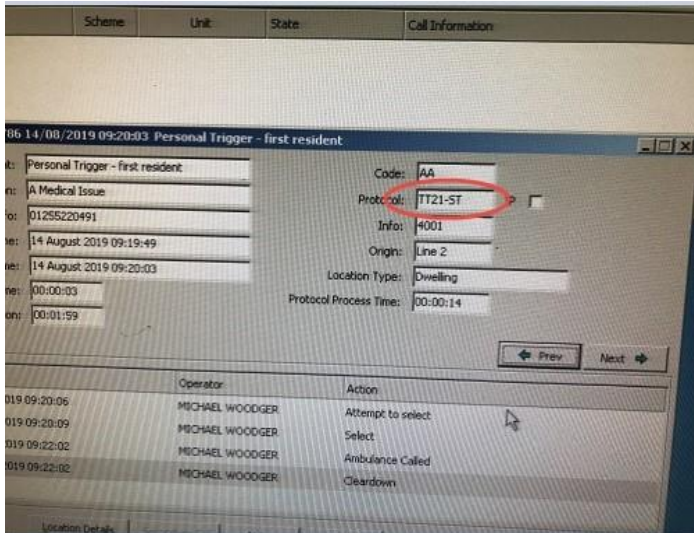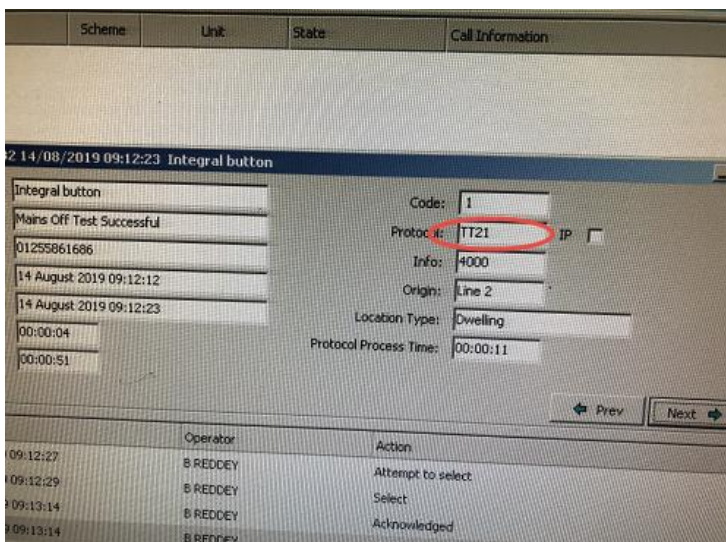## Programming Remotely from TT21 STMF to DTMF

Tunstall units are currently set to use a protocol called TT21-ST (STMF – Single Tone Multi-Frequency as shown below) - this is a proprietary protocol meaning it can only be call handled in PNC as shown in call history below:

Dispersed alarm units (DAU's) open the proprietary protocol using TT21-STMF when linked to a PNC solution. Generally, this protocol does not work with non-PNC solutions and call attempts using STMF will fail to connect. As per specific programming templates the attempts at STMF could be from 2-5 before it will default to another protocol. The unit then makes a call via DTMF (Dual Tone Multi-Frequency) using TT92, TT21, BS8521, etc. The default protocol used will display in calls history. The call/fail attempts can take as long as 5 minutes before the DAU resorts to an alternative protocol which is not ideal for telecare calls. If an ARC is considering changing to a non-PNC call handling solution the protocol needs to be reprogrammed away from the proprietary STMF protocol.

To avoid delayed or failed calls and rather than manually visiting Service Users (SU) to re-programme, a remote "quick code" process is possible. This process does require a call to the ARC from the at home DAU. Some key steps to note are listed below if you need to commence a "quick code" programming task:

- All installations or replacement DAU's should be programmed to non-proprietary protocols such as TT92, TT21-DTMF, BS8521, etc.
- Create a call reason/action of Program 9001 to record the programming call.
- Create an indicator such as colour coding SU to highlight re-programming completed. Best to use an indicator that is solution reportable to check task progress and identify those who still require to have the "quick code" applied.
- If practically possible, visiting staff (carers/responder/maintenance) should be asked to press the DAU when visiting a SU home asking the ARC to send a reprogramming "quick code".
- Once the 9001 "quick code" is sent (this takes only a few seconds) the call should be closed and visiting staff should send another call to test. This allows the ARC to check the "quick code" has changed the protocol away from STMG. Calls review displays the call protocol.
- Again, if practically possible on incoming alarm calls, the ARC should run the "quick code" and ask the SU to make an additional test call once the alarm call ends.

How to apply the-9001 "quick code" remotely

1. On an incoming call to the ARC
2. Select the program icon
3. Select the tab at the top called Quick Codes (as shown below)

4. Select the box on the left and type in 9001 (as shown below)
5. Then press options (top left of screen)
6. Click "program current screen only" from drop down list
7. Once complete you can end the call asking the caller to make a test call
8. Apply the indicator (colour code the SU) to highlight the quick code has been applied to this SU.
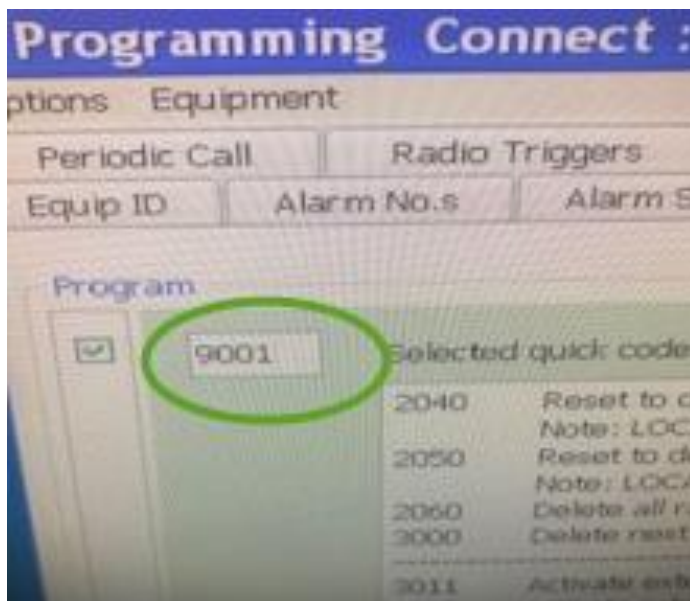
Close the call down as "Program 9001" as the call reason and action (if applicable).

With a colour code indicator all ARC staff can clearly see those SU without a colour code still require the "quick code" to be programmed. It is also a good idea to publish weekly stats on quick codes as it focuses call handlers on the task in hand and reminds them weekly that programming should be run on all incoming calls without an indicator.

NB: The process only covers off those who either frequently call or are visited by staff. This leaves non-pressers, those who do not use telecare services on a regular basis. After 6-8 weeks generate a report of those without an indicator (colour coding) as these are the SU that will require outbound calling. Remember when outbound calling you are asking for 2 calls, one to programme and one to test.

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