indicating is has been returned).

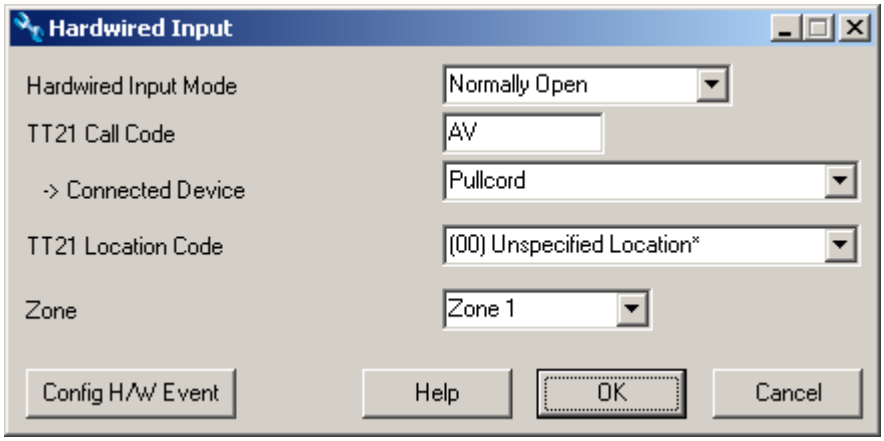
Minimum Days between Synthesized ALB
Auto Low Battery calls are only sent to the monitoring centre every 7 days.

AP Transmission Period
Do not adjust this setting.

Configure Event
If an Auto Presence call is initiated by the Caresse, the unit's behavior can be configured by clicking on Config Event.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Hardwired Input



Hardwired Input Mode
The hardwired input can be configured to be Normally Open or Normally Closed. To do this use the drop down list and choose the appropriate mode.

TT21 Call Code/Connected Device
Use the drop down list for the connect device to choose the correct name of the device connected to the hardwired input and the TT21 Call Code will automatically be populated.

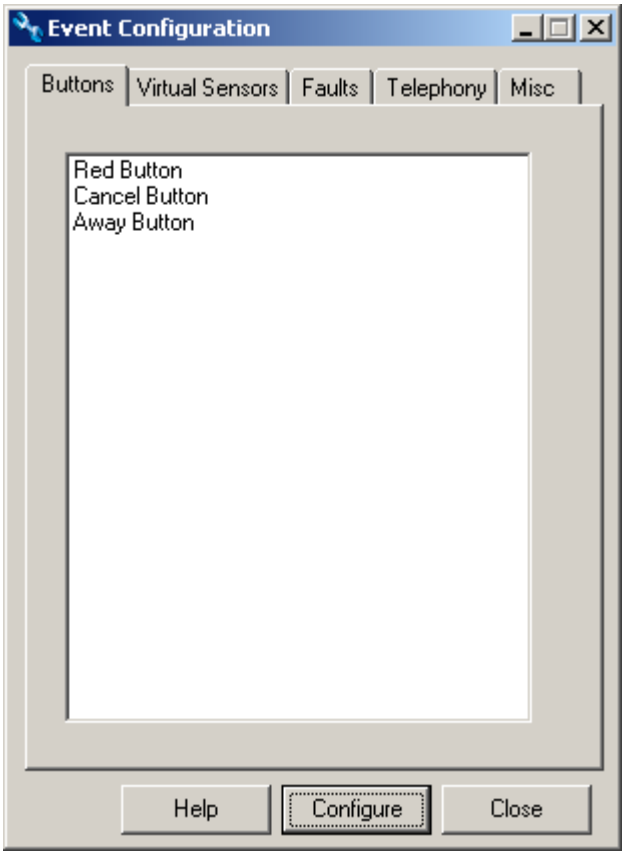
TT21 Location Code
Use the drop down list to select the correct location code for the hardwired input. Please note locations in the drop down list highlighted with a * are only supported by PNC5 control centers.

Zone
If the hardwired input is part of the intruder system then you can set it as either zone 1 or zone 2 (Note this is the intruder zone within the dwelling, it is nothing to do with the zone data transmitted as part of an Ademco Contact ID signal , that 3 digit zone field is derived from the TT21 Location Code).

Config H/W Event
To alter how the Caresse behaves when an alarm is raised you need to configure the alarm event.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Event Configuration



This feature enables the Caresse to react to each event in a different way and allows these events to be configured based on whether they should; raise an alarm call, act as an intruder/inactivity system input, provide visual/audible reassurance, enable the microphone/speaker, operate the relay output plus much more. The events are split into the following categories:

Buttons
In this menu you are able to configure how each button functions when it is pressed. To configure the behavior of any of the buttons, highlight the button in question by clicking on it and then click the configure button. This will open a new window where you are able to specify its behavior.

Virtual Sensors
To configure the behavior of any of the Virtual Sensors, highlight the Virtual Sensor in question by clicking on it and then click the configure button . This will open a new window where you are able to specify its behavior.

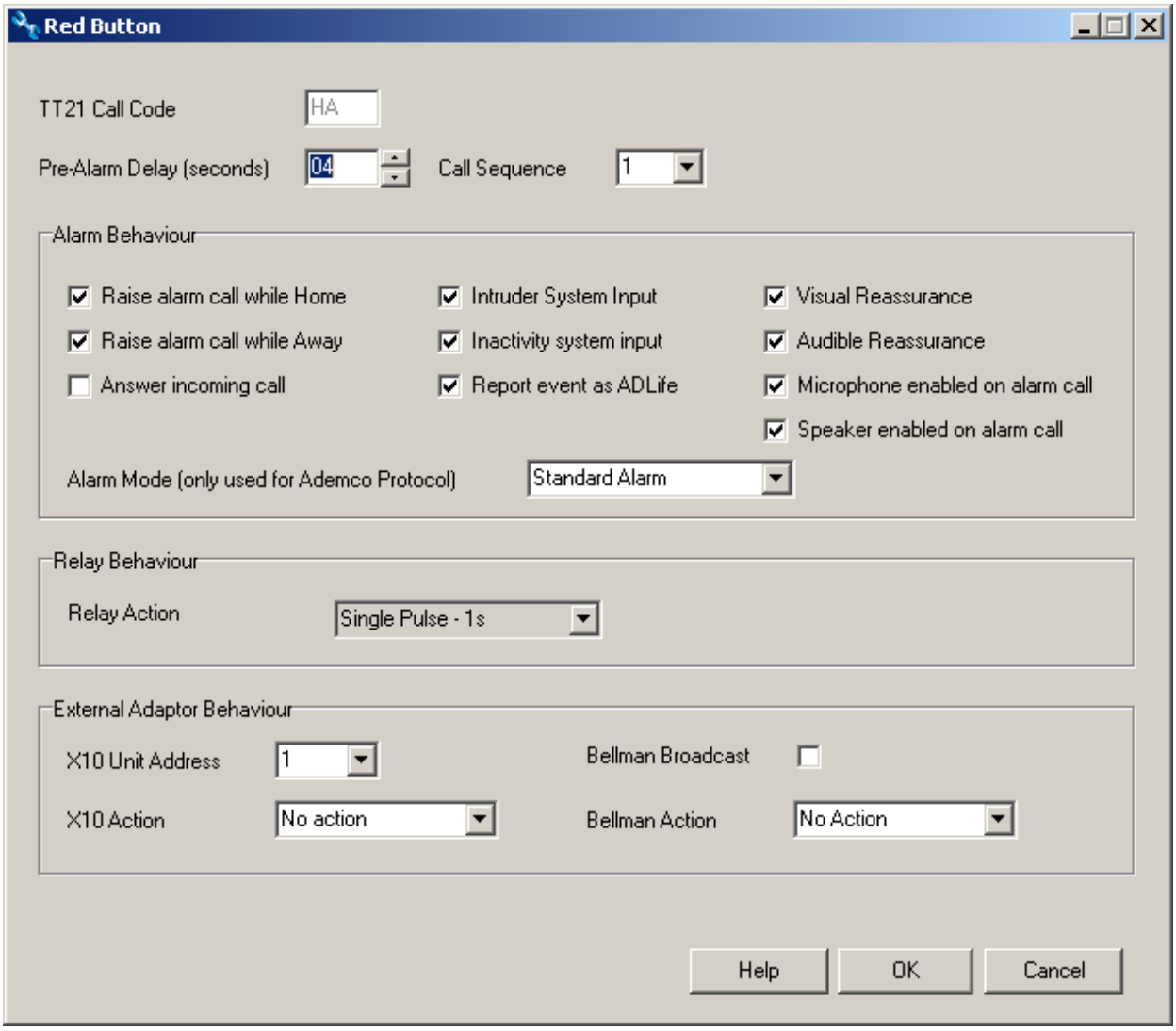
Faults
To configure the behavior of any of the faults choose the fault condition in question and click the configure button. This will open a new window where you are able to specify its behavior.

Telephony
To configure the behavior of any of the telephony functions choose the telephony function in question and click the configure button. This will open a new window where you are able to specify its behavior.

Misc
To configure the behavior of any of the miscellaneous call events choose the miscellaneous call event in question and click the configure button. This will open a new window where you are able to specify its behavior.

Configure Button
Click on the appropriate event then click on the configure button to alter how the Caresse behaves when the event highlighted is raised.

Event Configuration Screen



The functionality of the Caresse is based on the concept of reacting to events. An event can be defined as “something that happens” and this definition applies to any event that requires the unit to react i.e. do something in response to the event. Examples of events are: -

- a red button press
- a flood detector activation
- an inactive resident being detected

The Caresse response to each event is split into ‘alarm behavior’ and ‘output behavior’ and is configured in exactly the same way for each event.

TT21 Call Code
Each event is allocated a unique TT21 call code which means that, using TT21 protocol, it is possible to unambiguously signal all events to a PNC4 or later control centre. See Appendix A page 72 for a full list of codes.

Pre-Alarm Delay
This is the delay that the Caresse will provide before the Caresse reacts to the event.

Call Sequence
This is the call sequence number that the Caresse will use for the event.

Alarm Behavior
This feature enables the Caresse to react to each event in a different way and allows these events to be configured based on whether they should; raise an alarm call (in home and/or Away state), act as an intruder/inactivity system input, report the event as ADLife data, provide visual/audible reassurance, enable the microphone/speaker,

Relay Behavior (Feature not supported in Caresse or Caresse + 231V0R0.51 Firmware)
This feature sets how the Caresse operates hardwired output relay when the event is detected.

External Adaptor Behavior (Feature not supported in Caresse or Caresse + 231V0R0.51 Firmware)

This frame allows you to set how the external plug in adaptor should operate when the event is detected. Please note this frame will be grayed out unless the External Adaptor Configuration type in the Output Configuration Screen is changed from not fitted to X-10 plug in adaptor.

The settings include which X-10 Unit Address it should use, the X-10 Action (on, off, dim up dim down) and the Bellman actions for the DDA pager solution.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Manual Entry



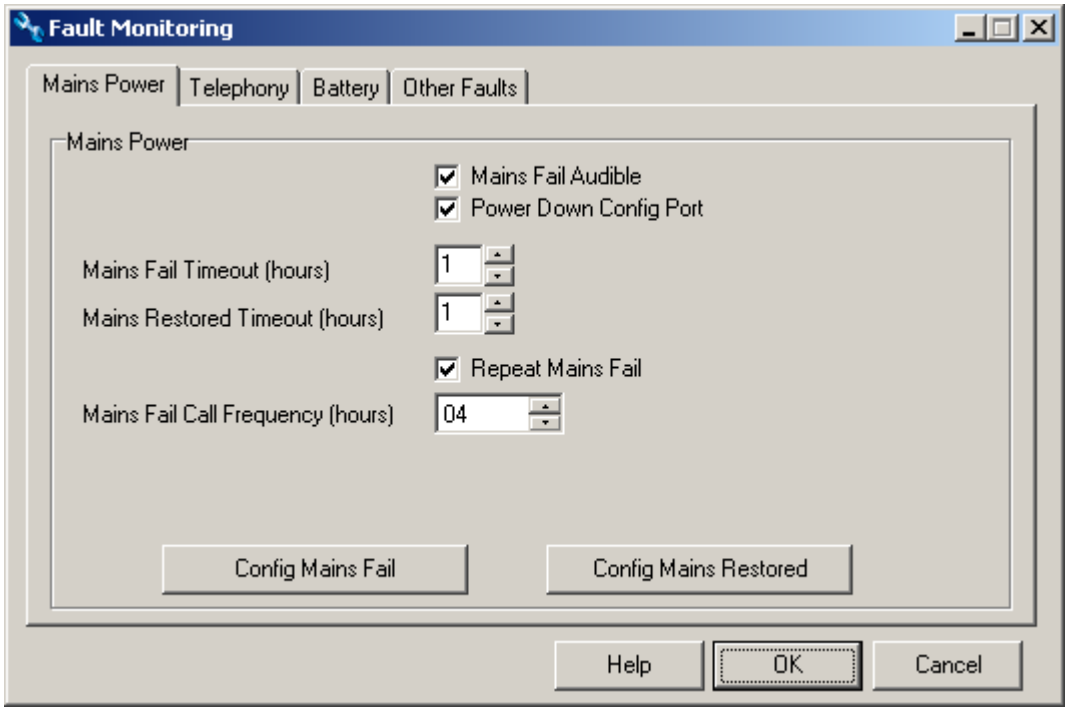
This is an advanced function that is only to be used by engineers or when advised by Tunstall.

Parameter Number
In order to obtain the existing parameter setting within the unit. Type in the correct 2 digit parameter number into the parameter number box then click on Get Parameter. The parameter details will then appear in the Parameter box.

Parameter
Alter the parameter as required using instructions provided by Tunstall. Then click apply.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Fault Monitoring



Mains (AC) Power Tab

Mains (AC Power) Fail Audible
The Caresse normally provides an audible warning to the user when the AC power fails. To stop the unit from providing this audible warning, remove the check from the box.

Power Down Config Port
Leave the box unchecked.

Mains (AC Power) Fail Timeout
This adjustable time period sets how long it will be before a power fail event is reported to the control centre.

NOTE: When a power fail event occurs there is a random timeout period of up to 1 hour that is applied in conjunction with the Mains Fail Timeout. This is designed to avoid large numbers of Caresses simultaneously dialing the control centre when a power cut affects a densely populated area.

Mains (AC Power) Restored Timeout
This adjustable time period dictates how long it will be before a power restored event is

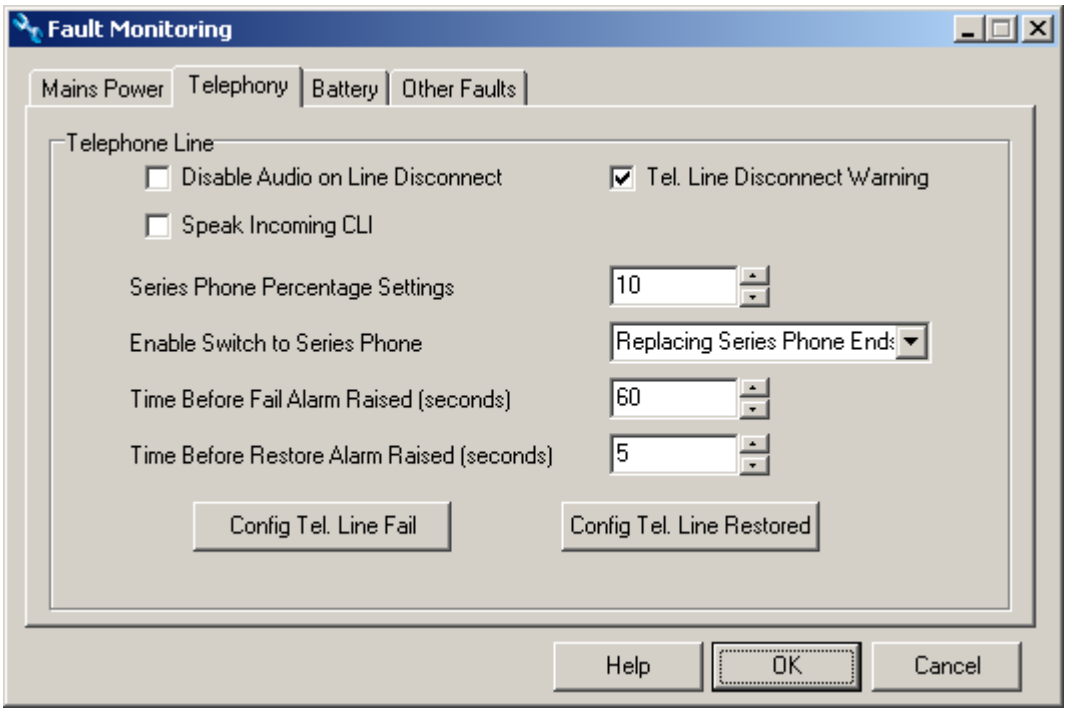
reported to the control centre. A random period of up to one hour is automatically added to this.

Repeat Mains (AC Power) Fail / Mains (AC Power) Fail Call Frequency
Repeat mains fail function enables/disables the unit from making further mains fail calls after the initial call. If the unit is set to Repeat Mains Fail calls then this is used in conjunction with the Mains Fail Call Frequency timer (hours). For example, if the frequency is set to 4 hours, then after the initial mains fail call the unit will raise further mains fail calls every 4 hours until the mains power is restored or the battery is fully discharged.

Config Mains Fail
This takes you to the mains fail event behavior screen.

Config Mains Restored
This takes you to the mains restored events behavior screen.

Telephony Tab



Disable Audio on Line Disconnect
Normally the Caresse announces 'Warning - the telephone line is disconnected' to warn the user. Checking this box will disable this audible warning. Therefore the user will only see a visual warning (flashing LED).

Tel. Line Disconnect Warning
Unchecking this box turns off the audible and visual telephone line disconnection warnings.

Speak Incoming CLI (Feature not supported in Caresse or Caresse + 231V0R0.51 Firmware)
If the user's telephone line supports Caller Line Identification (CLI), the unit can be set to announce the incoming telephone number.

Series Phone Percentage Settings
Only to be used in conjunction with a Tunstall engineer.

Allow Switch to Series Phone
If enabled, the allow switch to series phone has two options:

1. Replacing Series Phone Toggles - when the user answers an incoming call on their unit and then lifts the series phone, the hands free loudspeaker function on the Caresse will be disconnected and the conversation will continue via the handset. Replacing the handset will switch the conversation back to the hands free loudspeaker on the Caresse. Therefore the call can only be ended by pressing the cancel button or the personal trigger.

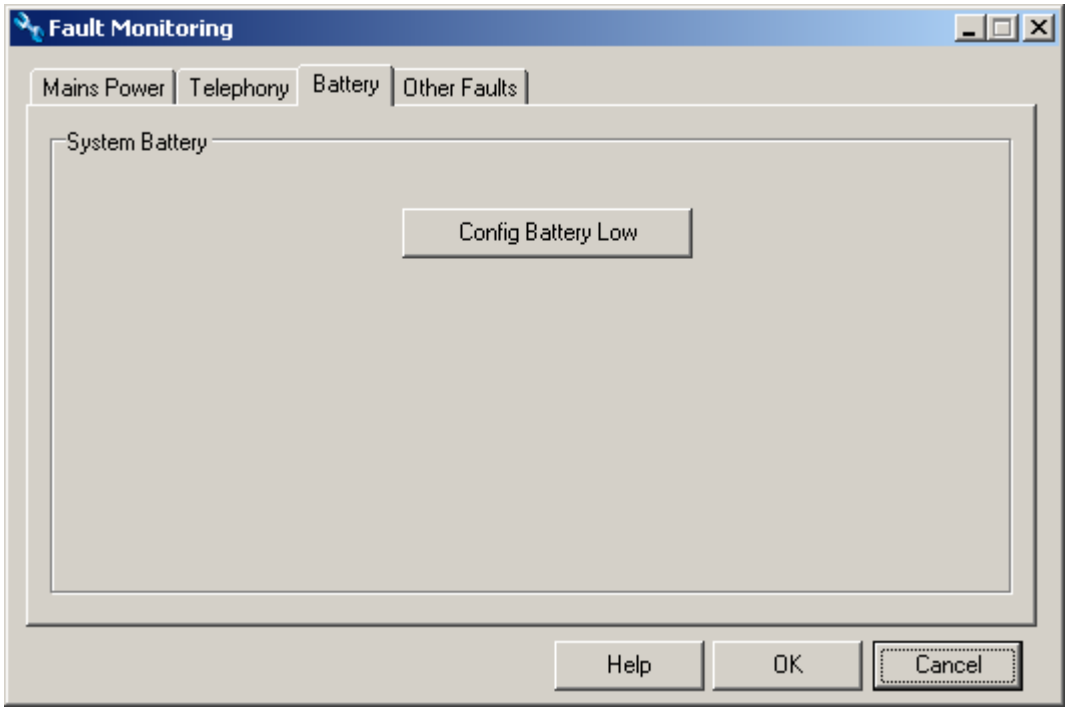
2. Replacing Series Phone Ends Call - when the user answers an incoming call on their unit and then lifts the series phone, the hands free loudspeaker function on the Caresse will be disconnected and the conversation will continue via the handset. Replacing the handset will end the call.

Time before Fail Alarm Raised
This is the time delay before any unit failures are sent to the control centre.

Time before Restore Alarm Raised
This is the time delay before any unit restored alarms are sent to the control centre.

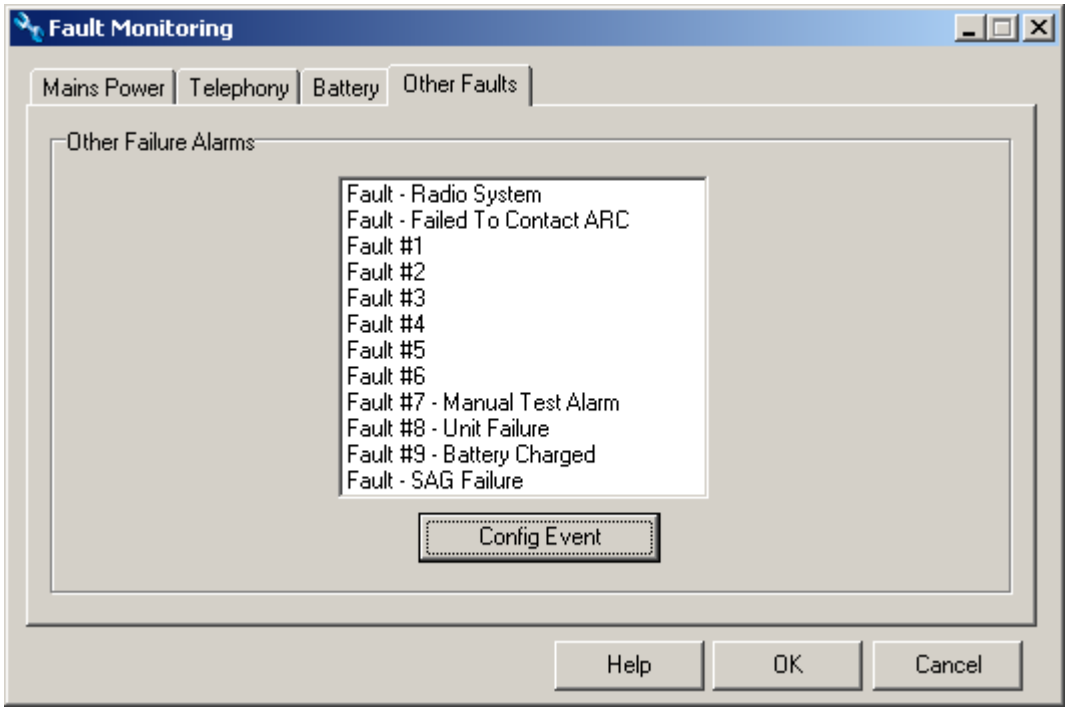
Configure Tel. Line Fail/Restored
To configure the behavior of the Telephone Line Fail/Restored alarms click the appropriate configure button. This will open a new window where you are able to specify its behavior.

Battery Tab



Config Battery Low
This will open a new window where the Caresse's Low Battery event behavior can be configured.

Other Faults Tab

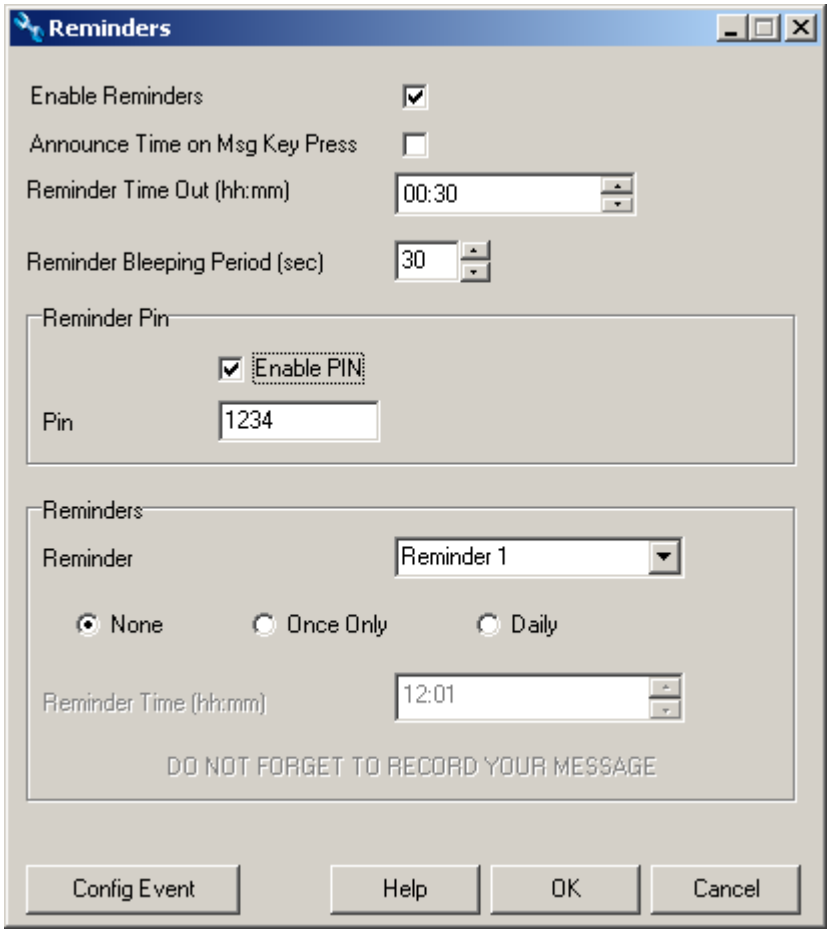


Selecting any of the unit faults from the list and pressing the Config Event button will open a new window where you can configure the alarm behavior for each fault.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Reminders

(A Caresse+ feature only)



The Caresse+ allows voice reminder messages to be recorded onto the unit and then played back at a given time on a one-off or daily basis. Messages can be recorded locally using the microphone in the Caresse or remotely using an interactive voice response (IVR) system. A total of 6 reminders can be set each with a maximum message length of 10 seconds.

To enable the reminder function, check the box marked Enable reminders.

Announce Time on Msg Key Press
By enabling this feature the Caresse will announce the time on each occasion the user listens to a reminder. The time and date must be set.

Reminder Time Out
If the user does not listen to a message, the Caresse will send a call to a control centre. The length of time before an alarm is sent is controlled by this setting.

Reminder Bleeping Period/Speak phrase
When a reminder is due, the Caresse can either bleep or announce a phrase 'Reminder', the time the unit bleeps for each time a reminder is due is determined by the adjustable time setting.

Reminder PIN
When a caregiver dials into the Caresse to set reminders, the unit can be set to ask for a PIN to increase security for the user. The PIN is placed in the section marked PIN. If no PIN is required then the check can be removed from the Enable PIN box. The default PIN is 1234.

Reminders
This section is used to check any reminders that are programmed into the unit. NOTE: You are not able to listen to or record messages, to record messages please refer to the IVR menu below..

Configure Event
To alter how the Caresse behaves when an alarm is raised you need to configure the alarm event.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Setting reminders via IVR

In order to use the IVR configuration method, the Caresse must be called from another telephone and the incoming call answered by pressing the cancel button or personal radio trigger. The caller will be able to set reminder times and record messages using a system of IVR prompts and menus (see below).

IVR reminder menu

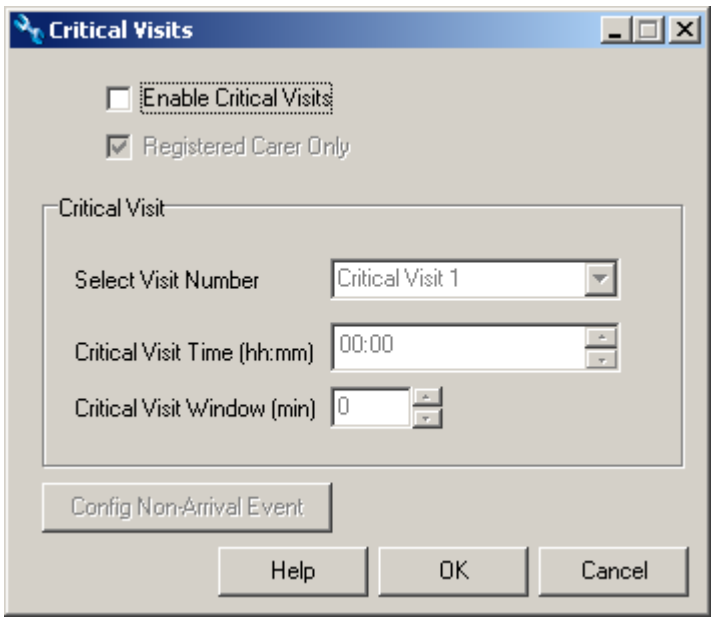
Step 1	Use a normal telephone (or mobile phone) to call the Caresse.
Step 2	Answer the call using the usual method (personal trigger or cancel key)
Step 3	When answered correctly, press * 1 on the telephone keypad
Step 4	You will then be prompted to key in the PIN (default 1234)
Step 5	The time currently held on the Caresse's internal clock will then be confirmed.
Step 6	You will then be given the menu options below. Firstly alter the time* if incorrect (menu option 3) and then follow the menu to configure and record each message.

MENU	INSTRUCTIONS
To add a reminder, press 1	Please type in the hour and then press *. Please type in the minute and then press * To repeat this reminder once only, press 1, to repeat this reminder daily press 2. Please record the reminder message now. Then return to main menu.
To listen to or remove a reminder, press 2	Each reminder will be replayed followed by: To save this reminder, press 1. To remove this reminder, press 2. Then return to main menu.
To set the time, press 3	Please type in the hour and then press *. Please type in the minute and then press *. The time will then be confirmed.
To hang up, press 4.	

*NOTE: Times must be entered in 24 hour format e.g. 01 = 1am, 12 = midday, 13 = 1pm and 00 = midnight. Please contact your supplier for more information on reminder messages.

Critical Visits

(A Caresse+ feature only)



Critical visit monitoring allows scheduled caregiver visits to users to be monitored and enables alarms to be raised if the schedule is not met. The Caresse+ allows up to six daily caregiver visits to be monitored. Each caregiver visit is defined by a visit time and a visit window (centered on the visit time), which is an acceptable time window for the visit to occur. During the time window, the Caresse must receive a transmission from a caregiver trigger otherwise a Caregiver Non-Arrival alarm will be generated.

Enable Critical Visits
Placing a check in this box enables the feature.

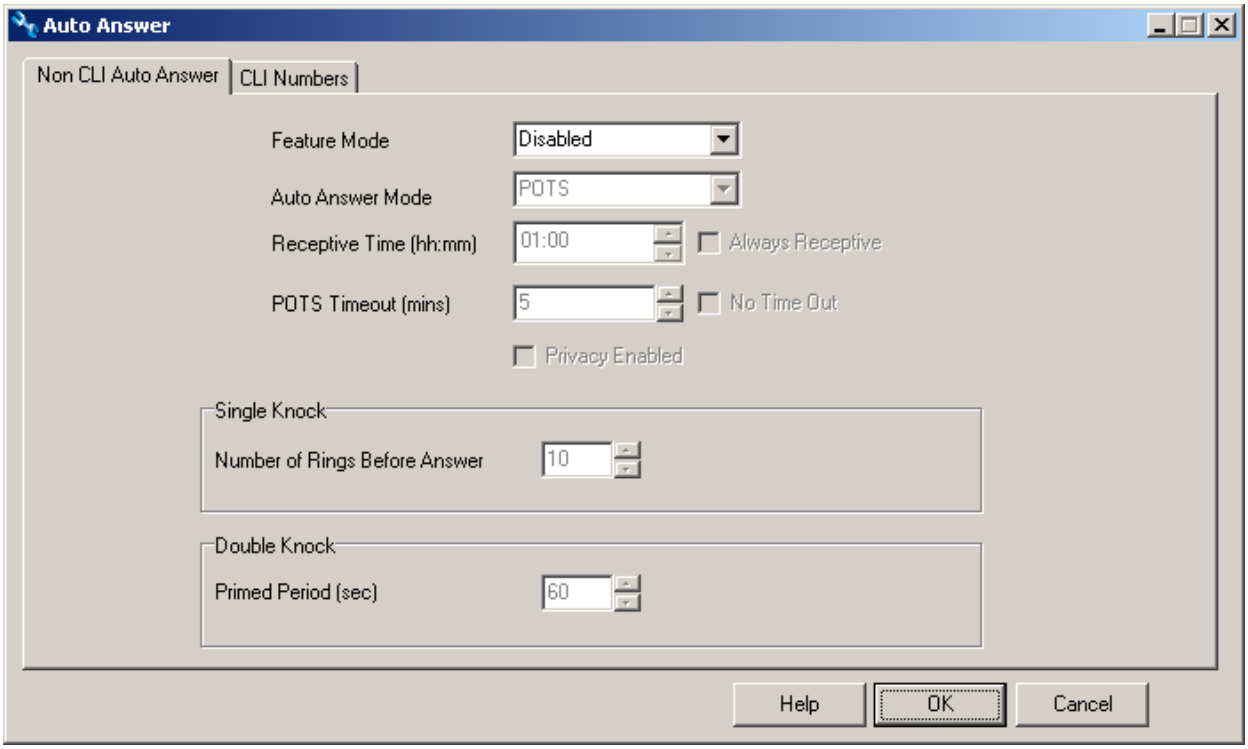
Registered Caregiver Only
Checking this box means only caregiver triggers registered to the specific Caresse will be accepted as a visit.

Critical Visit
Up to 6 visits can be programmed into the unit. Select the visit number, then using the Critical Visit Time box set the time when the visit should occur. Next set the time window that the visit should occur in e.g. setting a visit time of 14:00hrs and a visit window of 60 minutes means the visitor must attend and press their caregiver trigger between 13:30 and 14:30 (30 minutes either side of the visit time which totals a 60 minute visit window).

Config Non-Arrival Event
This will open a new window where you can configure how the unit will behave when a critical visit does NOT occur.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Auto Answer



The Caresse can be set to auto answer calls using one of two methods non Caller Line Identification (CLI) or CLI. (the CLI feature is not currently available in Caresse 231V0R0.51 firmware)

Non CLI Auto Answer Tab

Feature Mode
This can be set to single knock or double knock. Setting it to single knock will cause the unit to answer automatically after a certain number of rings when it is dialed. By setting it to double knock, the unit will only answer if the person ringing the unit rings the unit once and hangs up (before it is answered) then rings back again for a second time within the Double Knock Primed Period limit.

Auto Answer Mode
Setting this option to Plain Old Telephone System (POTS) will cause the unit to answer as a handsfree telephone. Setting it to Reminder mode will cause the unit to answer with the IVR system menu for setting up the reminder feature.

Receptive Time
This is the time period that the Caresse will auto answer calls following an alarm call. For example, if this is set to 1 hour then the Caresse will only auto answer non CLI calls

for 1 hour after an alarm call has been raised. Alternatively this can be set to always receptive.

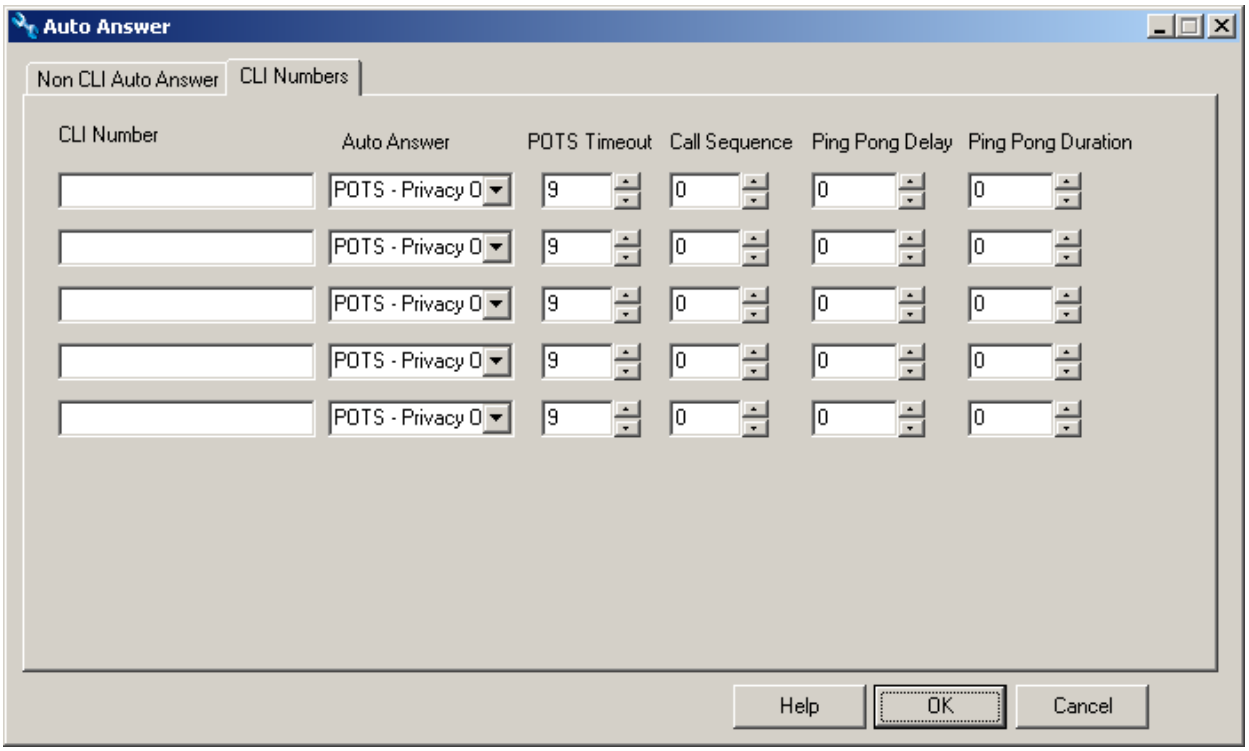
POTS Timeout
This is the maximum length of time a POTS auto answered call can last for i.e. the unit will hang up the call after this time. Alternatively this can be set to No Timeout.

Privacy Enabled
This silences the microphone on the unit when a call is auto answered.

Single Knock - Number of Rings Before Answer
This is the number of rings before the unit will auto answer the call.

Double Knock - Primed Period
This is the period in seconds that the caller has to make the second call to the unit when it is set to double knock mode. For example, if this is set to 60 seconds the caller has 60 seconds following the first call to dial back into the unit. Please note in this case the unit will auto answer any incoming calls that occur within 60 seconds of a previous incoming call.

CLI Numbers Tab **(This feature is not currently available in Caresse 231V0R0.51 firmware)**



If the user has CLI enabled on their telephone line, then specific telephone numbers can be placed in the box marked 'CLI Number'. When this number dials the unit it will recognize the telephone number and automatically answer the call. The mode in which it answers the call is controlled by the drop down Auto Answer menu.

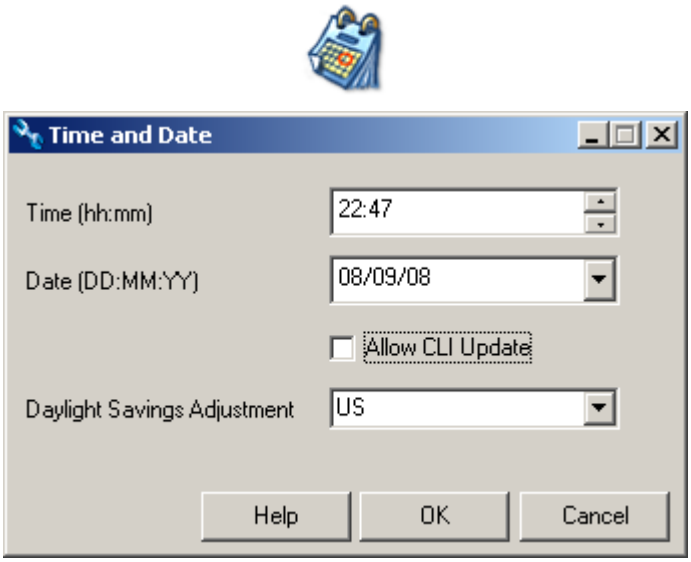
- POTS Privacy On - answers the call in normal hands free telephone mode with the microphone turned to silent
- POTS Privacy Off - answers the call in normal hands free telephone mode
- Reminders - answer with the IVR system menu for setting up the reminder feature
- CLI Ping Pong - this setting should not be used

POTS Timeout
This is the length of time in minutes that the Caresse will automatically hang up following a CLI call.

Call Sequence/Ping Pong Delay/Duration
These settings should not be used.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Time & Date

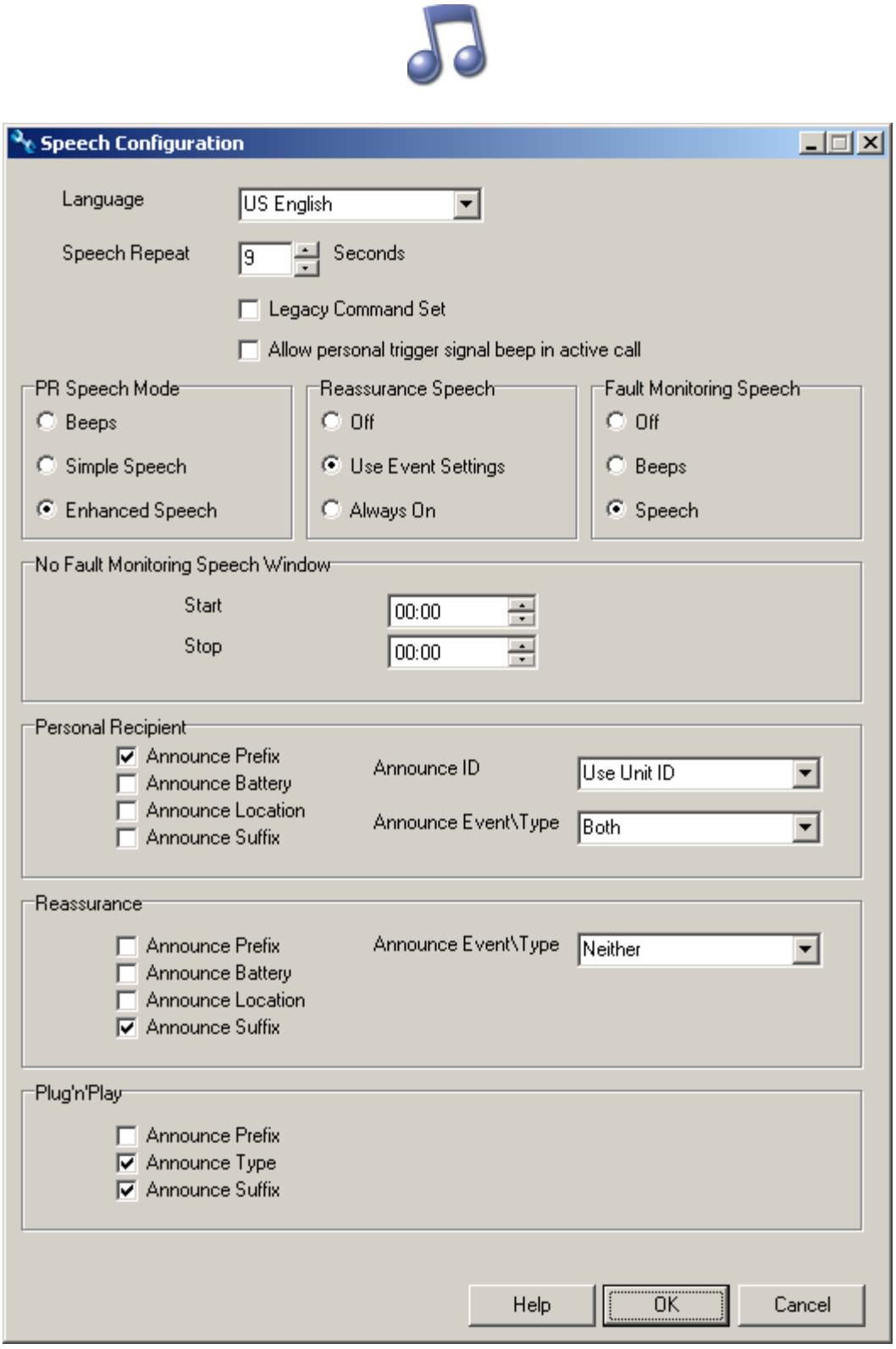


This section allows you to set the time and date. It is also possible to allow time updates using CLI. This is where incoming CLI calls provide the Caresse with the current time and the unit will automatically use this information to update its time setting, the user must have CLI on their telephone line for this feature to work.

Daylight Savings Adjustment
This sets the unit to automatically adjust its time for Daylight Saving time. Choose US for most US states and Canadian Provinces or No for states or provinces which do not conform to the national conventions.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Speech Configuration



This screen enables you to set up how the speech prompts programmed into the unit are used during alarms, local warnings and programming.

Language
If the Caresse has more than one language pre loaded into it, then this setting enables you to alter the language used. Please note Caresses do not support all languages listed, North American Caresse units can use English, French or Spanish.

Speech Repeat
This sets the gap between the speech messages heard by a personal recipient when answering an alarm call.

Legacy Command Set
Checking this box switches the personal recipient commands (telephone key presses) from Tunstall commands to legacy commands (see table below).

Function	Tunstall	Legacy	Notes
Accept Call	5	4	
Clear Call	* then #	0	Call must be accepted first
Volume Up	1	3	Adjusts Caresse volume
Volume Down	2	1	
Talk	7	8	Call will initially be in HVS mode. Using Tunstall mode, unit must first be placed in tone switched mode using 7 followed by *
Listen	*	7	

Allow personal trigger signal beep in active call
Check this box to enable the user to signal a beep to the monitoring centre during an alarm call.

PR (Personal Recipient) Speech Mode
There are 3 options Beeps, Simple Speech and Enhanced Speech. This determines what audio tones the unit will make when an alarm is raised to a personal recipient.

Reassurance Speech
This will determine if the unit will play a reassurance message to the user when an alarm call is raised. Setting this to Use Event Settings means the unit will use reassurance speech according to the individual event configuration.

Fault Monitoring Speech
If the unit detects a fault e.g. telephone line disconnection, this menu determines if the warnings are of a speech type or beeps.

No Fault Monitoring Speech Window
When a fault e.g. mains power failure occurs, the unit may be set to either speak or bleep to warn the user. All warnings can however be turned off during a specific time period each day for example during the night so that the user is not disturbed. The start box (hh:mm) is the time you want to turn speech off and the Stop time (hh:mm) is when this period ends and the speech on the unit resumes. Please note this does not stop the Caresse from raising fault calls to the control centre.

Personal Recipient
When the Caresse dials a personal recipient (PR) this section controls what audible messages are played to the person receiving the call. Please note the PR Speech Mode must be set to enhanced. The full audible message is broken down into sections; all sections are pre-recorded into the unit however the I.D. can be replaced by a personally recorded message. The personal message can be recorded by entering programming mode on the Caresse and pressing 7000 on a series telephone. The message is played in the following order:

<prefix><i.d.><type><event><battery status><location><suffix>

	Message played to PR when message section enabled	
Message section	**Fixed phrase**	**Recorded Phrase**
Prefix	'alarm call from'	
I.D.	spoken unit i.d.	Yes e.g. Mrs Smith
Type	Sensor type e.g. 'flood detector'	
Event	e.g. 'activation'	
Battery status	'low battery' - Only of the battery is low	
Location	TT21 location e.g. 'kitchen'	
Suffix	'press 5 to accept'	

Reassurance
This section controls what audible messages are played through the loudspeaker to the user when an alarm call is raised. Again the message is broken down into sections, which are played in the following order:

<prefix><type><event><battery status><location><suffix>

Message section	**Fixed phrase message played to user when message section enabled**
Prefix	'alarm'
Type	Sensor type e.g. 'flood detector'
Event	e.g. 'activation'
Battery status	'low battery' - Only of the battery is low
Location	TT21 location e.g. 'kitchen'
Suffix	'do not worry, your alarm telephone is dialing for assistance'

Plug and Play
When registering a trigger or telecare sensor, the unit can announce a message to confirm that registration has been completed. The message is broken down into sections, which are played the following order.

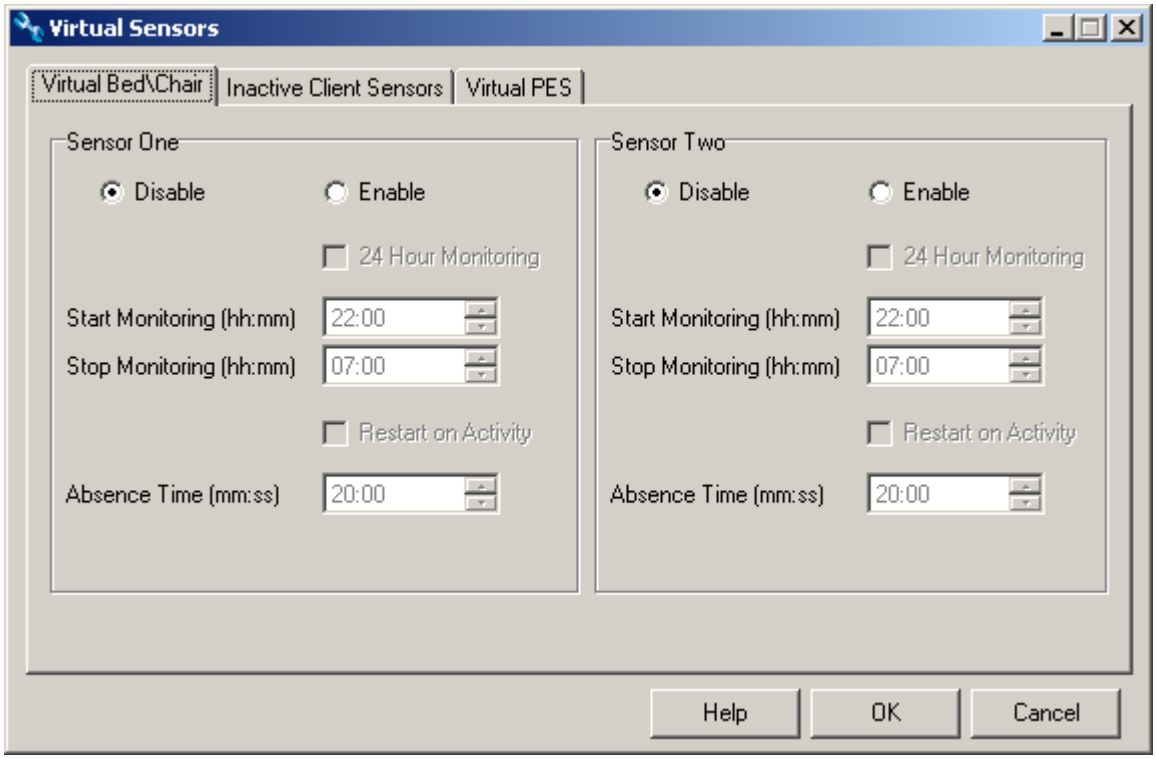
<prefix><type><suffix>

Message section	Fixed phrase message played to installer when message section enabled
Prefix	'radio trigger'
Type	Sensor type e.g. 'flood detector'
Suffix	'registered'

OK Button
Clicking this button will save the settings, remember to write them to the Caresse before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Virtual Sensors

(A feature of the Caresse+ only)



Virtual Sensors are a method of combining information from multiple 'physical' sensors (e.g. PIR) within a property with 'time of day' information within the Caresse to produce a 'virtual' sensor. A virtual sensor has the following advantages:

- Enables the use of information from different sensors to tailor behavior to needs of client
- Allows individual sensors to be used for multiple purposes
- Can be configured remotely from monitoring centre

The Caresse supports three types of virtual sensors:

- Virtual Bed/Chair
- Inactive Client Sensors
- Virtual Property Exit Sensor (PES)

Virtual Bed/Chair

This virtual sensor works like the conventional bed/chair occupancy sensor raising an alarm if a client has got out of bed (or chair) during the monitoring period (configurable),

and remained out of the bed/chair for longer than a considered safe period of time (configurable).

The monitoring period can be a configurable time window (e.g. 22:00 to 07:00) or always active (continuous monitoring day and night).

When the client gets out of the bed/chair (during the monitoring period), the timer is started. If the timer expires before the client has got back into the bed/chair then a Virtual Bed/Chair Absence event is generated.

However the Bed/Chair virtual sensor also provides the option to automatically extend the time period if user activity is detected elsewhere in the property e.g. client has gone downstairs to make a drink, therefore providing more flexibility for the client and reducing unnecessary alarm calls.

The Bed/Chair virtual sensor uses a conventional bed/chair occupancy sensor (operating in ADLife mode) to signal when the client is in or out of bed and specified activity sensors to determine if the absence time should be extended. It is also possible to control electrical devices e.g. a bedside lamp using optional X10 equipment and an optional X-10 Plug In Adaptor when the client gets in or out of bed. **(Feature not supported in Caresse or Caresse + 231V0R0.51 Firmware)**

The Caresse supports two Bed/Chair Absence virtual sensors.

Example
The user leaves their bed to go to the toilet; they then decide they are no longer tired so they go to make a cup of tea. The virtual sensor is able to detect this and automatically extends the bed/chair absence time whilst the activity is ongoing. If the client becomes inactive and does not get back into the bed/chair (e.g. they have a fall) then the bed/chair absence timer will expire and an alarm will be raised. Additionally there is a requirement to switch a bedside lamp on when the client gets out of bed.

How to set up
Before configuring a Bed/Chair virtual sensor, the installer needs to decide:

- What the monitoring period should be for the virtual sensor?
- How long should the client be able to remain out of the bed/chair for before an alarm is raised?
- Should the absence time be extended if specified activity is detected?
- Which specific activities should be able to extend the absence time?
- If it is required to control an electrical device e.g. a bedside lamp? (This feature is not currently available in Caresse + 231V0R0.51 firmware)

Once this has been decided, then the following steps are required to configure a Bed/Chair virtual sensor:

1. On the Virtual Sensors window, click the tab for Virtual Bed/Chair and for the appropriate sensor (1 or 2) click Enable. Now set the monitoring period and absence time. Note if continuous monitoring is required then check the 24 Hour Monitoring checkbox. If the ability to reset the absence timer on specified activity is required then check the Restart on Activity box.

2. Configure a conventional bed/chair occupancy sensor to work in ADLife mode (i.e. raise no alarms directly) and ensure that the sensor is able to detect when client is in or out of the bed. This is done in the standard manner using the PDA programming kit.

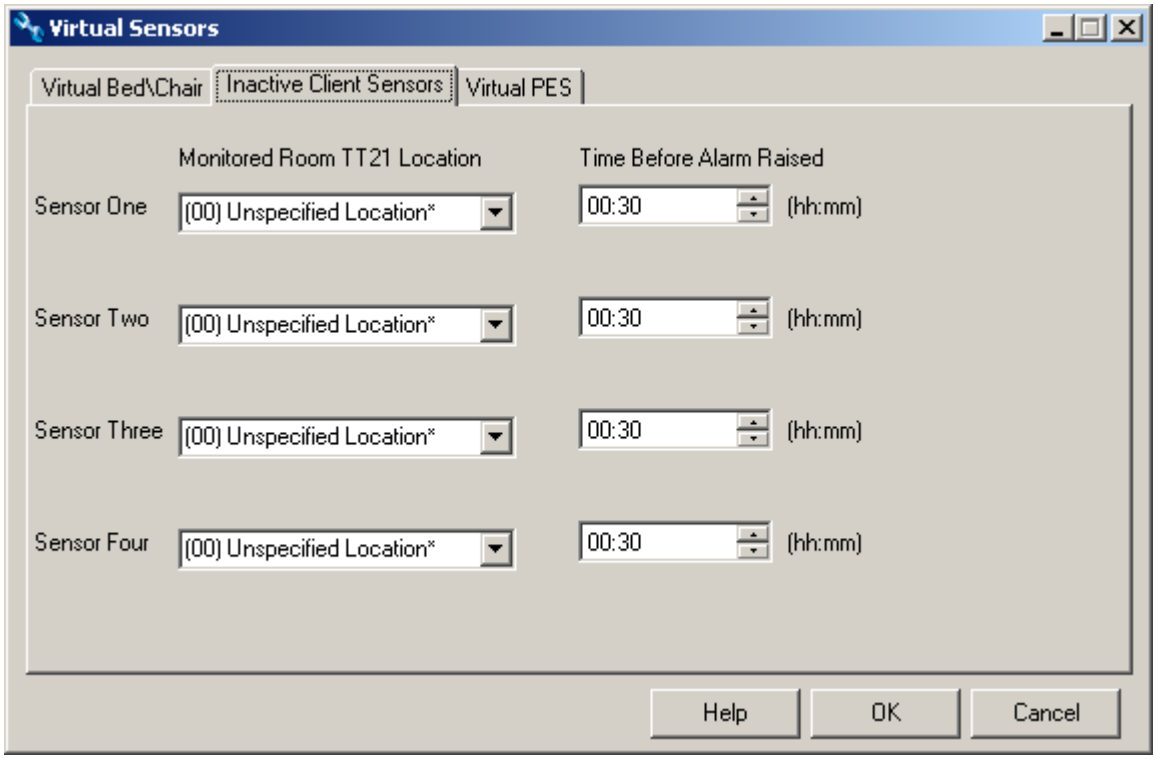
3. Use the Radio Triggers & Events screen to configure the Bed/Chair Occupancy sensor to work as a component of a Bed/Chair virtual sensor. To do this, in the Trigger Usage frame, check the Virtual Sensor box and the relevant Use for Bed/Chair (1 or 2) box.

4. If it is required to restart the absence timer on specified activity, then it is necessary to configure the relevant sensors using the Radio Triggers & Events screen. For each sensor that is required to be able to restart the absence timer, ensure that the relevant Use for Bed/Chair (1 or 2) checkbox is checked and that the relevant events have the Inactivity System box checked.

5. To configure the Caresse response to the Virtual Bed/Chair Absence event, use the Event Configuration icon. Click the Virtual Sensors tab, click on the relevant Bed/Chair Sensor Absence (1 or 2) and click the Configure button. This will open up an Event Configuration Screen for the relevant event which can be configured in the usual manner.

6. If it is required to control X10 devices when the client gets in or out of bed then on the Event Configuration window, click the Virtual Sensors tab, click on the relevant Bed/Chair Sensor In (1 or 2) or Bed/Chair Sensor Out (1 or 2) events and click the Configure button. This will open up an Event Configuration Screen for the relevant event which allows the required X10 behavior to be configured in the usual manner. (This feature is not currently available in Caresse + 231V0R0.51 firmware)

Inactive Client Sensors



This virtual sensor detects if a client has remained in a particular room for longer than a considered safe period of time (configurable). When the client enters the monitored room, this is detected by a sensor (typically a Fast PIR or Universal Sensor configured as Door Usage) and a timer is started. If the timer expires then an Inactive Client event is generated. If the client leaves the monitored room, before the timeout expires, then this is detected by activity being sensed in any other location in the property and the virtual sensor is reset.

The Caresse allows up to four independent Inactive Client virtual sensors to be configured.

Example
An Inactive Client virtual sensor could be used to raise an alarm if the user has been in their bathroom for over 1 hour - this may indicate that they have fallen or are unable to get out of the bath. This could be achieved by:

Using a wireless PIR movement sensor in the bathroom and a floor pressure mat with Radio Output Module (ROM) within the property to detect activity outside the bathroom.

How to set up
Before configuring an Inactive Client virtual sensor, the installer needs to decide:

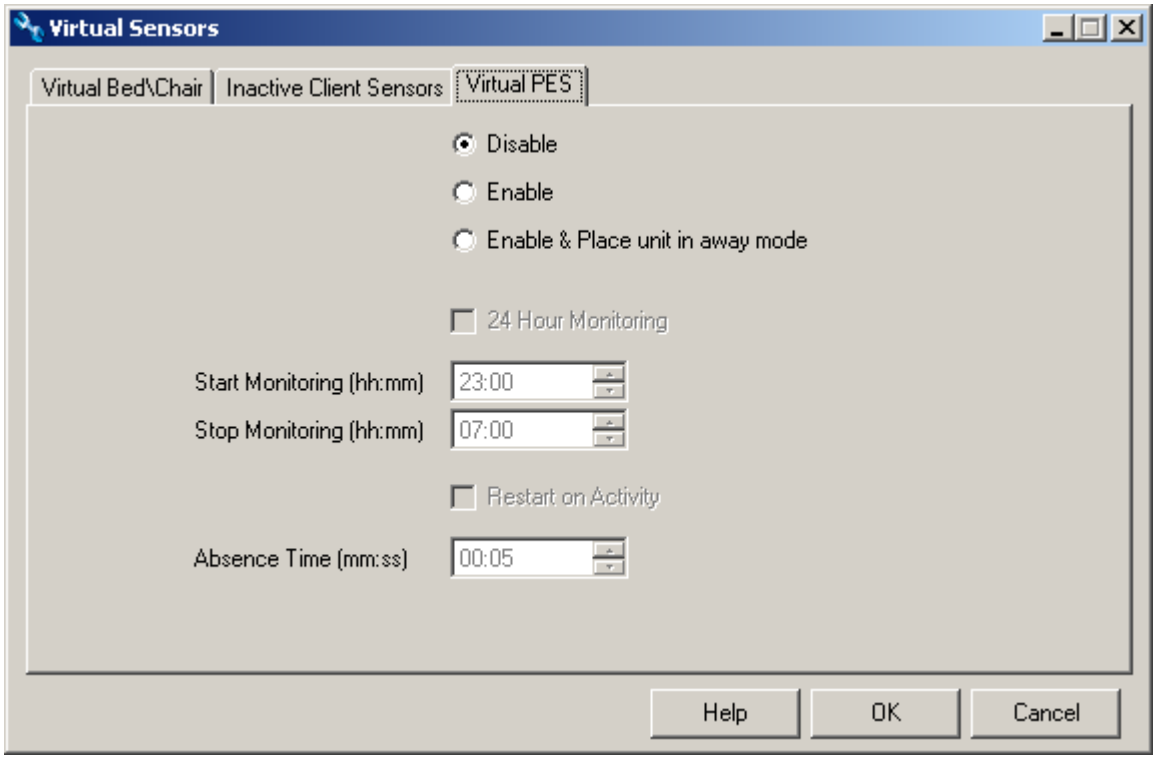
- Which room is to be monitored?
- How long the client should be able to remain in the room for?

- Which sensor(s) are going to be used to detect that the client is in the monitored room? - typically this will be a wireless PIR in the monitored room.
- Which sensor(s) are going to be used to detect that the client has left the monitored room? - typically these will be a floor pressure mat and ROM in the room(s) which would be entered on leaving the monitored room.

Once this has been decided, then the following steps are required to configure an Inactive Client virtual sensor:

1. Configure a PIR sensor in the monitored room (e.g. bathroom in this case) using the Radio Triggers & Events screen. Choose the TT21 Location that reflects the room to be monitored.
2. Ensure that the sensors used to detect activity outside the monitored room have the Inactivity System checkbox checked in the relevant trigger events, again using the Radio Triggers & Events screen. At least one sensor must be configured to detect activity outside the monitored room to implement an Inactive Client virtual sensor. All sensors that are configured to detect activity have the capability to reset an Inactive Client virtual sensor. If only one other sensor is used, it should be positioned where it will be activated by the client leaving the monitored room.
3. On the Virtual Sensors screen, click the tab for Inactive Client Sensors and choose the TT21 Location for the room to be monitored and the required time. The TT21 Location chosen should match that of the PIR in the room to be monitored. It is suggested that the chosen time should not be any less than 5 minutes otherwise there is a risk that the virtual sensor may alarm inappropriately.
4. To configure the Caresse response to the Inactive Client event, use the Event Configuration icon. Click the Virtual Sensors tab, click on the relevant Inactive Client Sensor (1 to 4) and click the Configure button. This will open up an Event Configuration Screen for the relevant event which can be configured in the usual manner.

Virtual Property Exit Sensor (PES)



This virtual sensor works in a similar way to the existing conventional PES in that it can be used to detect if a client has left the property for longer than a (configurable) time during a (configurable) time window. When the client opens a monitored exit door, the Virtual PES is 'armed' and a timer is started. If this timer expires, then a Virtual PES event will be generated (that can be used to raise an alarm). At this stage it is also possible to optionally generate an Away State Entry event (i.e. make the unit go into the Away state) providing the exit door is closed.

However if specified activity is detected in the property (after the door has been closed again) then the timer will be reset and the Virtual PES disarmed (as this is evidence that the client remains in or has returned to the property).

Note that a quick code **P * 400 * 650x P** is provided to allow a caregiver etc. to leave the property without causing an alarm to be raised, and disables the Virtual PES for the number of minutes specified by x to give enough time for the caregiver to leave the property.

The Virtual PES offers the following functional advantages over the conventional PES:

- Ability to use multiple exit doors e.g. front and back door.
- Lower risk of false alarms due to ability to use multiple sensors in property to detect client is actually in the property.
- Option to automatically enter Away state if client leaves property.

Example
There is a requirement to monitor if a client leaves their house during the night however the client sometimes puts milk bottles out and shuts their front gate. Therefore 5 minutes must be allowed for them to perform these normal tasks but raise a call if they have not returned within 5 minutes. The client can use both the front and back doors to exit the property.

How to set up
Before configuring the Virtual PES, the installer needs to decide:

- Which exit doors are to be monitored? A Universal Sensor (set to Door Usage mode) will be required for each exit door.
- How long should the client be allowed to remain out of the property before an alarm is raised?
- What sensors are required to reliably detect activity within the property? Typically these will be Fast PIR sensors in a sufficient number of locations to reliably detect that the client has re-entered the property.
- Is it required to enter the Away mode on the Caresse if the client leaves the property?

Once this has been decided, then the following steps are required to configure a PES virtual sensor:-

1. On the Virtual Sensor Setup screen, click the tab for Virtual PES and click either Enable or Enable and Generate Away State Event. Now set the monitoring period and absence time (In this case, a monitoring period of 22:00 to 07:00 and an absence time of 00:05 would be appropriate). Note if continuous monitoring is required then check the 24 Hour Monitoring checkbox.
2. Use the Radio Triggers & Events screen to configure Door Usage sensors (in this case one is required for the front door and one for the back door) to work as components of the Virtual PES sensor. To do this, in the Trigger Usage frame, check the Use for Virtual PES box for each Door Usage Sensor.
3. For each sensor that it used to detect activity within the property, it is necessary to configure the sensor using the Radio Triggers & Events screen. For each sensor that is required to be able to reset the Virtual PES absence timer, ensure that the relevant Use for Virtual PES checkbox is checked and that the relevant events have the Inactivity System checkbox checked.
4. To configure the Caresse response to the Virtual PES event, use the Event Configuration icon. Click the Virtual Sensors tab, click on Virtual PES and click the Configure button. This will open up an Event Configuration Screen for the relevant event which can be configured in the usual manner.

OK Button
Clicking this button will save the settings, remember to write them to the Caresse

before disconnecting the Caresse unit from PC Connect. Clicking cancel will exit the screen without saving the changes made.

Remote Output Control and Output Configuration

(These features are not currently available in Caresse + 231V0R0.51 firmware)

TAPIT Help



TAPIT Set up

An existing TAPIT can be used to connect a Caresse to your laptop/computer. However you must then use the PC Connect software to program the unit. If you wish to use the TAPIT to program other home units i.e. Telecom 400 and 4000, then you must use the TAPIT+ software (not PC Connect).

- PC Connect software - programs Caresse and Caresse+
- TAPIT+ software - programs Telecom 400 and 4000

The TAPIT is connected via the black lead to the Caresse using the AUX plug socket on the unit. It is then connected to the laptop using the serial connector lead (grey). The unit will bleep, then press the cancel button. If the laptop doesn't have a serial port a USB adaptor cable may be used see www.tunstall.co.uk/downloadcentre for more information.

Software Updates

PC Connect and TAPIT+ software is available from www.tunstall.co.uk/downloadcentre. This website also enables you to register your email address so you can be kept informed of future updates to the software.

LEDs on the TAPIT

The TAPIT has LEDs to indicate what its status is.

- **Red** - indicates if there is power to the TAPIT unit (power is provided by connection to the Caresse)
- **Green** - two green LEDs provide indication that the TAPIT is communicating with the Caresse.

Troubleshooting

1. If PC Connect software will not load, ensure you have a Caresse connected to your computer.
2. If the warning 'Couldn't connect to the unit' appears when opening PC Connect, disconnect the unit from the TAPIT then reconnect it and click 'Retry'.

3. If you cannot Read/Write, but the red power indicator on the front of the TAPIT is permanently lit, ensure the two green indicators light when you key in the functions. The two green lights on front of the TAPIT indicate communication between the PC and Caresse. Try running through the programming procedure again.

4. If you cannot Read/Write and the red power indicator on the front of the TAPIT is flashing, the communication link has been broken and you must establish a new link. Make sure the connector leads are inserted correctly, and then run through the programming procedure again.

5. If the Caresse is disconnected from the TAPIT programming interface with PC Connect software still running on the computer then the Caresse will remain in a test mode and will appear not to function correctly. After 5 minutes the test mode will timeout and the Caresse will go back to normal mode.

6. If you are having problems with a particular function, view the settings and make sure they are correct, then re-Write the settings even if they are correct.

Procedure for cloning a Caresse unit

Purpose

This technique can be used with Caresse or Caresse +, for example to reproduce a special configuration on a large number of units for a specific customer or facility where every unit needs to have an identical configuration.

Method

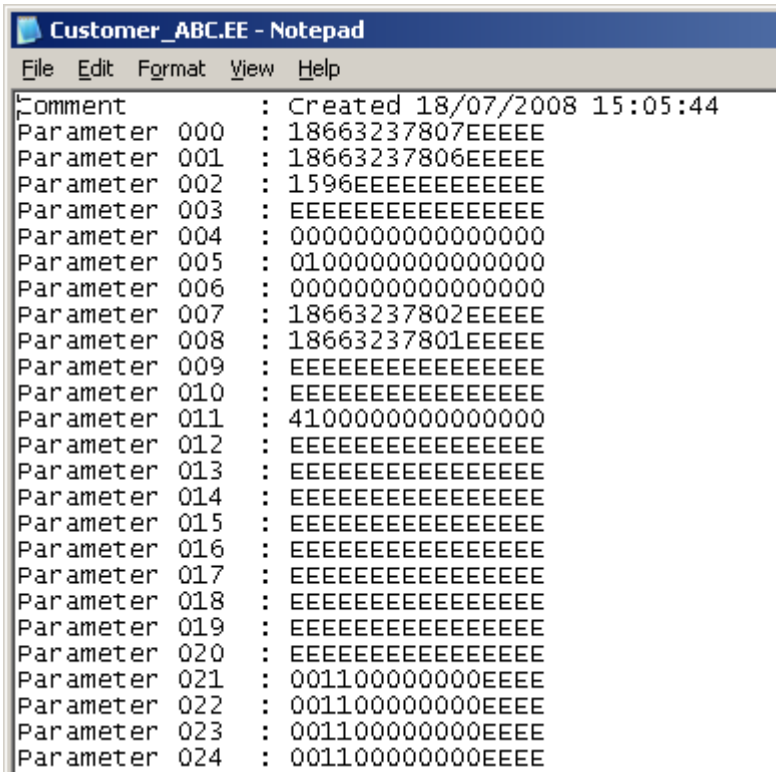
1) Use PC Connect to modify the configuration of a standard unit to match the customer requirements.

2) Use the “Save” option to create a file on your PC with all the settings from that unit (Save all the parameters)

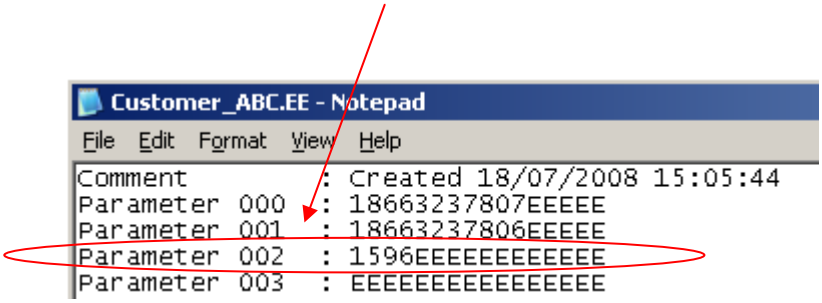


Call the file “Customer_ABC” for example. The file will be stored as a “Customer_ABC.EE” in the folder you designate.

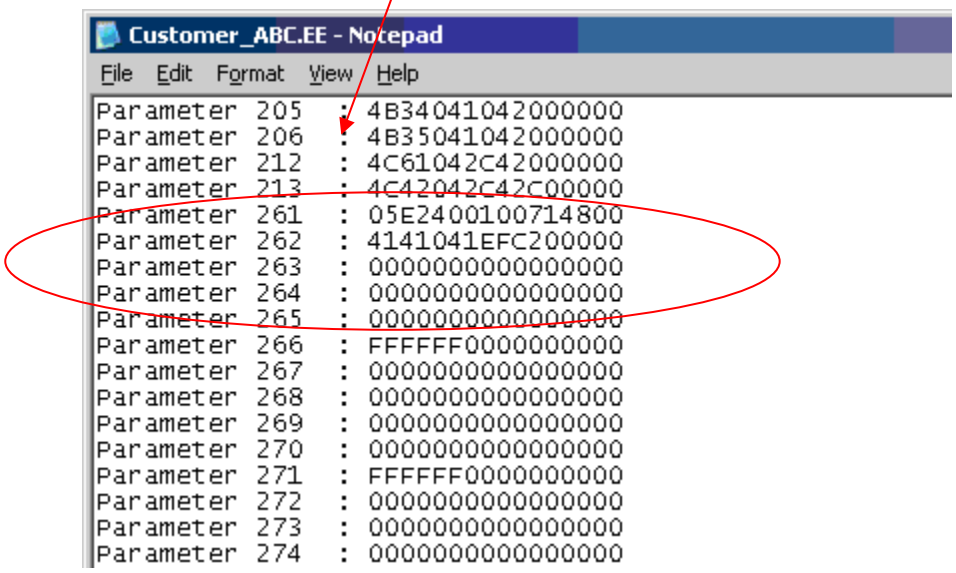
3) Then locate the file in the folder you designated and double click on it. It will open as a text file and can be edited -



4) Assuming that you want each unit to retain its original ID number then you need to remove the ID number from the list of values in the file. – do this by deleting the line which starts “Parameter 002”



5) Assuming that you want each unit to retain its original pendant ID then you need to remove the pendant information from the list of values in the file. – do this by deleting the lines which start “Parameter 261” through to “Parameter 265” inclusive.



Then save and close the .EE file.

6) Now the file can be used to program the same configuration into other units. In this case close the PC connect application, disconnect the Caresse unit. Connect a different Caresse and re-launch the PC connect application.

Then

Use the “open” icon to select the .EE file 

When Customer_ABC.EE is selected, the values from that file will be loaded into PC connect

Then use the “Write” icon to write those values to the new Caresse. 

Repeat with other units by closing the PC connect application each time, connecting a new unit launch the application open the “Customer_ABC.EE” file and Write.

Appendix A

PC Connect Remote

PC Connect can be operated remotely to configure a Caresse in a different location via the telephone network.
To do this, the PC Connect software must be installed using the PC Connect Remote option in the installation wizard, and the PC connected via a TAPIT to a Tunstall CMS4000

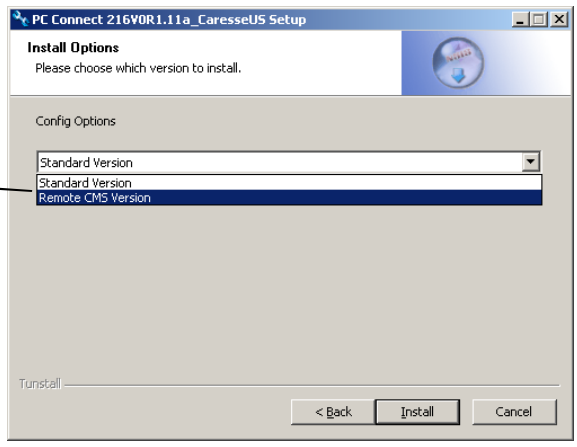
Installation

Run the executable file PCConnectSetup_216V0R1.11a.exe



Follow the wizard instructions and at the Install options screen

Select “Remote CMS version”

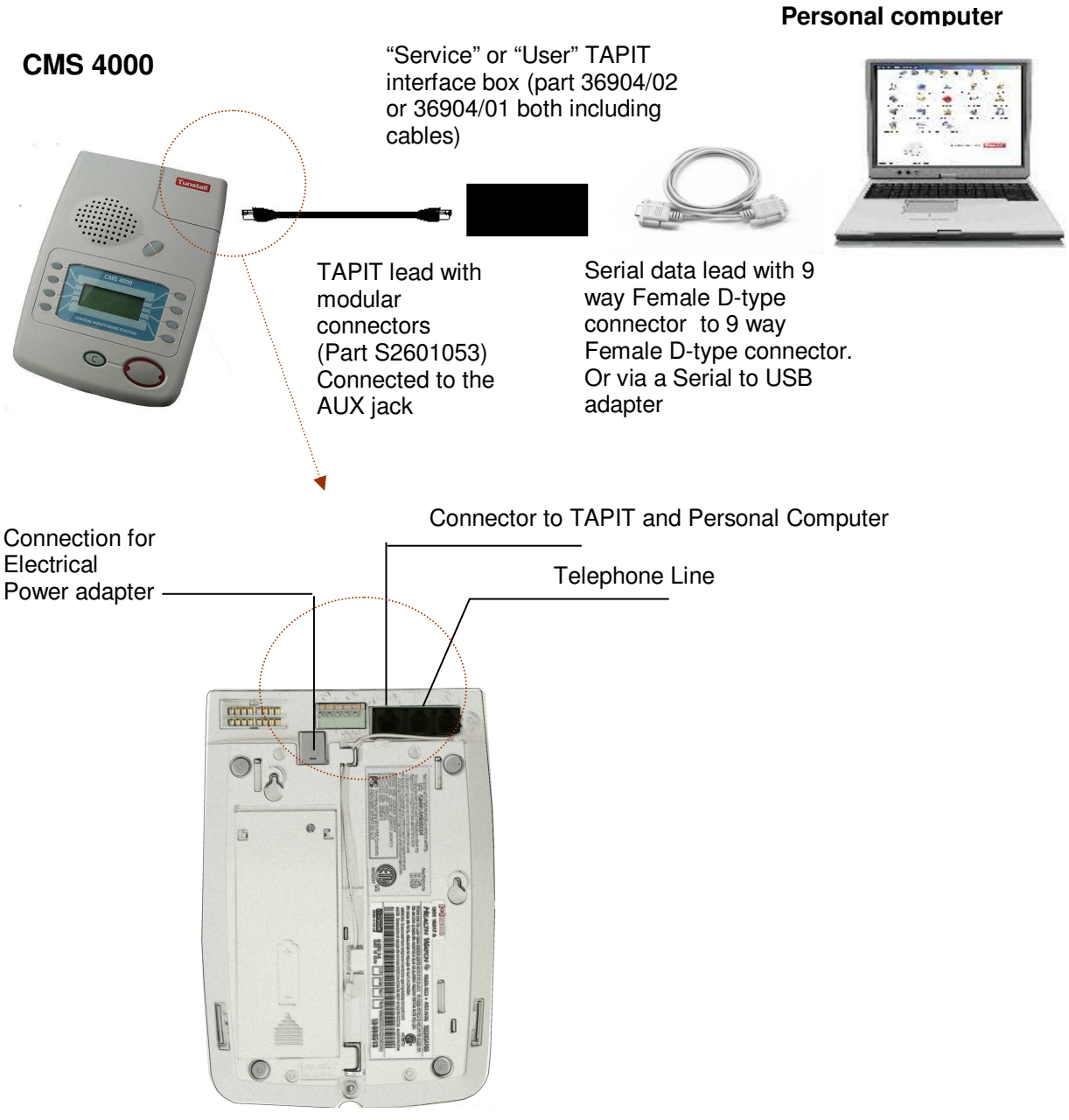


When the software is installed, find the directory that the PC Connect Remote application is in and open the Config.ini file with notepad. Change the last block of settings in the file to match this -

```
[Launch]
IgnoreDefaultFiles=Y
AutomaticallyReadAllParameters=n
CMSMode=Y
OnScreenProgrammingButtons=Y
GetFeaturesFromUnit=n
EnableDebug=N
DetachTapitOnIdle=y
```

Connecting the PC to a CMS4000

Connect the PC to a CMS 4000 as shown in the following diagram. The CMS 4000 must be running firmware version 3.2.0.4 or later



Using the PC Connect Remote

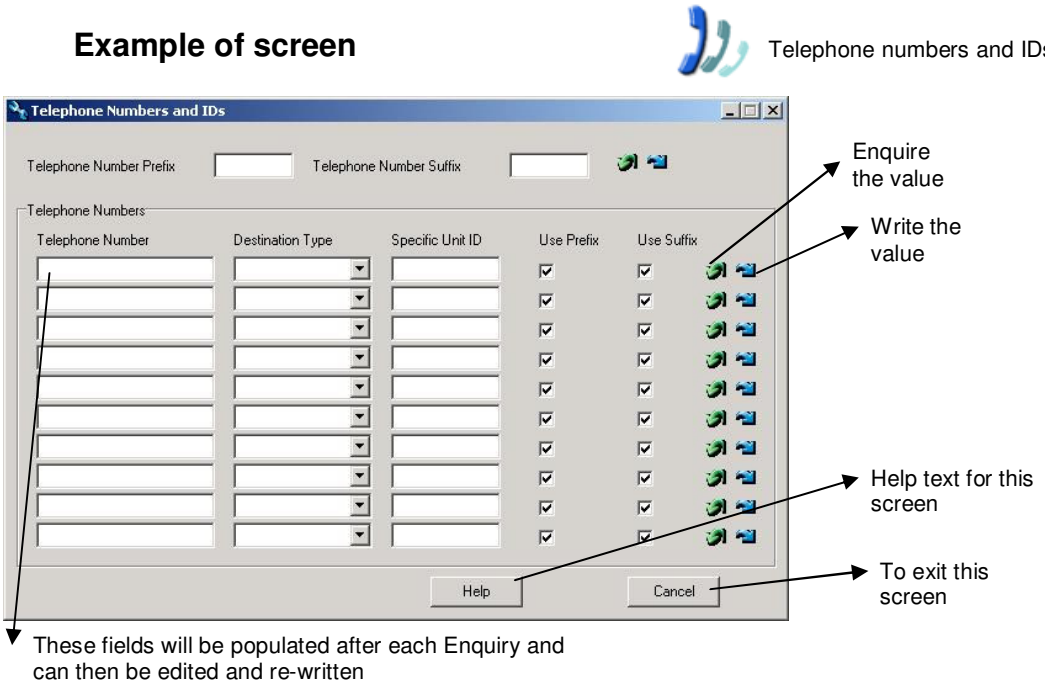
Making the connection to a remote Caresse

1) dial the number on CMS4000 and arrange for someone to answer the call on the Caresse (they should do this by pressing the green cancel key on the Caresse or pressing their pendant).
2) press "control mode" (wait for tones to confirm it worked)
3) using the two keys beside the loudspeaker, press the bottom one (sends volume down command to the Caresse)
4) press Program
5) press TT92
6) Start the PC connect application
7) Select from the menu screen which feature you want to access

Using PC Connect Remote

The application works in a similar way to the standard PC connect. The options for configuring features on the Caresse are the same. The main difference is that PC Connect Remote will not read all the settings when it loads, the settings have to be enquired individually. Each setting takes about 10 to 15 seconds to enquire or to write.

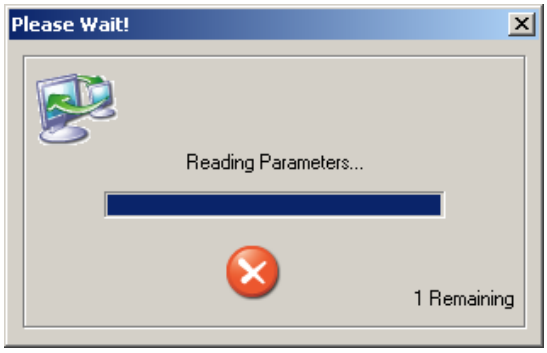
Example of screen



Most screens correspond to a single feature or a group of features. When you click the icon to enter these screens, the software will enquire of the Caresse what the present settings are. This takes about a minute because the communication over the phone line uses DTMF tones.

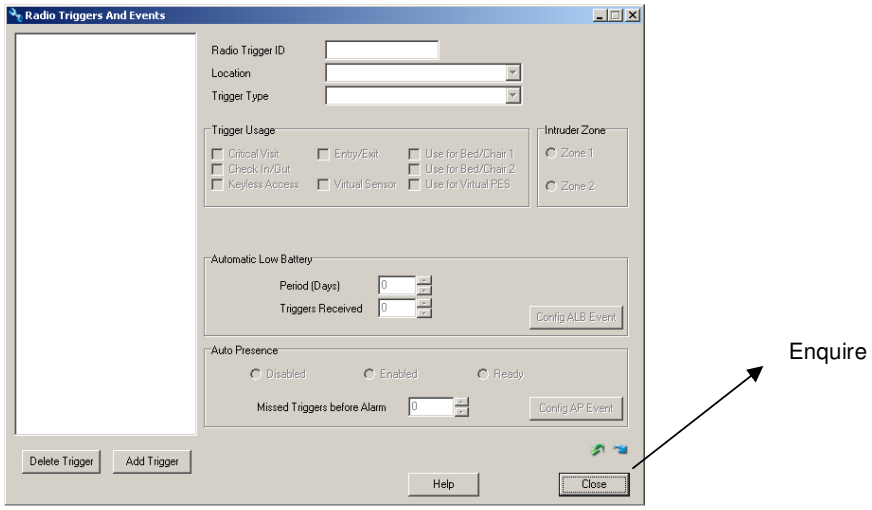
Some screens (like the Telephone numbers and IDs screen shown above) display multiple settings, so the user can manually enquire or manually write each setting individually.

When you make an enquiry you will see a “please wait” box displayed that will indicate the progress.
(Note: in PC Connect R1.11a you will need to nudge the mouse pointer on the screen to remove that box when the enquiry is completed)



In the case of the Radio Triggers and Events screen, when you press Enquire, the software will start to read each radio trigger setting individually. (Caresse may have up to 15 and Caresse+ may have up to 35).

On this screen the Enquire button will read each trigger value individually and add them to the list on the screen.



The “please wait” box will start by showing 50 remaining and will count down as each value is received. You can press the red stop button at any time and



The software will just complete the enquiry it is currently making and then stop and display the results.

Note: in PC Connect R1.11a when a group of triggers have been enquired and are displayed in the list the values can then be edited on the screen. However, the process of writing back the settings is flawed and unless only one radio trigger is being changed then this method should not be used. The section that follows explains a more convenient way to remotely programme radio triggers.

Starting the next remote session

Start the PC Connect application again each time you remotely connect to a different Caresse. This is because the application will store any settings it has read from the Caresse it is attached to and these would be misleading if connected to a different Caresse.

Remotely adding or deleting radio triggers on a Caresse

This method does not require PC Connect but is included in this guide to overcome limitations in the way PC Connect configures radio triggers remotely.

Use a CMS 4000 to dial into the Caresse.

1) dial the number on CMS4000 and answer on the Caresse (user press the pendant or the green button when phone rings)
2) press "control mode" on CMS4000 (wait for tones to confirm it worked)
3) using the two keys beside the loudspeaker, press the bottom one (sends volume down command to the Caresse)
4) press “Program”

A programmable parameter (Parameter 31) exists to enable remote programming of radio triggers (pendant etc.) in the Caresse. This allows remote enter a new radio trigger ID, and it’s type and location.

Do this by constructing a 16 digit number and sending it to the unit.

TT NNNNNN LL C 00000

0000 = always zeros

TT = the radio trigger type required

NNNNNN = the 6 digit trigger ID

LL = The location

C = Operation

02 = Personal Trigger AP (pendant with supervision)
03 = Temperature extremes
04 = Flood detector
06 = Smoke detector
09 = pull cord
10 = enuresis sensor
11 = bed / chair sensor
12 = PIR (entry / exit)
13 = Fall Detector
14 = PIR standard
15 = Carer trigger
21 = Wandering client sensor

Read from the label on the trigger



Note older triggers with a revision before C0 have a different format and you need to subtract 1 from the last digit



01 = resident 1
02 = resident 2
03 = resident 3
etc …
See full table of location codes .

Depending on the receiving system these digits appear as -

- **TT21 Location** “LL” on PNC5
- **Zone** “0LL” on receivers using Contact ID protocol.
- **TT92 Location** “LL” on a CMS 4000 or PNC4, but some locations are excluded

1 = program trigger to next free slot

2 = erase trigger with this id

3 =erase all triggers

TT21 Location Codes

TT21 Location Code	TT21 Location Text
00	<>
01	<Resident 1>
02	<Resident 2>
03	<Resident 3>
04	<>
05	<>
06	<>
07	<>
08	<>
09	<Local Unit>
10	<Kettle >
11	<TV >
12	<Stove >
13	<Microwave>
14	<Toaster>
15	<Vacuum>
16	<Appliance 1>
17	<Appliance 2>
18	<Appliance 3>
19	<Appliance 4>
20	<Bedroom>
21	<Master Bedroom>
22	<Second Bedroom>
23	<Third Bedroom>
24	<Fourth Bedroom>
25	<Other Bedroom>
26	<Other Bedroom>
27	<Other Bedroom>
28	<Other Bedroom>
29	<Other Bedroom>
30	<Bathroom/WC>
31	<Main Bathroom>
32	<Second Bathroom>
33	<Downstairs WC>
34	<Outside Toilet>
35	<En-Suite>
36	<Shower Room>
37	<Other Bathroom>
38	<Other Bathroom>
39	<Other Bathroom>
40	<Kitchen>
41	<Main Kitchen>
42	<Second Kitchen>
43	<Other Kitchen>
44	<Other Kitchen>
45	<Other Kitchen>

46	<Other Kitchen>
47	<Other Kitchen>
48	<Other Kitchen>
49	<Other Kitchen>
50	<Living Area>
51	<Living Room>
52	<Dining Room>
53	<Study>
54	<Living Room 2>
55	<Living Area>
56	<Living Area>
57	<Living Area>
58	<Living Area>
59	<Living Area>
60	<Hall/Stairs>
61	<Hall>
62	<Landing>
63	<Stairs>
64	<Hall/Stairs>
65	<Hall/Stairs>
66	<Hall/Stairs>
67	<Hall/Stairs>
68	<Hall/Stairs>
69	<Hall/Stairs>
70	<Garden/Garage>
71	<Garage 1>
72	<Garage 2>
73	<Front Garden>
74	<Back Garden>
75	<Shed>
76	<Garden/Garage>
77	<Garden/Garage>
78	<Garden/Garage>
79	<Garden/Garage>
80	<Front Door>
81	<Back Door>
82	<Fridge Door>
83	<Medicine Cabinet>
84	<Wardrobe Door>
85	<Food Cupboard>
86	<Other Door 1>
87	<Other Door 2>
88	<Other Door 3>
89	<Other Door 4>
90	<>
91	<>
92	<>
93	<>
94	<>
95	<>
96	<>
97	<>
98	<>
99	<>

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