Q&A SESSION RESPONSES: NETWORK COMMUNICATION SYSTEMS GROUP

DOES THIS SYSTEM HAVE TO USE TT92 PROTOCOL OR ARE THERE OTHERS IT CAN USE?

Currently the UDC uses TTNew not TT92. TTNew is the de facto catch all industry standard for all analogue warden call systems and within the UK, it is the most widely implemented on the onsite equipment. Additional protocols such as BS8521-1 could be easily added if demand dictates.

DO YOU RECOMMEND A CERTAIN BROADBAND PROVIDER IF YOU ARE GOING TO BE SUPPLYING YOUR OWN ROUTES?

We, and not all Broadband suppliers can provide this. have no real preference to a broadband supplier, mainly because agreements might already be in place or there is a limited choice for a particular area. However Broadband suppliers support SIP in different ways so consultation is important. A fixed IP address at the Scheme is also preferable

WHEN YOU REFER TO NOWIP. DO YOU MEAN BS8521-2?

Yes, The CENELEC ratified BS 8521-2 2020 Social Alarm Systems.

HAVE YOU DEPLOYED ANY OF YOUR IP SOLUTIONS YET?

We are about to start our field trials with final customer acceptance and anticipated full product release by the end of July 2021. However please note there is a worldwide shortage of semiconductors at the moment so orders should be placed as soon as possible to avoid disappointment as lead times from order to fulfilment could be in the region of 3 to 4 months.

DO YOUR IP SOLUTIONS REQUIRE NEW PERIPHERALS AS WELL?

For our Grouped Living IP Solutions, we have dual receivers accepting Tunstall peripherals and our own range. We have approached some other Telecare Peripheral suppliers, but they are unwilling to share their RF protocols with NCS.

WHAT IS YOUR 'LOCAL ALARM RECEIVING CENTRE' (ARC) ?

Our Local ARC is our Alarm Receiving Emulator. It behaves exactly the same as a normal ARC but is without a resident database as for testing it is not needed. Although we refer to it as a local ARC, whilst testing, the routing of all IP traffic has been done over the internet to simulate real world conditions

WHAT ARE YOUR TIMESCALES FOR TESTING WITH THOSE OTHER ALARM RECEIVING CENTRE (ARC) PLATFORMS?

We are next in the queue for product testing under the UMO ARC partnership arrangement and it is anticipated that this will be in the next few weeks. We also have partner ARC's that are allowing us to test through to Jontek Answerlink. We understand that Tunstall have yet to implement BS8521-2 so cannot test through to one of their centres at the moment. It is interesting to note that the amount of testing and evidencing interoperability is taking longer than anticipated for all suppliers, indicating that there is still some interpretation element to the BS8521-2 and SCAIP Protocols. Testing is critical to ensuring the UDC can and will deal with all ARC's implementations of BS8521-2

Q&A SESSION RESPONSES: LEGRAND

WHICH PLATFORMS HAS THE ADVENT XT-2 BEEN CONNECTED TO USING THE BS8521-2 PROTOCOL?

Advent XT2 uses the ratified open protocol for digital 'safety critical' communications BS8521-2 and is therefore interoperable with any developers digitally ready ARC platform. We have digital systems working with Jontek Answerlink right now, have tested through to Appello and UMO and as soon as PNC becomes digital, XT2 will communicate with that platform as well.

HOW DO LEGRAND'S SYSTEMS ADDRESS THE NEED FOR SECURITY OF COMMUNICATION BETWEEN THE SCHEME AND THE ARC?

Security is a vital consideration when it comes to communications over the public internet.

We all know that whilst the internet is an amazing innovation, it's also full of hazards and protection of data (especially personal, health related data) needs to be prioritised.

Legrand's digital solutions use private APN's (access points) & VPN's (virtual private networks) in order to protect & encrypt the data at both the residential and ARC end of the digital end to end solution.

In grouped living systems, the element that provides the VPN also provides a GSM resilience to the broadband so that if the primary connectivity is lost over fibre, the scheme will continue to operate, unrestricted, over air.

YOU HAVE SAID ON THE ONE HAND, NEW PERIPHERALS ARE REQUIRED FOR DIGITAL BUT ON THE OTHER HAND, YOU TALK ABOUT PROTECTION OF PAST INVESTMENT, HOW IS THIS ACHIEVED?

At the start of the ELIOT program, we prioritised the development of a digital communicator that can be retrofitted to existing Advent XT systems and allow them to move to a broadband connection (away from traditional PPSTN) & communicate using the digital open protocol BS8521-2

Schemes have a long life cycle and the market expectation is that the investment will last at least 15 years. The digital communicator allows us to make a Tynetec system purchased say 10yrs ago (when digital wasn't even a consideration) work reliably over next generation digital networks at a fraction of the cost of a new system

Not all systems can be retrofitted with the digital communicator but we can help develop a plan that will include a combination of new systems and augmented existing ones in order to achieve a fully digital estate for best value money before 2025.

Q&A SESSION RESPONSES: APPELLO

DOES THE DIGITAL BRIDGE TRANSFORM ALL ANALOGUE PROTOCOLS?
The digital bridge will transform the majority of analogue protocols openly available, for example TT92, TTnew, BS8521-1. It cannot manage Tunstall ST or TT21 protocols as they are closed protocols owned by Tunstall

HOW DO TELECARE SERVICE PROVIDERS KNOW WHICH PROTOCOLS THEY ARE OPERATING?
The calls history on your current monitoring platform should identify the protocols your equipment is transmitting.

WHAT EXISTING PERIPHERALS CAN THE SMARTCONNECT WORK WITH?
Any peripheral that transmits Tunstall or Cair 869 Mhz protocols.

YOU HAVE TESTED WITH MULTIPLE ALARM RECEIVING CENTRE (ARC) PLATFORMS BUT WHAT HAVE YOU GOT THAT IS LIVE IN THE UK?
SLS equipment permanently connected to Jontek, CareNet and UMO monitoring platforms.

Q&A SESSION RESPONSES: CHUBB

SO TS50134-9 AND BS8521-2 WON'T BE READY FOR SOME MONTHS YET?

- Chubb Warden call and ARC - TS 50134-9 without encryption is available today.

- Chubb Warden call - TS 50134-9 with encryption we believe we can provide this today.

- Chubb ARC - TS 50134-9 with encryption is still under development

- BS8521-2:2020 for Chubb warden call and ARC development is being completed and will ready for supplier compatibility testing end of June.

WHAT APPLICATIONS WILL FRIENDS AND FAMILY NEED TO INTERACT WITH THE CHUBB VIDEO DEVICES?
A device with a service that is capable of making a standard VoIP call with video or Chubb App. This feature is in the roadmap for 2022.

Q&A SESSION RESPONSES: EVERON

HAVE YOU GOT ANY LIVE WORKING DEPLOYMENTS ON PNC / JONTEK / UMO?
Yes, we have many live working deployments with UMO.
Testing with PNC is next week and should be complete before the end of May and Jontek will be early June.

WHICH PROTOCOLS IS THAT CONNECTING ON?
- XML link into the UMO Centre
- PNC
- Cenelec
- BS IP protocol
- BS8521 (analogue)
- BS8521- 2-2020 (now IP)

DOES THE SOLUTION NEED A SIM IN EACH DEVICE INCLUDING PERIPHERALS OR JUST A SIM IN EACH ROOM?

 SIM in the device NOT the peripherals.

YOU MENTION A TOTALLY WIRELESS NETWORK BUT ARE THERE ISSUES AROUND RELIABILITY, INTERFERENCE, COVERAGE?
No – 99.9% uptime guaranteed by our supplier. Each unit contains and E-SIM truly roaming across 3 networks. This can be supplemented by utilising site Wifi if it exists on the scheme.
Also because of Smart Alert we know within seconds of any unit and peripheral being offline.

WILL THE SMART ALERT SYSTEM MONITOR THIRD PARTY DEVICES OR JUST MONITOR EVERON DEVICES?
The Smart Alert system monitors all Everon devices and any third-party devices if connected to an Everon radio tag. For example we have third party epilepsy sensors connected to the Smart Alert system through an Evron radio tag.

Q&A SESSION RESPONSES: DIGITAL TELECARE

DO NOWIP AND CENELEC DO THE SAME THING – IF NOT HOW/ WHY WOULD YOU CHOSE ONE OVER THE OTHER?

The Digital Telecare Playbook contains a [Digital Telecare Protocols](#) document which provides an overview of the digital signaling protocols available for dispersed and grouped housing scheme systems.

Please note that you must be logged in to the Digital Telecare Playbook for the above document link to work. If you are not already registered, you can do so at: https://telecare.digitaloffice.scot/