



The voice of technology
enabled care

Challenges & Myth Busting of the Analogue to Digital Switchover

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Partnership Working across the Nations

Working in conjunction with NHS Transformation Directorate, Digital Health & Care Northern Ireland, TEC Cymru and the Scottish Digital Office to support all stakeholders, across all 4 Nations, through their digital transition journeys

TECHNOLOGY ENABLED CARE





Mobile Communications Guidance



Interoperability of Digital TEC systems



TSA Testing & Installation Guidance



Digital Readiness Guidance



A Digital Future for Technology Enabled Care?



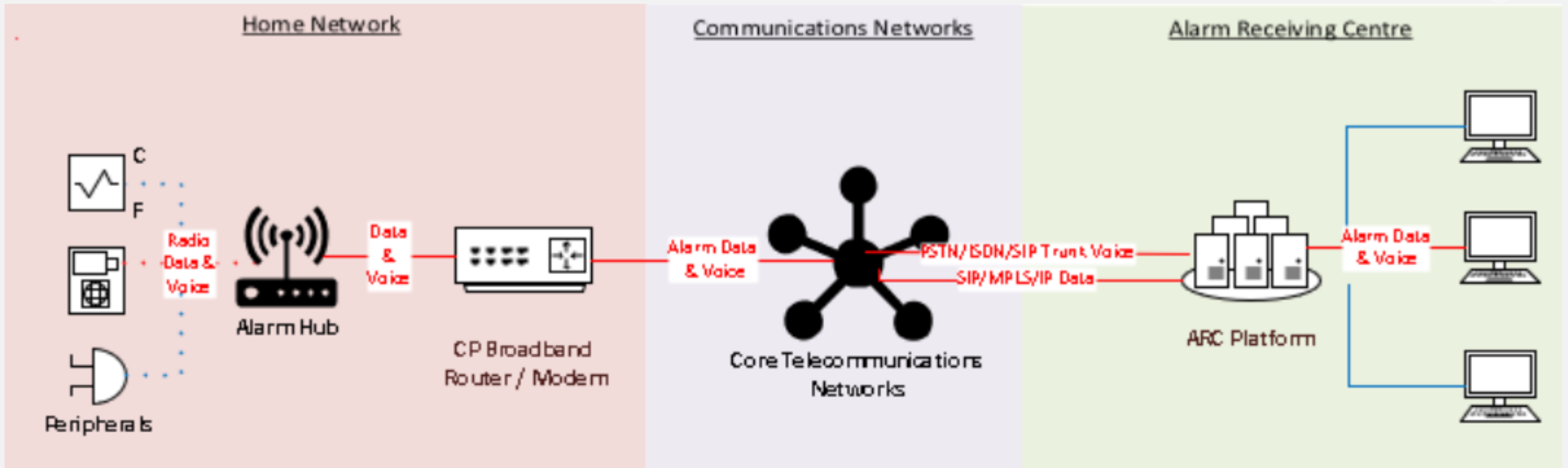
The impact of Analogue to Digital Migration of Technology Enabled Care

Digital Transition Publications



Data and Cyber Security Research for Technology Enabled Care

Telecare via Digital Landlines



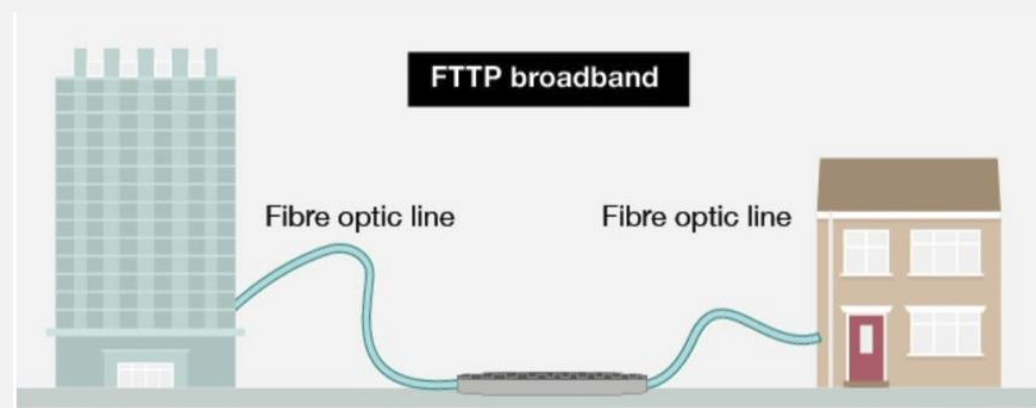
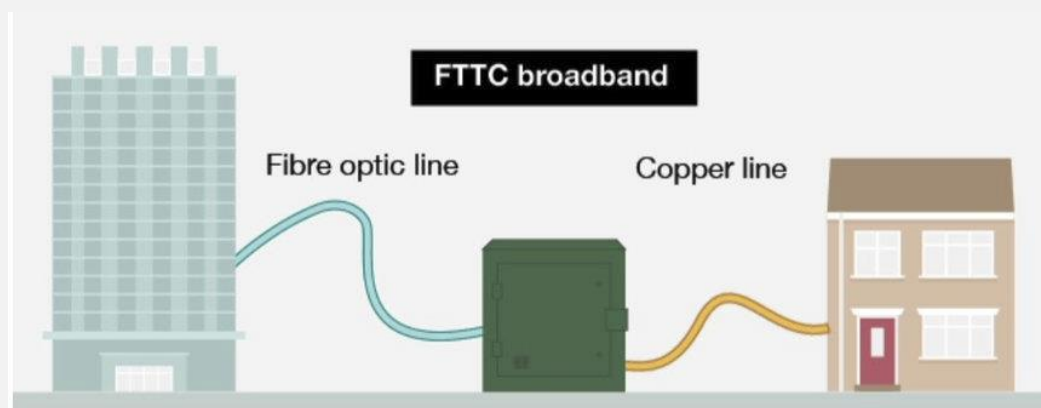
Note:

Installing Analogue-only equipment on Digital landlines is not recommended:

- No standard power backup for mains failure
- No power outage notification to ARC if no router/modem backup in place
- Analogue protocol disruption expected to increase as core networks transition to digital

Digital Landlines – Power Outages

1. The Comms Provider (CP) router/modem does not have any Battery Back-Up (BBU) provided as standard and therefore the overall solution will fail to connect to the ARC during any mains power outage.
2. Some CP's (e.g. BT / Talk Talk) have committed to providing BBU to a cohort of users that they agree are vulnerable
 - Those batteries will provide a maximum of 1 hour of back-up in the event of mains power outage
 - Vodafone are developing a 4-hour BBU for the modem/router
3. Street Cabinets that provide non-FTTP services are fitted with 4-hour battery backup units
 - For outages lasting longer than 4 hours, engineers are normally able to swap out batteries from other street cabinets that are still under mains power
4. Openreach Exchanges each have a diesel generator that can provide 7 days of power to an exchange in the event of a power outage



Telecare over Digital Landline Testing



- **Openreach modem is required (normally wall mounted)**
- **Both the router and the modem requires power**
- **Telecare plugs into black 'UK' port on back of router**
- **Note the fibre connection uses one of the yellow ethernet ports rather than the purple port**
- **The Openreach router is then connected to the wall socket**





Analogue over Digital Testing – Openreach Test Results

TESTING COMBINATIONS			TEST RESULTS													
			Doro Sara	Possum Neo			Possum Novo PSTN			Telealarm TA74	Chubb Unity	Tunstall Vi		Tunstall Vi+		
CP	Network	ARC	CPC	BS8521	CPC	BS8521	TT92 - DTMF	CPC	BS8521	TT92 - DTMF	BS8521	TT92 - DTMF	BS8521	TT92 - DTMF		
BT Consumer	SOGEA	Jontek	G G G G G			G			G G G G G G G	G G G	A A A	G G G	G G G	G G G		
	FTTP	Jontek	A G G G G			G			G G G G G G G	G G G	A A G	G G A	G G G	G G G		
	SOGEA	PNC											G G G			
	FTTP	PNC											G G G			
	SOGEA	Umo				G A G		G					G G G	G		
	FTTP	Umo				G A G		G					G G G	G		
Talk Talk Consumer	MPF	Jontek											G G G	G G G		
	FTTP	Jontek	G A A G A G			G G			G A G G G G	A A A	G G G	G G G	G G G	G G G		
	MPF	PNC											G G G			
	FTTP	PNC											G G G	G A G		
	MPF	Umo											A G G G	G		
	FTTP	Umo				G		G G					G A G G	G		
Sky	SOGEA	Jontek	G G G G G			G			G G G G G G G	G G G	A A A	G G G	G G G	G G G		
	FTTP	Jontek	G G A G G			G			G G G G G G G	G G G	A A A	G G G	G G G	G A A		
	SOGFAST	Jontek	A G A G A G			G			G A G G G G	G G G	A A A	G G G	G G G	A G A		
	SOGEA	PNC											G G G	G G G		
	FTTP	PNC											G G G	G G A		
	SOGFAST	PNC											G G G	G G G		
	SOGEA	Umo				G		G					G G G	G		
	FTTP	Umo				G		G					G G G	G		
Vodafone	SOGEA	Jontek	G G G G						G A A G G G	G G G			G G G	G G G		
	FTTP	Jontek	G G G G						G G G G G A	A A A	G G G	G G G	G G G	G G G		
	SOGEA	PNC					G G						G G G	G G G		
	FTTP	PNC					G G						G G G	G G G		
	SOGEA	Umo				G								G		
	FTTP	Umo				G								G		
Zen	SOGEA	Jontek	R R R G G						R R R R R R R	R R R	R R R	R R R	R R R	R R R		
	FTTP	Jontek	R R R R R		G G				R R R R R R R	R R R	R R R	R R R	R R R	R R R		
	SOGEA	PNC					G R						R R R	R R R		
	FTTP	PNC					G R						R R R	R R R		
	SOGEA	Umo				G								R R R		
	FTTP	Umo				G								R R R		
BT Enterprise	SOGEA	Jontek			G A G			R								
	FTTP	Jontek	R R R G A G			R			R R R R R R R							
	SOGEA	PNC														
	FTTP	PNC														
	SOGEA	Umo				G										
	FTTP	Umo				G							A A A	G G G		

- Over 400 test calls made in the Openreach Test Centre to date
- Red indicates failure to connect / no voice connection / failure to close call
- Amber indicates poor speech quality or need to toggle speech to create two way voice
- Jontek platforms on ISDN30 (v11.1 and v10.6)
- Umo platform was connected via SIP (v3.5)
- PNC Platform

Key A2D Activities in 2023

Q1

- UK Digital Survey
- Digital Device Webinar
- A2D sessions @ TSA Conference

Q2

- Publication of updated test results
- IoT Device Webinar
- Digital Reliability Guidance

Q3

- 'On the Day' A2D Guidance
- ARC Platform Webinar
- Cloud ARC Platform Guidance

Q4

- Online lead-times for digital devices
- Grouped Living Equipment Webinar
- Grouped Living A2D Guidance

Ongoing Activities

Quarterly Member Surgeries
Comms Provider digital roll-out publications
121 A2D Member Support

Updates to Existing Guidance
Digital Helpdesk
A2D Blogs & Interviews



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Thank you

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