



Important Installation Advice –

Lifeline 1000, 2000, 3000, 4000, 4000+ and 400

Compatibility with Third Party Equipment

It is essential that any item of life critical equipment works whenever it is needed. Therefore, Tunstall products are manufactured to stringent quality control standards, using high quality components, in order to deliver unsurpassed levels of reliability.

In order to maintain this level of reassurance it is extremely important that no other items of equipment should be allowed to interfere with the correct operation of Tunstall Lifeline home units. In particular, no other equipment should intervene **between** Tunstall equipment used for raising alarm calls, and the main telephone socket in a user's home, unless this equipment has been explicitly approved by Tunstall.

We have received reports of competitor equipment failing to raise alarm calls correctly when connected through 'smart sockets' (least-cost-routing telecoms sockets). To date, our testing has failed to replicate such problems on Tunstall equipment, but we cannot discount possible problems on competitor or Tunstall home units due to the possible poor quality of 'smart boxes' or any other 3rd party equipment. However, it is possible to circumvent potential difficulties by following some simple advice during equipment installation.

Please note therefore that the reliability of alarm call connection cannot be guaranteed unless the following installation guidelines are adhered to. These guidelines specifically refer to 3 types of equipment - smart boxes, digital TV and non broadband computer modems:

- **Smart Boxes-** These are normally plugged directly into the main telephone socket of a home, with the user's telephone being plugged into the box. These boxes intercept a telephone number when dialled, before it reaches the main telephone socket, so that the call can be diverted to a telephone airtime supplier other than BT.

In order to use smart boxes safely with Tunstall home units it is essential that the box is plugged into the back of the Tunstall home unit rather than directly in to the telephone socket. The user's phone is then plugged into the box as normal.

This method of installation will mean that all social alarm calls made from the Tunstall home unit will be sent in the normal way, for maximum reliability, while all other calls made from the user's telephone will be sent, via the smart box, using the chosen airtime provider.

- **Digital TV Receivers-** When installing digital TV receivers it is often necessary to plug them into a telephone socket so that their software can automatically be updated and pay per view transactions can be made.



When installing a unit where a digital TV receiver is connected to a telephone socket it is essential that the receiver is disconnected from the socket and plugged directly in to the back of the Tunstall home unit.

This method of installation will mean that the digital receiver will automatically update as and when required to do so but, most importantly, the reliability of an alarm call will not be affected. If an alarm call is raised while the digital receiver is updating via the telephone line, the Tunstall home unit will interrupt the call and immediately place an alarm call instead.

- **Non Broadband Computer Modems-** When using a computer to access the internet, it is necessary to plug a computer modem in to a telephone socket.

There are two types of modem- internal and external modems.

External modems are separate units connected to a computer via a cable. The modem will also use a further cable to connect it to a telephone line.

When installing a Tunstall home unit where an external modem is being used, it is essential that the modem cable connected to the telephone socket is disconnected and reconnected into the Tunstall home unit with adaptors where necessary.

This method of installation will mean that the modem will operate normally however, when an alarm call is raised from the Tunstall unit, the unit will disconnect the modem, if being used, and immediately raise the alarm call instead.

Internal modems operate in the same way as external modems but are incorporated within the computer casing so that no external box is seen. Instead, a telephone cable will be attached directly to the computer and will be connected to a telephone socket.

When installing a Tunstall home unit where an internal modem is being used, it is essential that the modem cable connected to the telephone socket is disconnected and reconnected in to the Tunstall home unit.

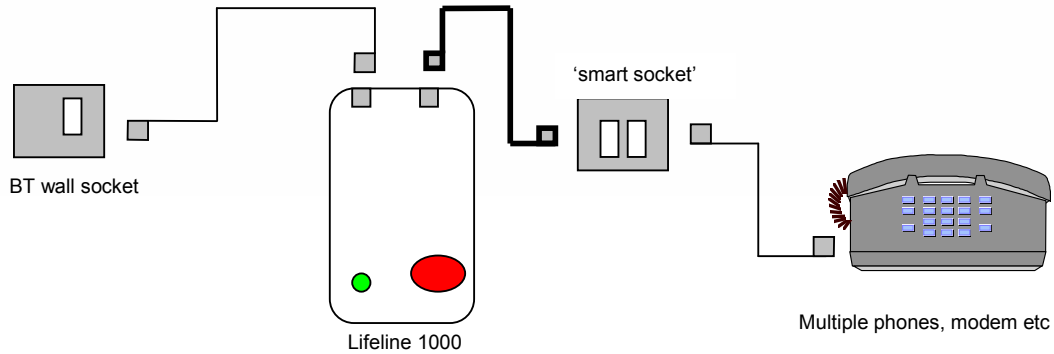
This method of installation will mean that the modem will operate normally however, when an alarm call is raised from the Tunstall home unit, the unit will disconnect the modem, if being used, and immediately place the alarm call instead.

Information on how to connect these devices to each Tunstall home unit is as follows :



Lifeline 1000

This home unit is supplied with a telephone cable for connection to a standard BT socket. Any additional telephone device is normally connected to the auxiliary BT style socket on the back of the Lifeline 1000. This will ensure that an alarm will disconnect these devices when necessary.

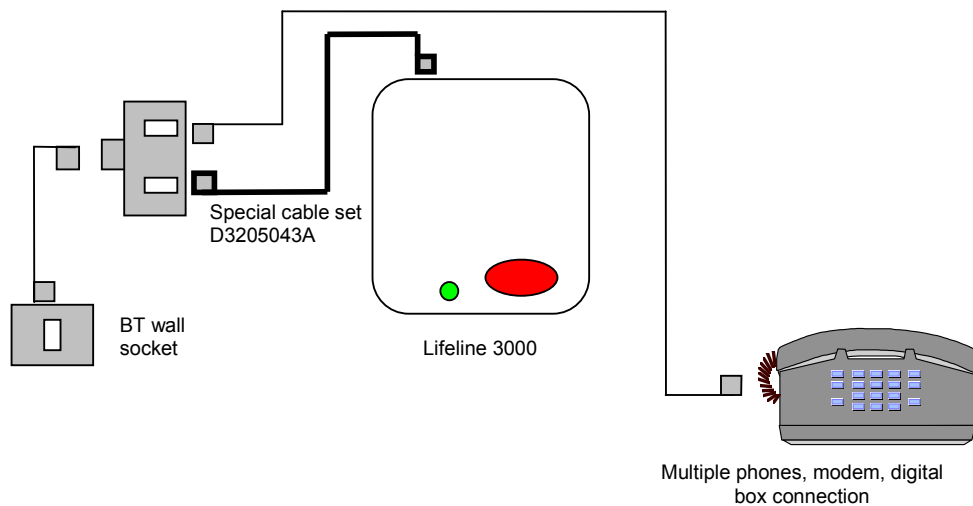


Lifeline 2000

The UK variant is not fitted with the required line disconnect facility. Users of this unit should be aware that the unit cannot override any other devices using the telephone line when raising an alarm call. It can therefore be treated as any normal phone.

Lifeline 3000

This home unit is supplied with a telephone cable connection to a standard BT socket. As a normal telephone in its own right there is no integral socket for connection of other devices. However, other devices can be connected safely by replacing the standard Tunstall line cord with the special cable set (part no. D3205043A).





Lifeline 4000, 4000+ and 400

The connection of other devices is easily achieved via the short socket extension adaptor that is provided with the unit. This allows the adaptor to plug into the Lifeline with an international style plug and provides for a BT style socket.

Where additional extension telephones are required, a standard two socket adapter (purchased from major telephone / electrical stores) can be plugged directly into the Lifeline 4000 short extension adaptor.

Extension Telephone Sockets

The main BT socket should not be wired to room extensions if a Lifeline home unit is to be installed as off hook telephones would prevent an emergency call from being made. It is therefore advisable that all room extensions should be rewired so as to connect into the Lifeline home unit as described.

ADSL Broadband Connections

Lifeline units are compatible with ADSL broadband internet connections in order to allow users to benefit from fast internet provision without affecting their safety and security.

Users with a broadband modem must install the ADSL filter into the main BT socket. The two ADSL sockets must then be used to connect to both the data modem/computer and the Lifeline/telephone set up. The use of poor quality filters could interfere with the operation of a social alarm therefore care should be taken to ensure that the filter is of a good quality.

In order to help prevent the use of poor quality filters, Tunstall has taken the responsible step of fully testing and approving a high quality ADSL filter which can be recommended to customers for complete peace of mind each time a unit is installed in a home with a broadband internet connection.

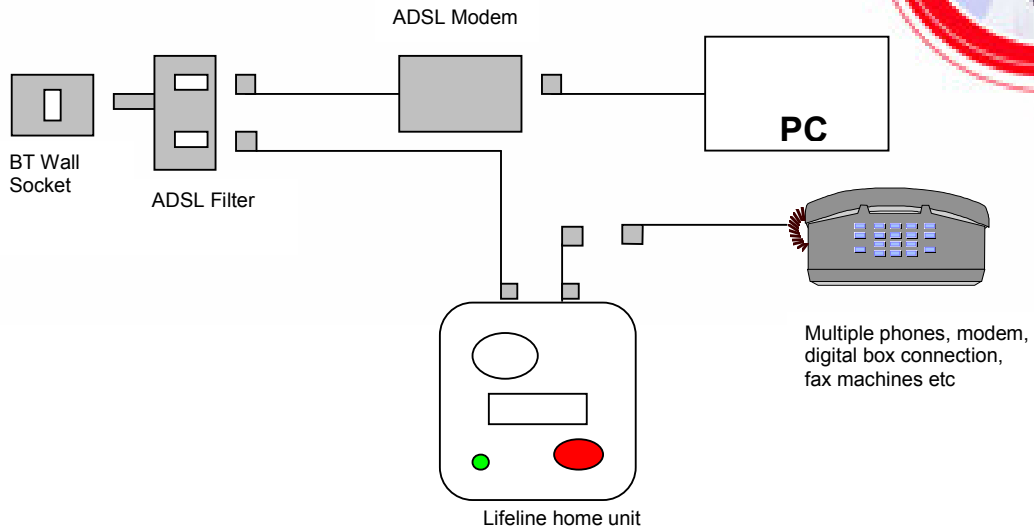
The filter can be used in applications where single computers are connected to broadband or even where a computer network exists - see connection diagrams on the next page.

Compatibility with the BT 1571 Service

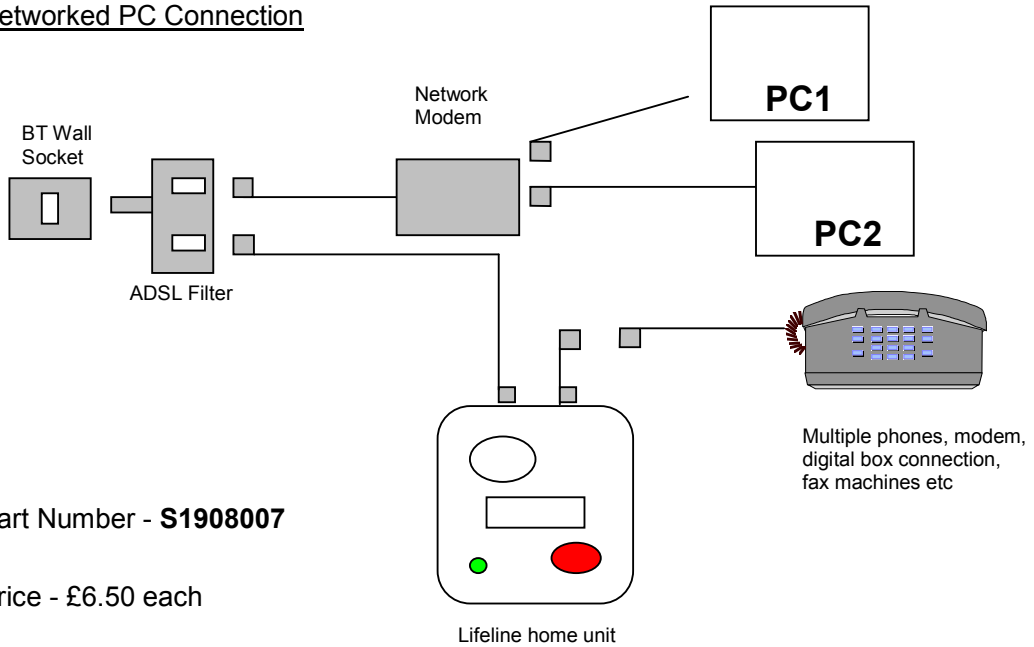
It has been reported that use of the BT 1571 messaging services (that employ interrupted dial-tone) can cause problems for community alarm products that rely upon dial-tone detection. However, Tunstall's products **DO NOT** employ dial-tone detection and **ARE** suitable for use with this service. If customers are in possession of non-Tunstall equipment, we recommend that they contact the supplier for confirmation of safe operation with the 1571 services in use.



Single PC Connection (Typical Domestic Application)



Networked PC Connection



Part Number - **S1908007**

Price - £6.50 each