

Lifeline home unit range

Tunstall's Lifeline home unit range provides a wide array of benefits to suit the needs of telecare services and their users across the UK. The design, flexibility and reliability of all home units draws upon over 50 years experience in developing highly innovative, market-leading solutions, which are currently helping to maintain the health, independence and well-being of over 2.5 million users worldwide.

How do they work?

Lifeline home units can easily be used to raise an alarm call by pressing the large red button on the unit or from within the home or garden by pressing the personal radio trigger. A call is then raised to the 24 hour monitoring centre where the call details are displayed on screen. The operator is able to communicate with the caller through the unit's loudspeaker/microphone and decide upon an appropriate course of action.

By utilising Tunstall's comprehensive range of telecare sensors, the home units can also provide additional peace of mind and reassurance by monitoring a wide range of events within the home environment. Meaning events such as falls, floods, temperature changes, gas leaks and fires can be detected and quickly reported to a monitoring centre or appropriate recipient. Through the use of Passive Infra Red Detectors (PIRs), the units can also provide inactivity and zoned intruder monitoring for a greater level of personal protection.

Why are they important?

Lifeline home units are the focal point of telecare solutions that not only help to protect and save lives but also provide significant cost benefits to health and social care services.

For example, the Scottish Executive Joint Improvement Team attributed verifiable savings of £2.9m in the first 6 months to telecare provision and estimates that it will provide total savings of £43m by 2010 - a 5 times return on investment.

Who are they for?

The high degree of flexibility offered by the Lifeline range means a wide variety of users can benefit from the state of the art technology, including people who:

- Are older or frail
- Have long term conditions such as dementia, heart disease, asthma etc
- Have physical disabilities or sensory impairments
- Have learning disabilities
- Have been discharged from hospital and require additional support and assistance at home
- Are subject to domestic violence, racial harassment, repeat victimisation or distraction burglary
- Have household security issues or are living in fear of crime
- Are of any age living alone
- Care for family members by helping to relieve the stress and burden that full time caring can cause

In addition to the wealth of benefits provided to the user, Lifeline home units offer family, carers and friends the reassurance that their loved ones can use their personal trigger to easily summon help whenever they need it from anywhere in and around the home.



All the reassurance you need

Tunstall

The Lifeline range

Three home units are available in the Lifeline range with features to suit a wide variety of user needs from basic reassurance to more complex services requiring highly personalised care. The range is fully compatible with Next Generation Networks and the Category 1 standard for reliable radio devices and draws upon many new features that have been designed to support and simplify the use of telecare.

Lifeline Connect

The Lifeline Connect offers the combination of being simple to use and advanced features that enable the unit to be personalised for individual needs and circumstances. The home unit also provides a contemporary design and has many features that support ease of use including speech messages to warn of telephone line or power disconnection and technical call queuing to avoid disturbing the user during normal phone calls (see Features at a glance).

The addition of Event Based Configuration supports the personalisation of care by enabling the home unit to react to each telecare event in a different way. For example, alarm calls from the Temperature Extremes Sensor can be set up individually, depending upon whether it is a high, low or rapid temperature rise call. It allows 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, plus much more.



Lifeline Connect+

This top of the range home unit offers a host of additional features that build upon those offered in the Lifeline Connect. The combination of reliability and market leading functionality results in an extremely flexible and future-proofed product that can support an ever widening range of health and social care needs.

The Lifeline Connect+ offers extended levels of functionality, including Reminder Messages, Virtual Sensors, integrated ADLife Activities of Daily Living monitoring and Critical Visits Management. It is specifically designed to be adaptive to user's needs as they develop over time.

The unique Virtual Sensors feature provides ultimate flexibility when tailoring a telecare solution to meet individual needs. It enables information received from telecare sensors to be combined to ensure more intelligent alarm calls are generated. For example, if a person at risk of falling leaves their bed during the night, the home unit can detect the risk, but will not generate an alarm if it detects that the person remains active around the home.



Lifeline GSM

Lifeline GSM is Tunstall's first Lifeline home unit with an integrated GSM module to enable the unit to be deployed on a mobile phone network. This provides a simple solution when no landline is available. The Lifeline GSM also utilises Tunstall's patent protected STMF protocol to ensure more reliable communication to a PNC monitoring centre over the GSM network.

The home unit also includes a programming keypad to help simplify installation and is supplied SIM free enabling the telecare service provider to choose the most appropriate mobile network for their geographic location.



For a full list of the available features across the Lifeline home unit range please refer to the Features at a glance table.

Features at a glance

Safety features	Lifeline Connect	Lifeline Connect+	Lifeline GSM
869 MHz European Social Alarm frequency - compatible with Tunstall's full range of telecare sensors.	✓	✓	✓
Radio reliability - the EN300 220-2 (2010) Category 1 radio receiver ensures that signals from sensors are reliably received.	✓	✓	✓
Periodic calls - an automatic test call can be set up to ensure the unit is working properly.	✓	✓	✓
Backup battery monitoring - unit reports the status of its backup battery to the monitoring centre.	✓*	✓*	✓*
STMF protocol - to ensure more reliable communication to a PNC monitoring centre over GSM and NGN networks	✓▲	✓▲	✓
Programming & Installation features			
10 telephone numbers (Monitoring Centre, Personal Recipient, POTS) - allows a different number to be dialled depending on what generates the alarm by routing calls to the most appropriate recipient.	✓	✓	✓
Plug & Play registration - telecare sensors can be assigned quickly and easily, together with their location within a dwelling, reducing installation times.	✓	✓	✓
Local programming - basic parameters and quick codes can be carried out using a normal telephone handset.	✓	✓	via integral keypad
Range test and walk test features - allow the radio range of the pendant and telecare sensors to be easily tested.	✓	✓	✓
Advanced local programming - downloadable PC Connect software application for programming of home unit via a connected PC or laptop (requires TAPIT programming interface).	✓	✓	✓
Telecare sensor inputs - the number of sensors that can be linked to the home unit.	12	35	12
Service Support features			
Intelligent Speech Switching - ensures the best quality of speech depending on how the alarm was generated (requires PNC4 or later monitoring centre).	✓	✓	✓
Automatic British Summer Time update - removes the need to manually adjust the clock on the unit.	✓	✓	✓
User features			
Telephone answering with personal trigger - users can answer incoming telephone calls hands-free by simply pressing their personal trigger.	✓	✓	✓
Configurable audible ringing - can be set up to get progressively louder the longer the call goes unanswered.	✓	✓	✓
Automatic audible warning alerts - the unit alerts the user to mains and telephone line failure/resumption with a visual or audible and visual signal.	✓	✓	✓
Ergonomic design - a contemporary design to fit into the modern home environment.	✓	✓	✓
Easy switching between hands-free and handset mode - hands-free calls can easily be made private by picking up the handset of an attached telephone.	✓	✓	✓
Optional local audible warnings - non-critical warnings such as mains failure can be turned off at night to avoid disturbing the user.	✓	✓	✓
Technical call queuing - if the telephone is in use, non-critical calls (e.g. low battery warning) will be queued until after the call has ended, thereby not interrupting your call.	✓	✓	✓
Ability to signal a 'beep' - if the user is unable to speak in the event of an alarm, they can press their personal trigger during an alarm call to signal to the monitoring centre.	✓**	✓**	✓**

*Feature included in home units manufactured after week 05 year 11. Older units require a parameter change to turn on.

**Feature is turned off by default and requires a parameter change to turn on.

▲ STMF Protocol is included in all Lifeline Connect and Connect+ home units manufactured from week 14 Year 09. However some units need configuring to utilise the protocol for more information. Please refer to www.tunstall.co.uk/productsupport.

Features at a glance

Key features	Lifeline Connect	Lifeline Connect+	Lifeline GSM
Away mode button - suspends inactivity monitoring and switches to intruder monitoring mode.	✓	✓	✓
Intruder alarm functionality - a simple to use zoned intruder system that can be armed by a press of a personal radio trigger to give additional user protection and reassurance against the fear of crime.	✓	✓	✓
Basic inactivity monitoring - checks for inactivity over a 12 or 24 hour period.	✓	✓	✓
Basic fixed-phrase personal recipient speech - personal call recipients will hear 'This is an alarm call from unit 1234' only.	✓	Enhanced, see user recordable messages	✓
Event Based Configuration - all events are configurable to select the required behaviour and response to events.	✓	✓	✓
Virtual Sensors - intelligently process a series of events to determine an alarm condition and ensure the most appropriate action is taken. Three virtual sensors are available - inactive client in room; bed/chair absence and property exit.		✓	
Integrated ADLife - Activities of Daily Living monitoring capability (requires a data capture facility). For further information please refer to the ADLife solutions sheet.		✓	
Critical visits management facility - enables an alert to be raised if a carer has not made and confirmed a scheduled visit to the user's home.		✓	
Auto Answer - allows the home unit to answer calls from known telephone numbers, e.g. monitoring centre, enabling remote programming to be carried out without disturbing the user (requires Caller Line Identification on telephone line).		✓	
Keyless door entry - allows authorised entry into a user's dwelling on activation of an alarm call without the need for an external key safe or a key holder to respond. Requires power supply and electric lock release.		✓	
Reminder facility - reminds the user about key information e.g. medication times through the use of automatic reminder messages that require user confirmation for added peace of mind.		✓	
User recordable messages - allows messages to be recorded and used to replace fixed phrases for reassurance, personal recipients (This is an alarm call from <i>Mrs Smith</i>) and reminder purposes.		✓	
Advanced personal recipient speech - enhances the information provided to personal call recipients by adding the type of telecare sensor that generated the call along with its location and battery state.		✓	
Advanced Inactivity monitoring - increases the flexibility of inactivity monitoring by allowing for inactivity to be checked over two separate time windows.		✓	
Connectivity features			
Hardwired input - for connection from other devices.	✓	✓	✓ via AUX port
Hardwired output - for connection to other devices.		✓	
MyLife compatible - enables home unit to turn on/off electrical appliances using X10 and also communicate with the DDA pager solution.		✓	
GSM module compatible - enables the home unit to send alarm calls via mobile telephone networks where a normal telephone connection is not available (requires GSM Module 36600/03).	✓ Requires STMF Protocol▲	✓ Requires STMF Protocol▲	See below
Integrated GSM function - enables the home unit to send alarm calls and receive incoming telephone calls by fitting a SIM card to the home unit.			✓
Inductive Loop compatible - allows television and alarm call sounds to be replayed to the user's hearing aid to improve quality of television viewing and help them hear the monitoring centre.		✓	
IP compatible - provides ability to send alarm data over an ethernet connection using IP. See IP Connect+ solutions sheet.		Requires IP Connect+ home unit	

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Telecare

Personal Health and Well-being

- 1 MyAmie Personal Trigger
- 2 Bed/Chair Occupancy Sensor
- 3 Enuresis Sensor
- 4 Epilepsy Sensor
- 5 Fall Detector
- 6 Medication Dispenser
- 7 Movement Detector (PIR)
- 8 Pressure Mat
- 9 Property Exit Sensor
- 10 X-10 Controller

Environmental Safety

- 11 Carbon Monoxide Detector
- 12 Flood Detector
- 13 Gas Shut Off Solutions
- 14 Natural Gas Detector
- 15 Smoke Detector
- 16 Temperature Extremes Sensor

Safety and Security

- 17 Arm/Disarm Trigger
- 18 Bogus Caller Button
- 19 Dummy Bell Box
- 20 Radio Pull Cord
- 21 Visual Caller Beacon

Sensory Impairments

- 22 Pager Solutions
- 23 Pillow Alert
- 24 Sounder Beacon
- 25 DDA Flash Receiver

Support Devices

- GSM Module
- Radio Output Module
- Universal Sensor

Telecare provides a comprehensive way of managing the risks associated with an individual's health and home environment, providing automatic, tailored care through the remote monitoring and proactive management of risks.

A range of telecare sensors monitor risks, hazards and environmental conditions, triggering a call to the monitoring centre or designated carer if assistance is required.

Lifeline Connect+ is compatible with Tunstall's full range of sensors to provide a comprehensive array of telecare solutions that can be specifically tailored to individual needs and abilities.

The range of sensors includes:



Technical details

	Lifeline Connect	Lifeline Connect+	Lifeline GSM
Weight:	650g (1.4kg packaged)	650g (1.4kg packaged)	777g
Dimensions:	189 x 188 x 49mm (W x L x D)	189 x 188 x 49mm (W x L x D)	195 x 215 x 36mm (W x L x D)
Telecare connectivity:	12 radio trigger/sensor inputs 1 hard-wired input	35 radio trigger/sensor inputs 1 hard-wired input 1 hard-wired output	12 radio trigger/sensor inputs 1 hard-wired input (via Aux port)

The following details are common to all Lifeline units (unless specified)

Mains power:	230V ac 13A electrical socket
Stand-by battery:	1200mAh capacity (continuously internally recharged)
Back-up time:	Lifeline Connect and Lifeline Connect+ Minimum 30 hours of standby operation, 15 hours with one 30 minute alarm call (minimum expected at date of purchase and when fully charged) Lifeline GSM 50 hours of stand-by operation, 40 hours with one 30 minute alarm call (minimum expected at date of purchase and when fully charged).
Radio Frequency:	869.2125MHz, compliant with European Social Alarm Frequency Band
Radio Range:	Up to 50m in buildings, up to 125m outside of buildings (line of sight)
REN:	1
External connections:	3m telephone line cord with BS 6312 plug, plug top transformer with 3m cable

Environment

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

Standards

GSM:	QUAD band 850/900/1800/1900MHz (Lifeline GSM only)
EMC:	EN55022: 1998, EN55024:1998, EN50130-4: 1995, EN 301 489-1: 2008, EN 301 489-3:2002
Safety:	EN 60950:2006
Radio:	ETSI EN 300 220-2 (2010) Category 1
CE:	Compliant
Social alarm:	EN50134-1 (system requirements), EN50134-2 (trigger device), EN50134-3 (local unit and controller)
Design, Manufacture, Installation and Service:	ISO9001:2008

Warranty: 3 year return to base warranty, this can be optionally extended by a further 2 years

<i>Part Numbers</i>	<i>Lifeline Connect & MyAmie</i>	<i>52000/320</i>
	<i>Lifeline Connect+ & MyAmie</i>	<i>53000/320</i>
	<i>Lifeline Connect+ & MyAmie (Welsh)</i>	<i>53024/320</i>
	<i>Lifeline GSM & MyAmie</i>	<i>56000/320</i>

Please Note: Category 1 receivers are for use within highly reliable Short Range Devices serving human life inherent systems where failure may result in a physical risk to a person.



Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and omissions contained within this document.

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