

Tunstall+ Configuration App Android

User manual

Works with Lifeline Digital, Lifeline Smart Hub and Careline

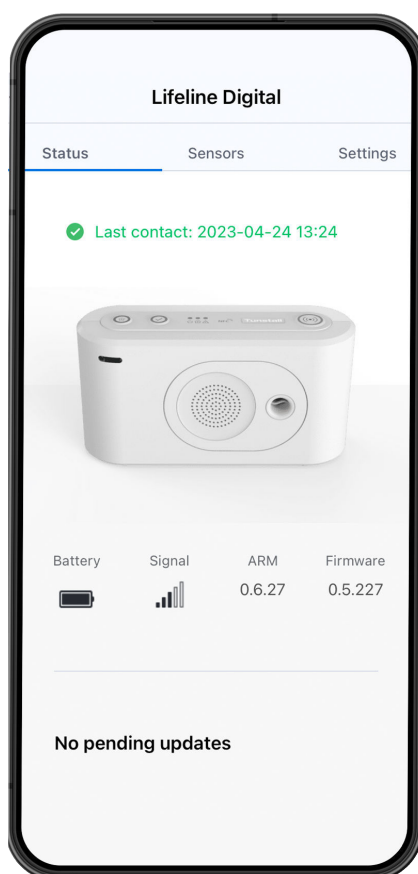


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1. Introduction

The Tunstall+ app simplifies the installation and setup of Tunstall products, providing a method to easily configure and control your connected Tunstall devices and associated sensors.

The devices must be registered in DMP to be available in the Tunstall+ app. Tunstall+ uses the same login details as the DMP platform.

Tunstall+ is available for:

- iOS (15 and later)
- Android (7.0 and later)

Tunstall+ works with:

- Lifeline Digital
- Lifeline Smart Hub (Android only)
- Careline (Android only)

To set up Careline refer to the section for Lifeline Digital. However, some screens and settings will differ from this document.

It is assumed that Tunstall+ users are familiar with telecare alarm devices and have received appropriate training for the relevant systems and products, including Lifeline Digital, Lifeline Smart Hub, or Careline.

1.1. Version

This document reflects Tunstall+ version 1.4.8 for Android.

1.2. Jailbroken devices

If you use a mobile device that has been Jailbroken, you will not be able to use the Tunstall+ app. To gain access to Tunstall+ on your jailbroken device, it must be reset to factory settings.

1.3. App permissions

Tunstall recommends that the Tunstall+ app is allowed permission to use:

- the mobile device's camera
- NFC (only relevant for Lifeline Digital)

The camera is required for scanning QR codes on devices and peripherals. The app will typically request permission to use the camera on first use.

NFC connectivity allows you to connect to a Lifeline Digital by positioning the mobile device directly above the NFC marking on a Lifeline Digital.

These features are used to simplify searching and selecting devices. If you do not want to use these features, it is possible to enter all the required information manually in the app.

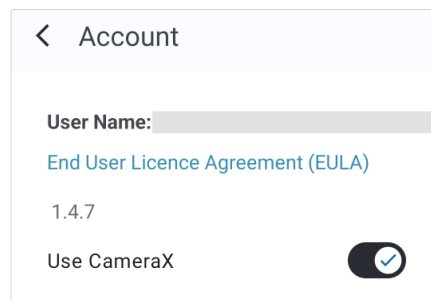
Refer to the user manual of your specific mobile device for instructions on how to enable or disable these features.

1.3.1. CameraX

Tunstall+ uses CameraX for camera features.

To adjust CameraX settings:

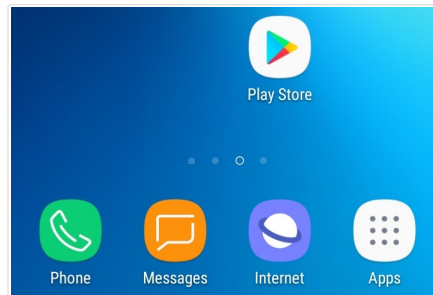
- a) Select a device and swipe right to open the side menu, then go to  **Account**.
- b) Tap **Use CameraX** to enable or disable CameraX.



2. Getting Started

2.1. Download and install the app

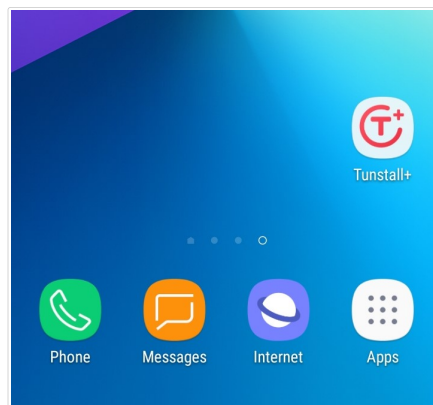
- a) On your mobile device, tap the Google Play icon  to open the app.



- b) When the page loads, search for 'Tunstall+'.
c) Select 'Tunstall+' from the search results.
d) Tap **Install** and follow the onscreen instructions.

2.2. Log in

- a) On your mobile device, tap the  Tunstall+ icon to open the app.



- b) When the Login page appears, enter your username and password using your DMP login credentials.



NOTE

If you have forgotten your password, tap **Forgotten password?** and follow the onscreen instructions to reset your password.

The **Forgotten password?** link appears when you start to type your username.

Username

Password

[Forgot password?](#)

Region

Europe

Log in

- c) Tap *Region* and select your region in the list.
- d) Tap **LOGIN**.

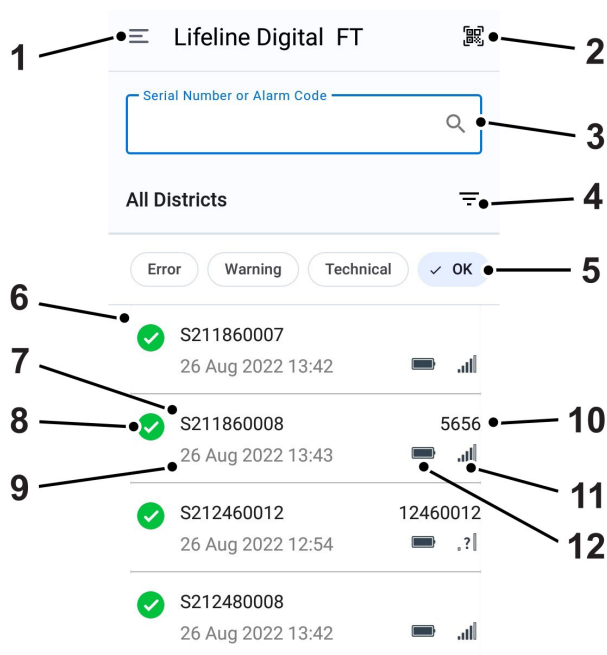
2.3. EULA (End User Licence Agreement)

Prior to first time use you must read the End User Licence Agreement (EULA) and do one of the following:

- Tap **Accept** to agree with the EULA terms and start using the app.
- Tap **Decline** if you do not agree with the terms of the EULA. In this case, you will not be able to access the app and it will shut down.

3. Start page

The Start page loads whenever you log in to Tunstall+. Go to  *Filter devices* and select which customer and districts to display. Tap any device in the list to access that device.



1.  Side menu
2.  Scan
3.  Search field
4.  Filter devices
5. Quick filter buttons:
 - Error
 - Warning
 - Technical

- OK
- 6. Device list
- 7. Device serial number¹
- 8. Device status icons:
 -  - Error status
 -  - Warning status
 -  - Technical status

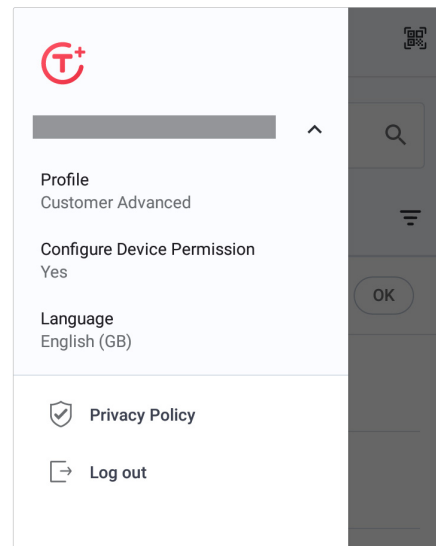
-  - OK
-  - Inactive
- 9. Time stamp of last contact with device
- 10. Alarm code / Unit ID
- 11. Device backup battery level
- 12. Device signal strength

¹For Lifeline Smart Hub only the unique part of the serial number is shown here.

3.1. Side menu

The ☰ side menu contains the following items:

- Tap your username to view details about your account
- **Privacy policy** - Tap to review the privacy policy.
- **Logout** - Tap to logout from the app.



3.2. Filter devices

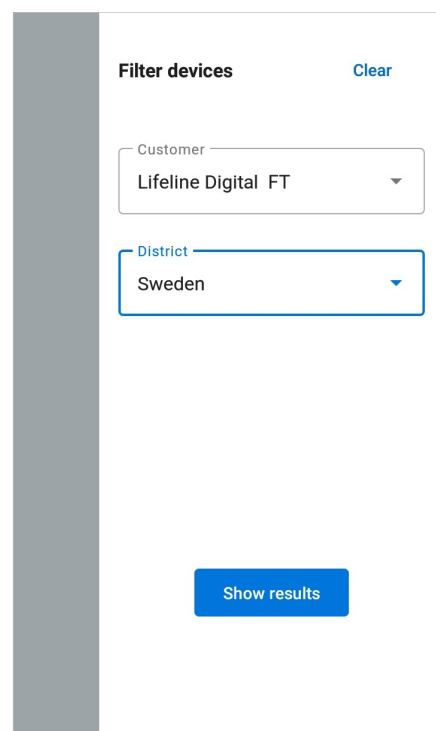
To filter devices on the Start page, tap the ☰ *Filter devices* icon.

☰ *Filter devices* contain the following options:

- If you have access to more than one customer, tap **Customer** and select a customer in the drop-down list.
- Tap **District** and select a district in the drop-down list.

Tap **Show results**.

When the Start page loads, the device list is displayed according to the selected filters.



4. Searching for a device

4.1. NFC connectivity

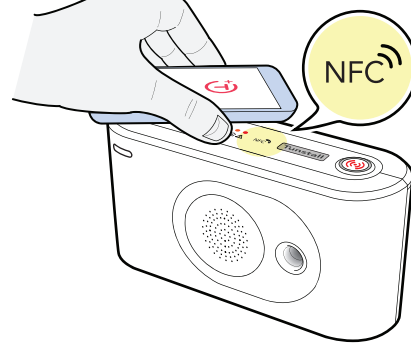


NOTE

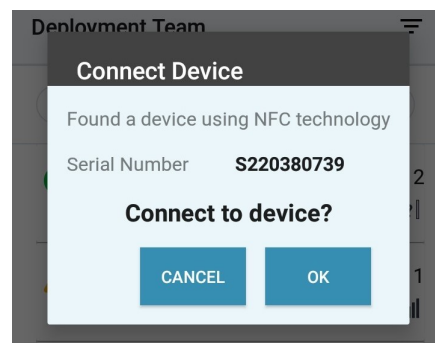
NFC connectivity is only supported by Lifeline Digital.

To connect to a device using NFC technology:

- a) Position your mobile device above the NFC marking on the keypad.



- b) When the *Connect device* dialogue appears in Tunstall+, tap **OK** to connect to the device.



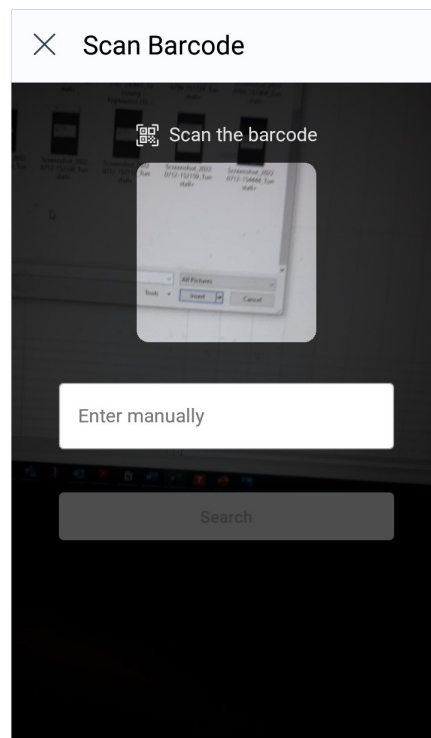
4.2. Search for a device

To search for a device, tap the  Scan icon on the Start page.

 Scan has two search options:

- *Scan the barcode* - Point the camera at the barcode and make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
- *Enter manually* - Tap the search field and enter the serial number of the device then tap **Search**.

Tunstall+ opens the status view of the selected device.



5. Lifeline Digital

5.1. Device status



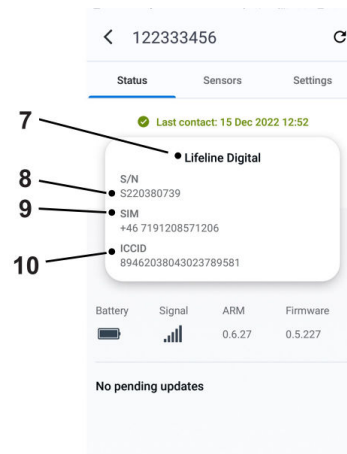
1. Time stamp and status of last contact
2. Device image
3. Backup battery level
4. Signal strength
5. ARM version
6. Firmware version

Tap the device image ② to view additional details:

5.2. Lifeline Digital side menu

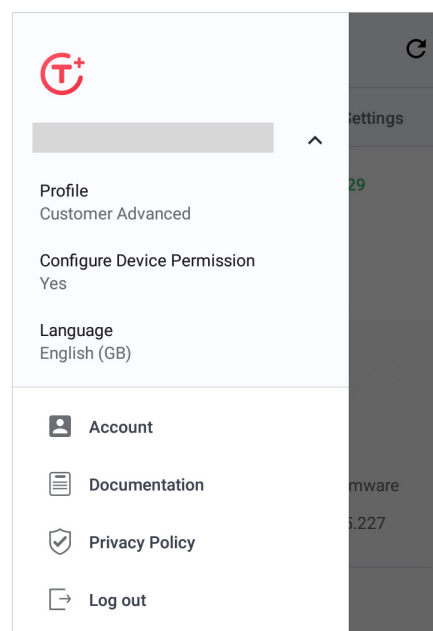
When a device has been selected, swipe right to view the device side menu. In this menu you can access:

- **Account** - Tap to review your account details.
- **Documentation** - Tap to view user documentation for the selected device.
- **Privacy policy** - Tap to review the privacy policy.
- **Logout** - Tap to logout from the app.



7. Device type name
8. Serial number
9. SIM (device telephone number)²
10. ICCID²

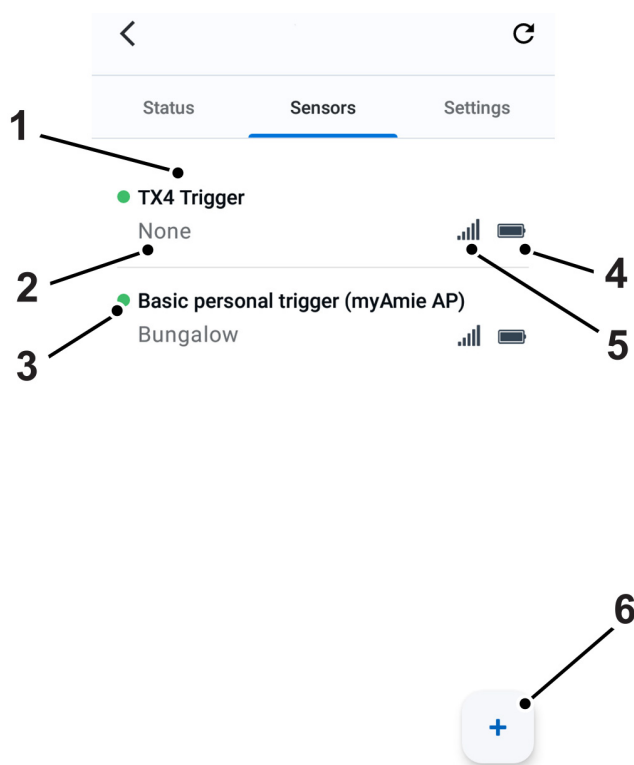
Tap and hold the serial number ⑧, SIM ⑨ or ICCID ⑩ to copy the text to the clipboard.



²Only available for SIM cards that have been provided by Tunstall.

5.3. Sensors

Sensors displays a list of any sensor that is paired with the selected device. If no sensors are associated with the device, the list is empty.

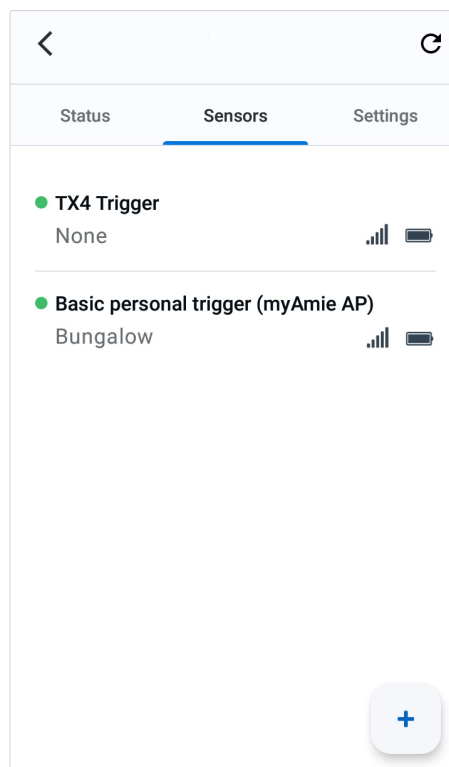


1. Sensor type
2. Location code
3. Sensor status:
 - ● - OK
 - ● - Error
 - ● - Warning
 - ● - Technical status
 - ○ - Inactive
4. Sensor battery level
5. Sensor signal strength
6. Add new sensor button

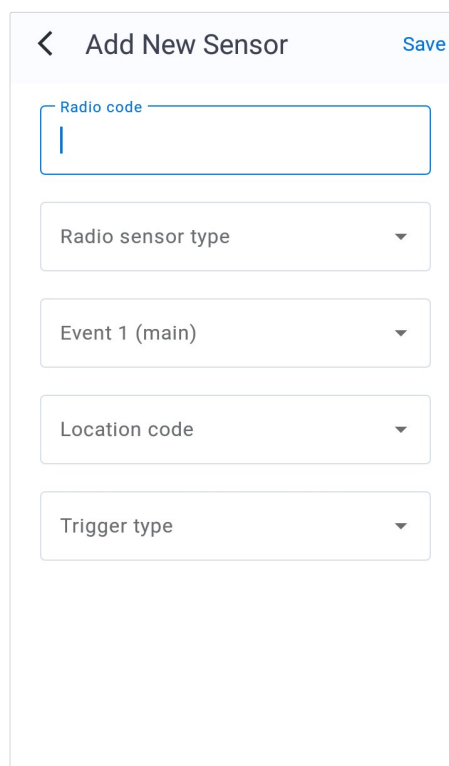
5.3.1. Add a sensor

To add a sensor:

- a) Select a device and go to **Sensors**.
- b) Tap the  icon.



- c) Configure the following sensor settings:
 - *Radio code* - the sensor's radio code
The radio code is typically printed on a label attached to the peripheral.
 - *Sensor type* - radio sensor type
 - *Event 1* - main event code
 - *Location code* - the location of the sensor
 - *Trigger type* - type of trigger or peripheralDepending on your permission profile, some settings might not be accessible.

A screenshot of the 'Add New Sensor' configuration screen in a mobile application. The screen has a title bar with a back arrow on the left, the text 'Add New Sensor' in the center, and a 'Save' button on the right. Below the title bar, there are four input fields, each with a label and a dropdown arrow. The first field is labeled 'Radio code' and is empty. The second field is labeled 'Radio sensor type'. The third field is labeled 'Event 1 (main)'. The fourth field is labeled 'Location code'. The fifth field is labeled 'Trigger type'. The fields are arranged vertically and are separated by thin horizontal lines.

- d) Tap **Save** to save sensor settings.

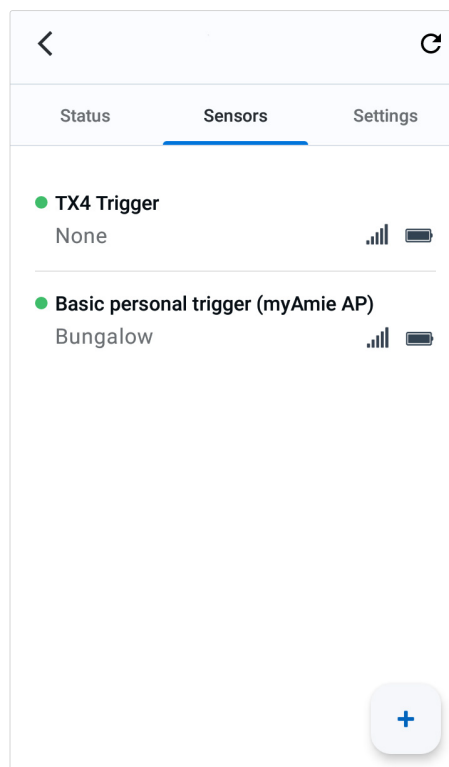
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon  until it reports to the device for the first time.

5.3.2. Adjust sensor settings

To adjust sensor settings:

- Select a device and go to **Sensors**.
- Tap the sensor that you want to adjust.



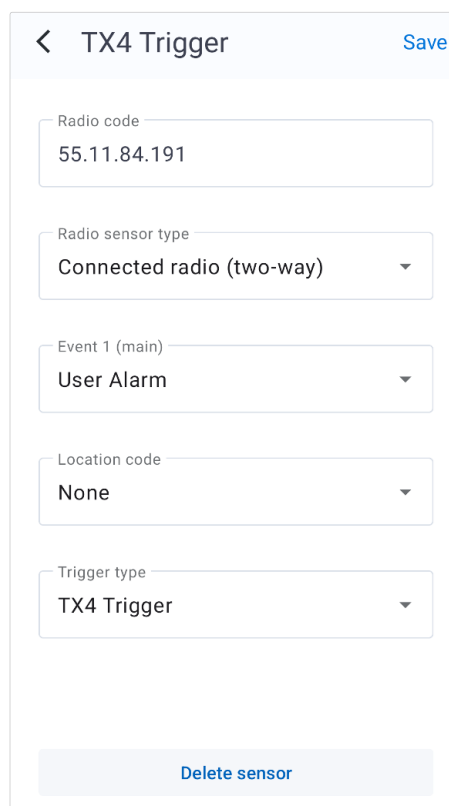
- A sensor has the following configurable settings:

- *Radio code* - the sensor's radio code

The radio code is typically printed on a label attached to the peripheral.

- *Sensor type* - radio sensor type
- *Event 1* - main event code
- *Location code* - the location of the sensor
- *Trigger type* - type of trigger or peripheral

Depending on your permission profile, some settings might not be accessible.



- Tap **Save** to save sensor settings.

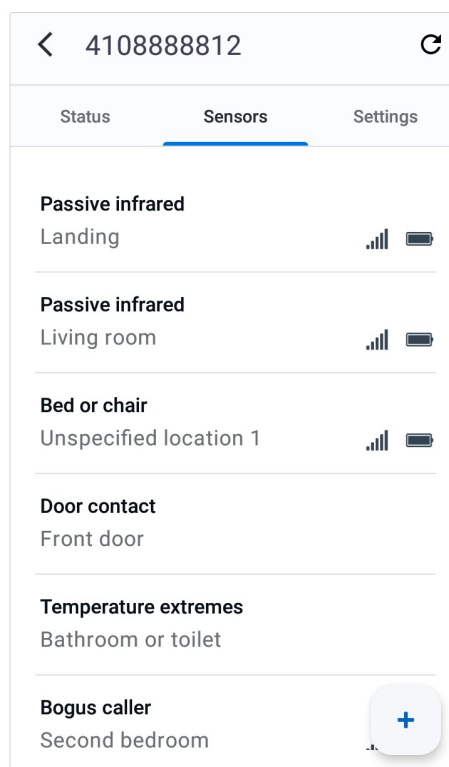
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon  until it reports to the device for the first time.

5.3.3. Delete a sensor

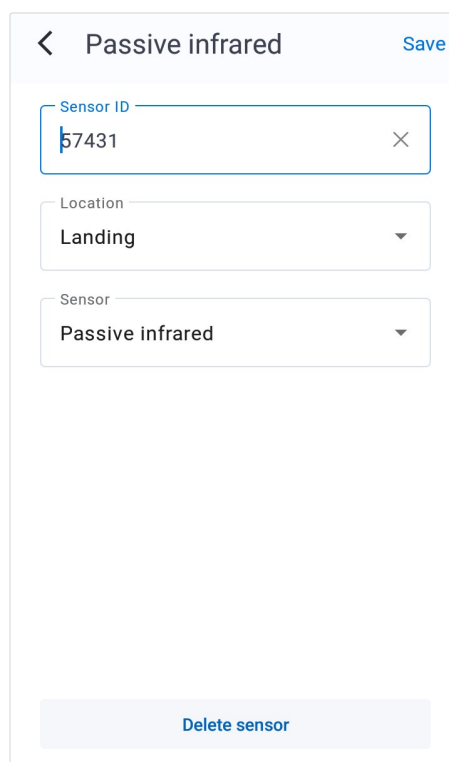
To delete a sensor:

- Select a device and go to **Sensors**.
- Tap the sensor that you want to delete from the device.



- Tap **Delete sensor** and confirm in the dialogue box.

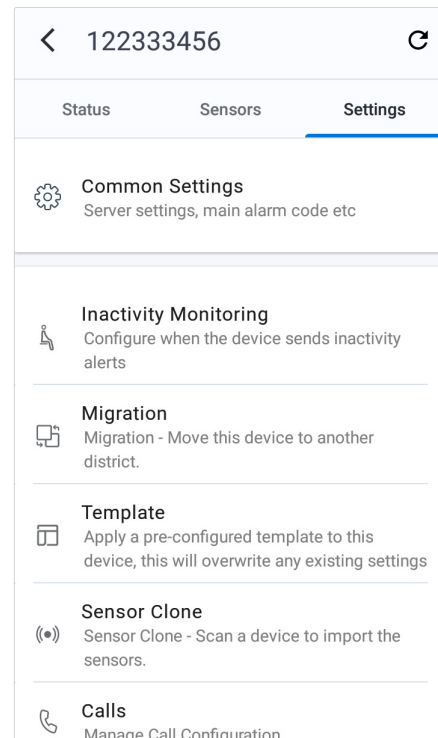
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



5.4. Settings

Settings contains the following settings and services:

-  **Common settings** - View or update basic device and connectivity settings.
-  **Migration** - Move this device to another customer or district.
-  **Template** - Apply a pre-configured settings template to this device.
-  **Sensor clone** - Import sensor settings from another device.
-  **Inactivity monitoring** - This feature monitors for resident inactivity and raises an alarm if no activity is detected.
-  **Calls** - Manage call configuration.



5.4.1. Common settings

 *Common settings* contains general device and connectivity settings.

To view or change common settings:

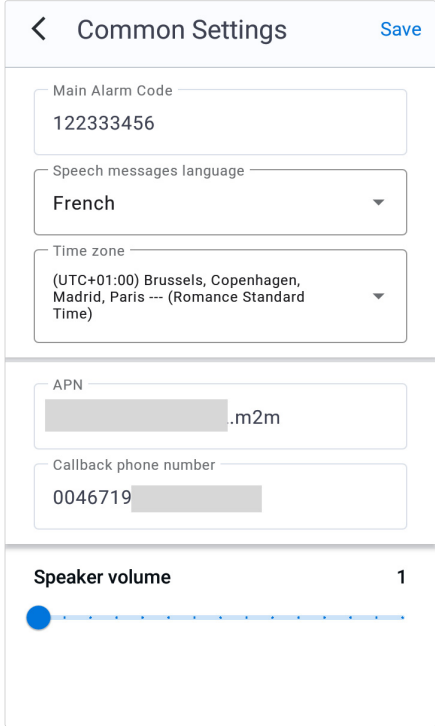
- a) Select a device and go to **Settings**.
- b) Tap  **Common settings**.
- c) *Common settings* contains the following settings:
 - *Main alarm code* - this setting applies the same alarm code to all contacts. The alarm code is used by the ARC to identify the device
 - *Main alarm code* - the alarm code is used by the ARC to identify the device
 - *Speech messages language* - the language used for the device's announcements
 - *Time zone* - the time zone of the device
 - *APN* - the APN of your network provider



NOTE

An incorrect APN setting will prevent the device from connecting to the internet and can cause the device to stop working correctly.

- *Callback phone number* - the telephone number used for callback
- *Speaker volume* - the main speaker volume



- d) Tap **Save** to save changes.

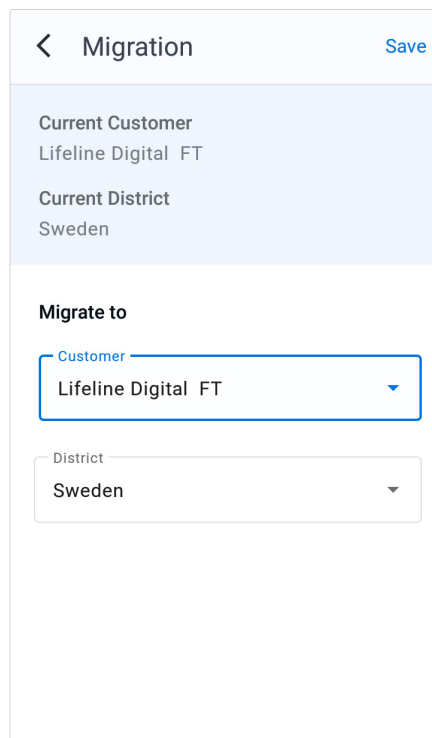
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

5.4.2. Migration

The  Migration feature is used to transfer devices between customers and districts within DMP.

To transfer a device to another district or customer:

- a) Select a device and go to **Settings**.
- b) Tap  **Migration**.
- c) Select a new location for the device using the following settings:
 - *Customer* - destination customer
 - *District* - destination district



< Migration Save

Current Customer
Lifeline Digital FT

Current District
Sweden

Migrate to

Customer
Lifeline Digital FT

District
Sweden

- d) Tap **Save** to save changes.

A confirmation message is displayed to confirm the new location of the device.

5.4.3. Template

The  Template feature is used to apply a pre-configured settings template to a device. This will overwrite existing settings on the device.



NOTE

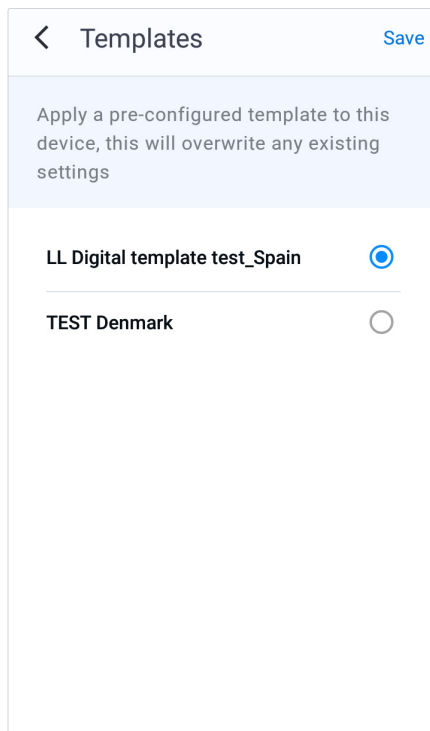
The device must be switched on and online.

To apply a template to a device:

- a) Select a device and go to **Settings**.
- b) Tap  **Template**.
- c) Tap to select the template that you want to apply.
- d) Tap **Save**.

When the confirmation dialogue appears, tap **Apply template** to confirm selection.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

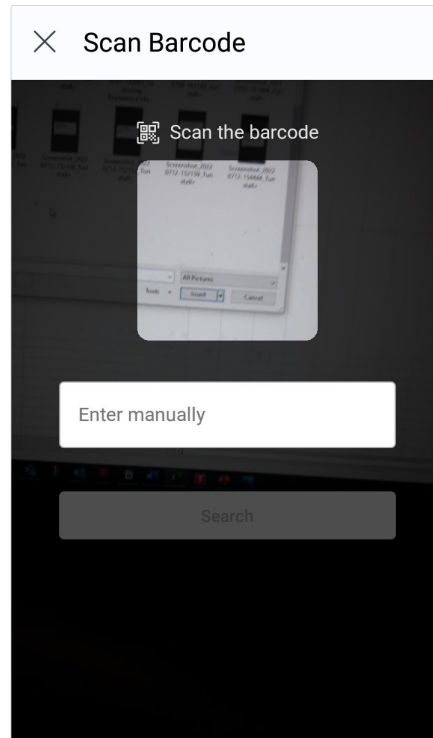


5.4.4. Sensor Clone

The  Sensor Clone feature enables you to import sensor settings from another device. To use this feature, both the source device and the target device must be of the same type, it is not possible to clone sensors settings between different device types.

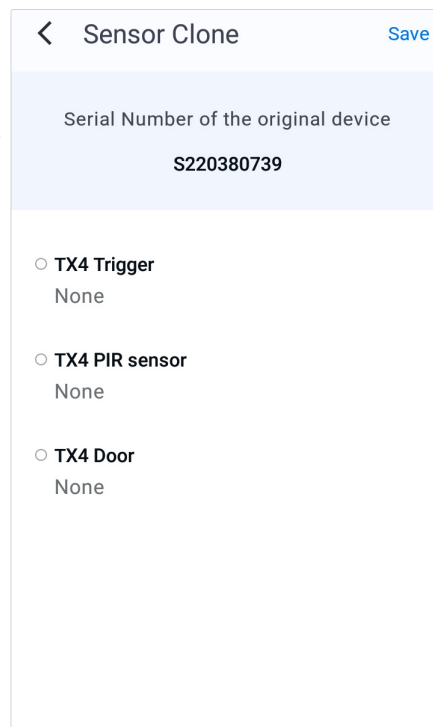
To import sensor settings from another device:

- a) Select the device that you want to import sensor setting to, and go to **Settings**.
- b) Tap  **Sensor Clone**.
- c) Do one of the following to identify the source device that you want to clone the sensors from:
 - To scan the barcode, point the camera at the barcode. Make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
 - Tap **Enter manually** and enter the serial number of the device in the search field, then tap **Search**.



- d) When the *Sensor clone* page loads, it displays a list of the sensors that are currently paired with the source device.

Swipe right on any sensor in the list that you do not want to include in the cloning process.



- e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device, or wait for the device to send its next automatic heartbeat.

The sensors will have an inactive status icon ○ until they report to the device for the first time.

When all selected sensors have been successfully cloned to the destination device, they will be removed from the source device.

5.4.5. Inactivity monitoring

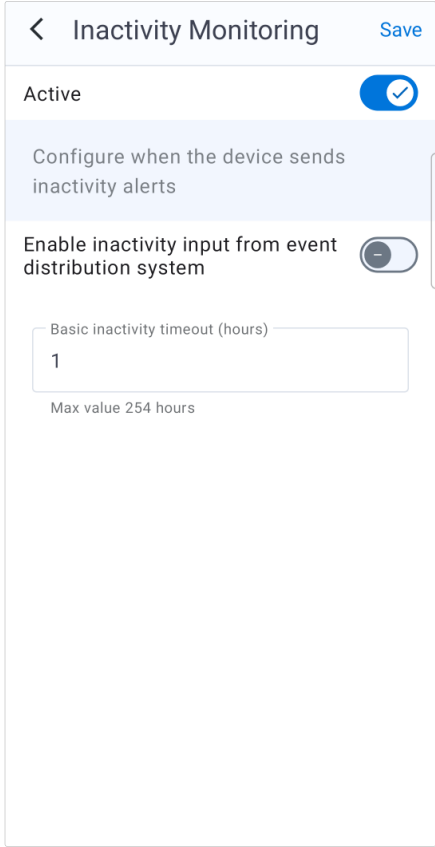
The  Inactivity Monitoring feature monitors resident activity and generates an alarm if no activity is detected within a predefined time period. If the device does not detect any activity before the inactivity timeout has expired, the device will alert the resident about the pending alarm. An inactivity alarm is generated if the resident does not cancel the alarm at this point.

To configure inactivity monitoring:

- a) Select a device and go to **Settings**.
- b) Tap  **Inactivity Monitoring**.
- c) Tap **Active** to activate this feature.
- d) Inactivity monitoring contains the following settings:
 - *Enable inactivity input from event distribution system* - Enable to allow inactivity monitoring from customised sensors and events

Customised sensors and events must be configured separately in DMP.
 - *Basic inactivity timeout (hours)* - Timer for inactivity alarm. The input value is hours.

The timer is reset when activity is detected or registered. An inactivity alarm is generated if no activity is detected or registered before the timer expires.



- e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

5.5. Call configuration

Use the *Call configuration* page to set up the communication between the device and the Alarm Receiving Centre (ARC):

- *Contacts* - Call settings for the ARC and other alarm receivers
- *Sequences* - Defines which contacts to call and in which order
- *Events* - Which sequence to use for different alarm and event type groups

Call Configuration

ContactsSequencesEvents

Defines the individual phone numbers and addresses that are to receive alarms. In the next step those must be ordered into sequences of phone numbers/addresses.

Address IP alarm a

455

Tunstall IPACS

Address IP alarm b

455

Tunstall IPACS

Address IP alarm c

455

Tunstall IPACS

Address IP alarm d

455

Tunstall IPACS

Address IP alarm e

455

Tunstall IPACS

Address IP alarm f

Tunstall IPACS

5.5.1. Contacts

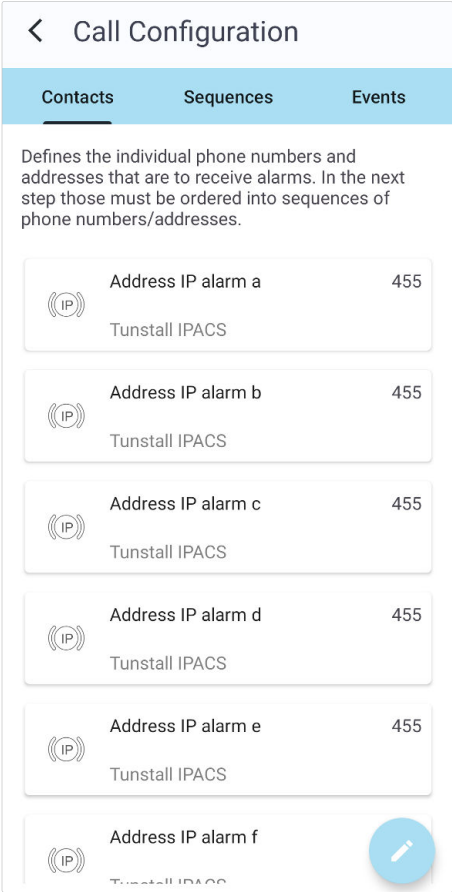
Contacts contain call settings for the Alarm Receiving Centre (ARC) and other alarm receivers.

To configure contact settings:

- Select a device and go to **Settings**.
- Tap  **Calls**.

25

c) On the *Call configuration* page, go to the *Contacts* tab and then tap the  icon.

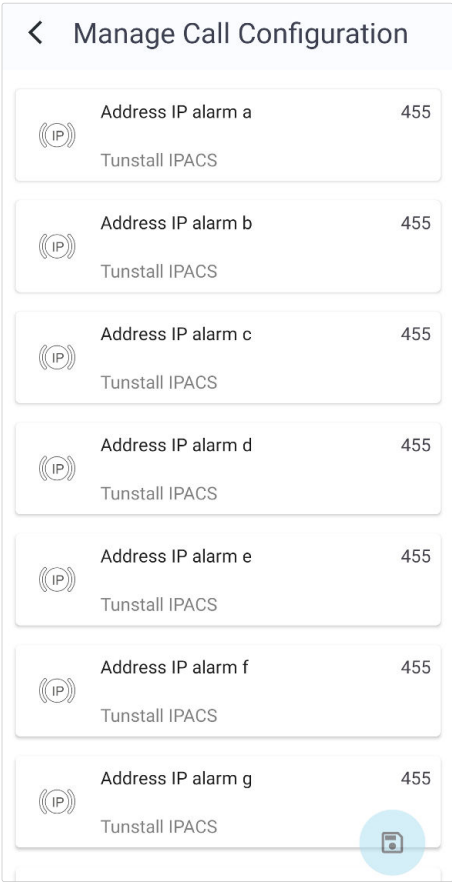


d) On the *Manage call configuration* page, tap on the contact that you want edit. There are two types of contacts:

-  IP addresses, go to [Step e\)](#)
-  Telephone numbers, go to [Step f\)](#)



NOTE
Depending on your permission profile, some settings might not be accessible.



e) IP contacts contain the following settings:

- *Address* - the address of the alarm receiver
- *Protocol* - communication protocol
- *Connection type* - if **Auto** is selected, the ARC determines which option to use
- *No. of attempts* - the number of connection attempts to be made for his contact

Tunstall strongly recommends that at least 5 connection attempts are set for each address to ensure stable operation in case of temporary interference.

- *Alarm code* - used by the ARC to identify the device
- *SIP account* - if required, select a preconfigured SIP account
- *Speech method* - if **Auto** is selected, the ARC determines which option to use and at least 5 connections attempts will be made regardless of the value in the *No. of attempts* field.

Tap **Continue** and go to step [Step g\)](#)

 Address IP alarm a



Address	—
Protocol	Tunstall I.. ▾
Connection type	Auto ▾
No. of attempts	10
Alarm code	455
SIP account	1 ▾
Speech method	Auto ▾

Continue

f) Telephone contacts contain the following settings:

- *Number* - telephone number to the alarm receiver. Use international format, for example "0046[...]"
- *Protocol* - communication protocol
- *Connection type* -
- *No. of attempts* - the number of dial-up attempts for this contact
- *Alarm code* - used by the ARC to identify the device

Tap **Continue** and go to [Step g\)](#)

 Address analog alarm B



Number	—
Protocol	HomePh.. ▾
Connection type	GSM ▾
No. of attempts	5
Alarm code	455

Continue

g) Tap the  icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

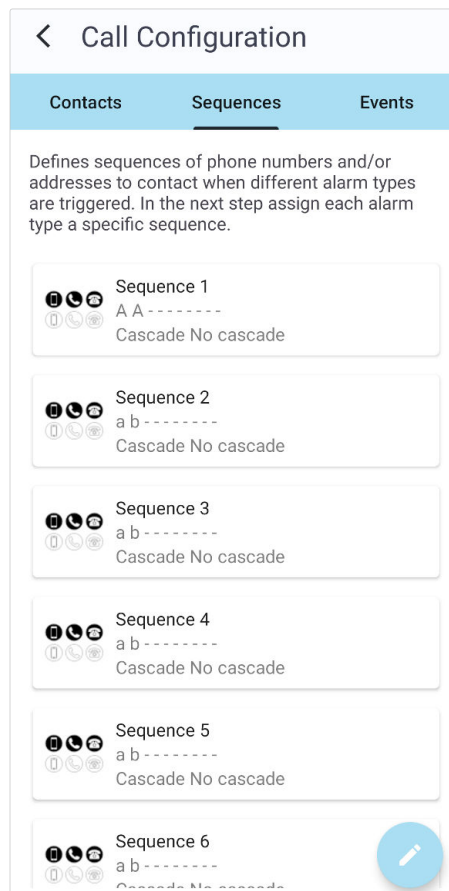
vice or wait for the device to send its next automatic heartbeat.

5.5.2. Sequences

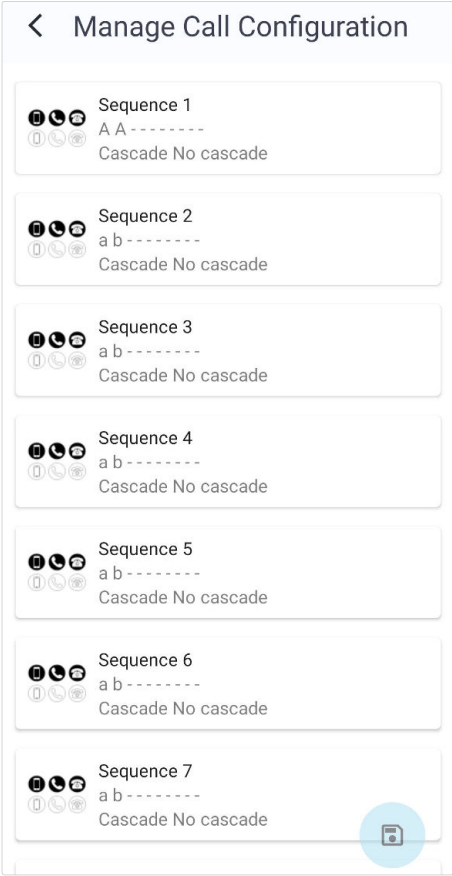
Sequences define which contacts to call and in which order to call them.

To configure sequences:

- Select a device and go to **Settings**.
- Tap  **Calls**.
- On the *Call configuration* page, go to the *Sequences* tab and then tap the  icon.

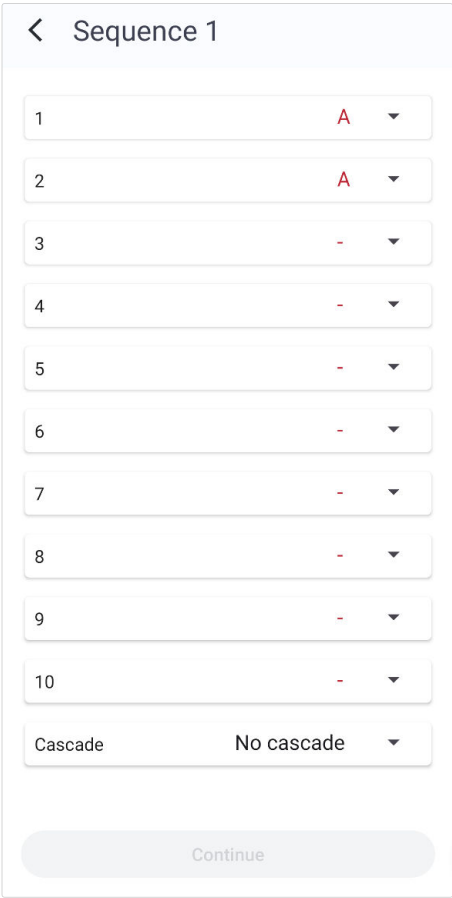


d) On the *Manage Call Configuration* page, tap the Sequence that you want to edit.



- e) Each sequence contains the following settings:
- *Step 1-10* - Select a contact for each step that you want to include in the sequence.
Lowercase letters refer to IP contacts, uppercase letters refer to GSM contacts.
 - *Cascade* - If required, select a sequence in the drop-down list to extend the distribution if all call attempts in the current sequence fail.

Tap **Continue**.



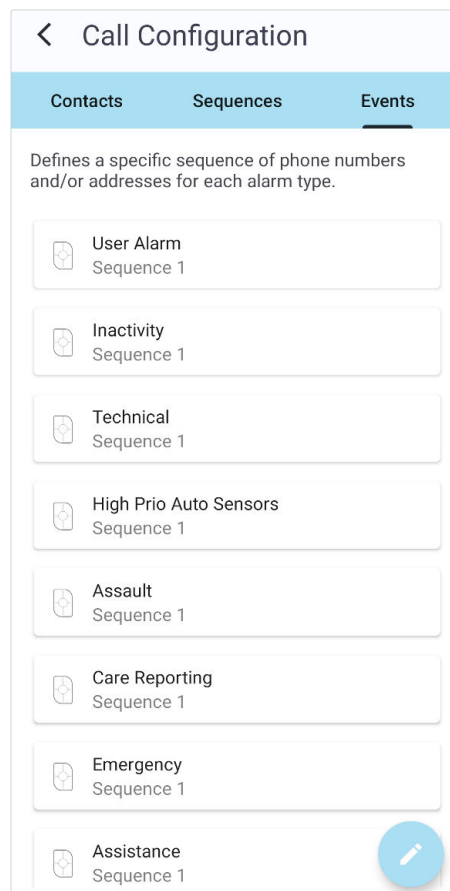
- f) Tap the  icon to save changes.
- To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

vice or wait for the device to send its next automatic heartbeat.

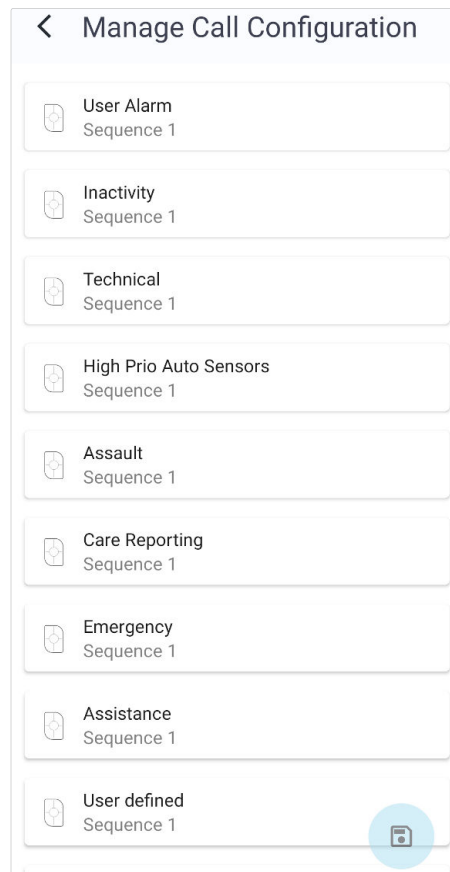
5.5.3. Events

Events defines which sequence to use for different alarm and event type groups.

- Select a device and go to **Settings**.
- Tap  **Calls**.
- On the *Call configuration* page, go to the *Event* tab and then tap the  icon.

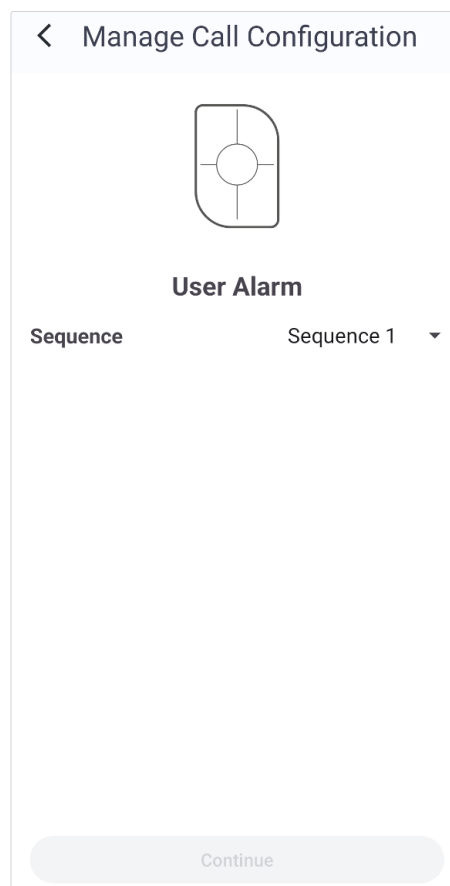


- d) On the *Manage Call Configuration* page, tap the event group that you want to edit.



- e) For each event group you can select which sequence to use for alarm and event distribution.

Tap **Continue**.



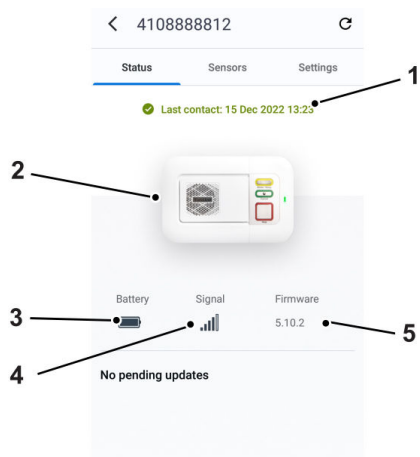
- f) Tap the  icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

vice or wait for the device to send its next automatic heartbeat.

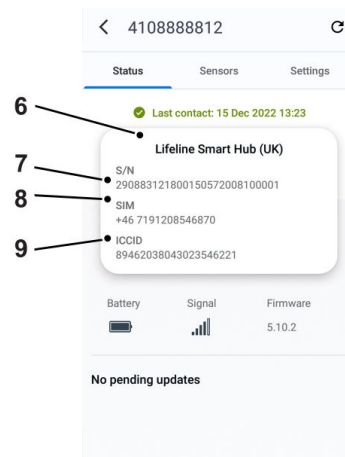
6. Smart Hub

6.1. Device status



1. Time stamp and status of last contact
2. Device image
3. Backup battery level
4. Signal strength
5. Firmware version

Tap the device image (2) to view additional details:



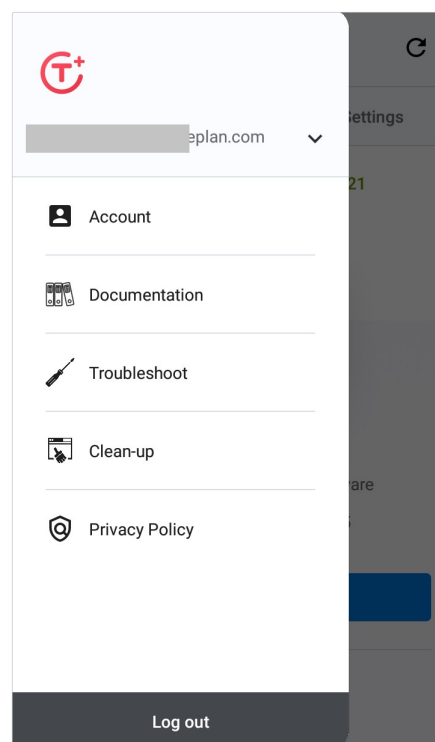
6. Device type name
7. Serial number
8. SIM (device telephone number)³
9. ICCID³

Tap and hold the serial number (7), SIM (8) or ICCID (9) to copy the text to the clipboard.

6.2. Lifeline Smart Hub side menu

When a device has been selected, swipe right to view the device side menu. In this menu you can access:

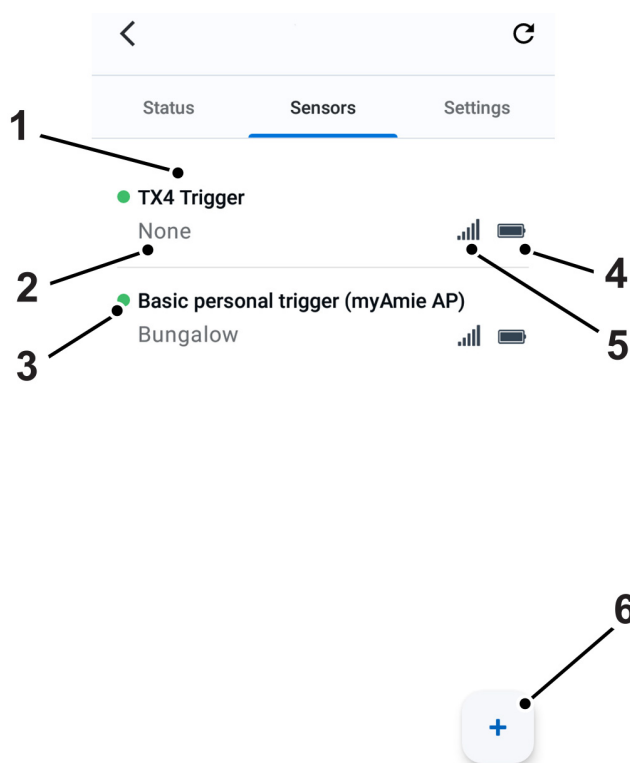
- **Account** - Tap to review your account details.
- **Documentation** - Tap to view user documentation for the selected device.
- **Troubleshoot** - Tap to access a step-by-step guide if you experience errors.
- **Clean-up** - Tap to select which programmed settings to remove from the device.
- **Logout** - Tap to logout from the app.



³Only available for SIM cards that have been provided by Tunstall.

6.3. Sensors

Sensors displays a list of any sensor that is paired with the selected device. If no sensors are associated with the device, the list is empty.



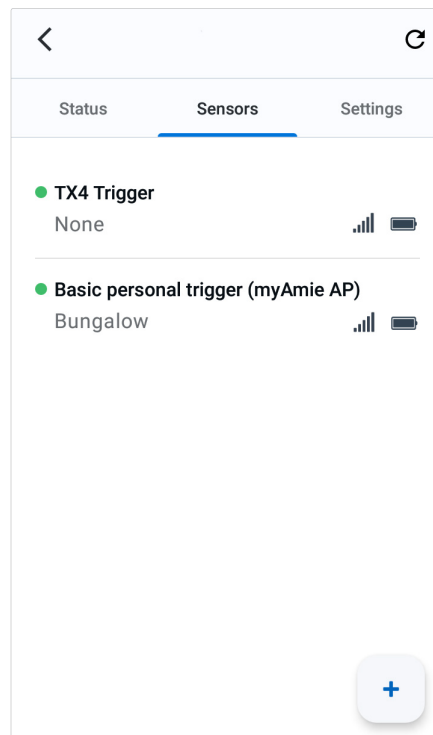
1. Sensor type
2. Location code
3. Sensor status:
 - ● - OK
 - ● - Error
 - ● - Warning
 - ● - Technical status
 - ○ - Inactive
4. Sensor battery level
5. Sensor signal strength
6. Add new sensor button

6.3.1. Add a sensor

To add a sensor:

- a) Select a device and go to **Sensors**.

b) Tap the  icon.

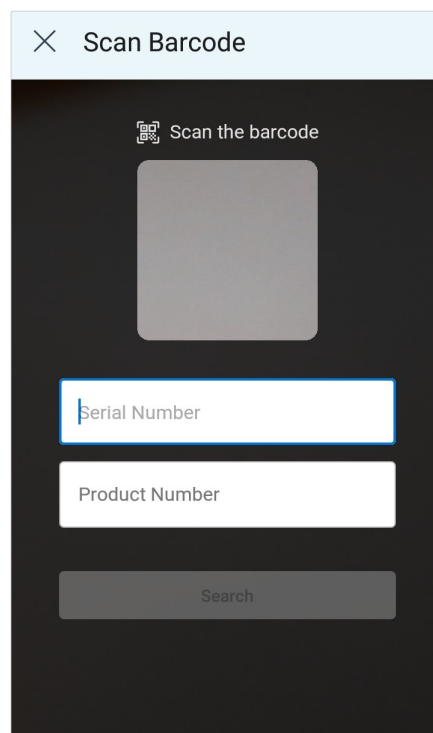


c) To identify the sensor that you want to add, do one of the following:

- Scan the QR code/barcode on the sensor or the using the camera. The serial number and product number will appear in respective field.
- Manually enter the serial number and product number in respective field.

Only the first seven digits of the product number and the last six digits of the serial number are required.

Tap **Search**.



d) When the app displays the sensor data:

- i. Tap the *Location* drop-down list to select location of the sensor.
- ii. Tap **ADD** to add the sensor to the *Manage sensors* page.

Add New Sensor

MyAmie AP Cream/Red



Serial Number 11780

Location Unspecified location 1 ▼

CancelAdd

e) Tap the  icon to save changes.

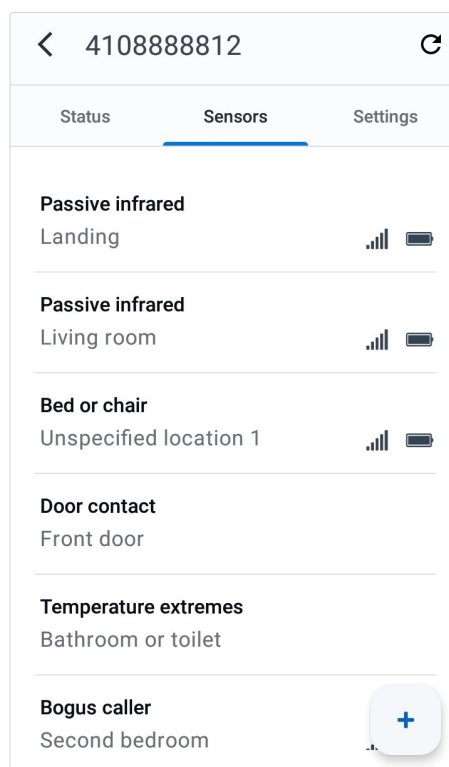
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon  until it reports to the device for the first time.

6.3.2. Delete a sensor

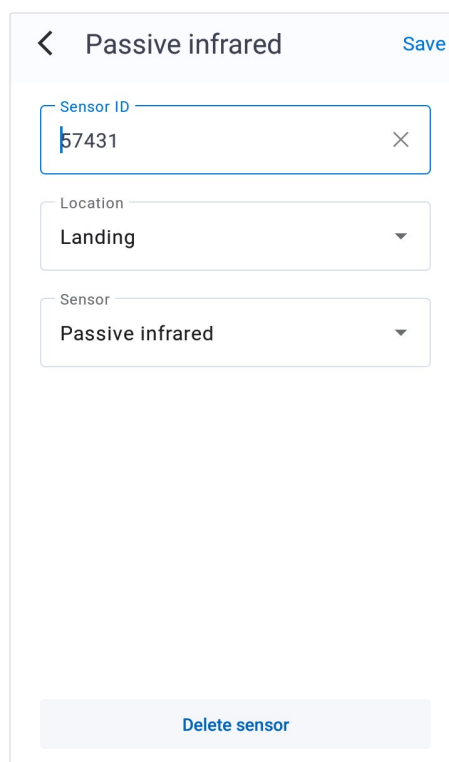
To delete a sensor:

- Select a device and go to **Sensors**.
- Tap the sensor that you want to delete from the device.



- Tap **Delete sensor** and confirm in the dialogue box.

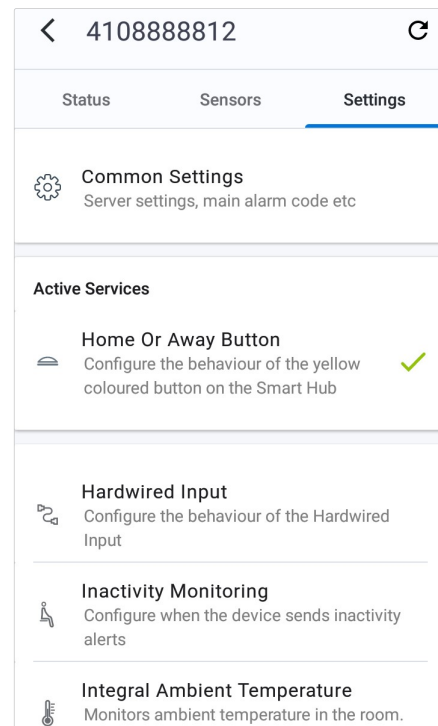
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



6.4. Settings

Settings contains the following settings and services:

-  **Common settings** - View or update basic device settings.
-  **Migration** - Move this device to another customer or district.
-  **Template** - Apply a pre-configured settings template to this device.
-  **Sensor clone** - Import sensor settings from another device.
-  **GSM Periodic Calls** - Set the frequency of GSM test calls.
-  **IP Periodic Calls** - Set the frequency of IP test calls.
-  **Hardwired Input** - Configure hardwired sensors and triggers.
-  **Clean-up** - This feature automatically removes prorgamed settings from the device. This is useful if you want to refurbish a device for a new user.
-  **Inactivity monitoring** - This feature monitors for resident inactivity and raises an alarm if no activity is detected.
-  **Integral Ambient Temperature** - This feature monitors the ambient temperature and raises an alarm if the temperature is too low or too high.
-  **Time Windows** - This feature is used to suppress a type of event that occurs within a specific time window.
-  **Virtual Property Exit** - This feature is used to schedule monitoring to generate alarms when the resident has left the property.
-  **Calls** - Manage call configuration.

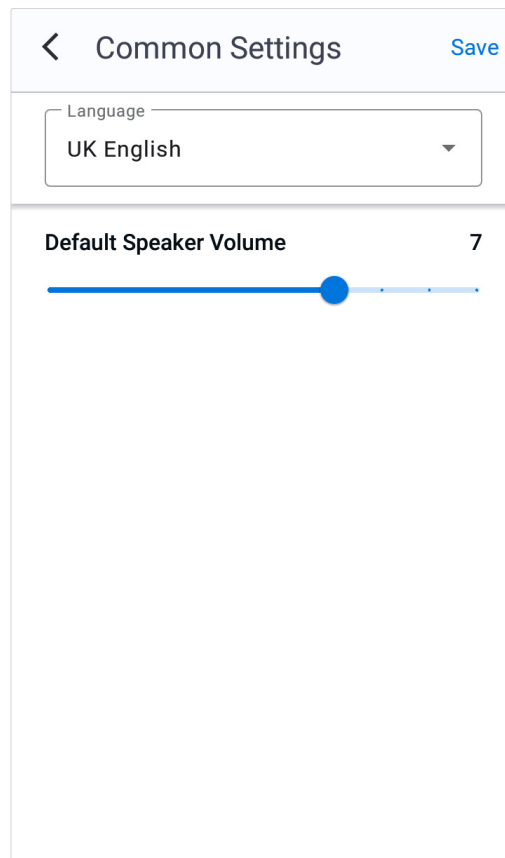


6.4.1. Common settings

⚙ Common settings contain general device settings.

To view or change common settings:

- a) Select a device and go to **Settings**.
- b) Tap ⚙ **Common settings**.
- c) The *Common settings* page contains the following settings:
 - *Language* - the language used for the device's announcements
 - *Speaker volume* - speaker main volume



- d) Tap **Save** to save changes.

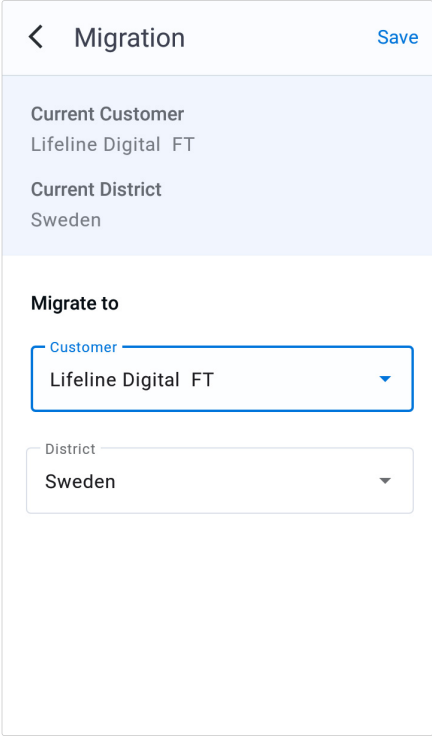
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.4.2. Migration

The  Migration feature is used to transfer devices between customers and districts within DMP.

To transfer a device to another district or customer:

- a) Select a device and go to **Settings**.
- b) Tap  **Migration**.
- c) Select a new location for the device using the following settings:
 - *Customer* - destination customer
 - *District* - destination district



< Migration Save

Current Customer
Lifeline Digital FT

Current District
Sweden

Migrate to

Customer
Lifeline Digital FT

District
Sweden

- d) Tap **Save** to save changes.

A confirmation message is displayed to confirm the new location of the device.

6.4.3. Template

The  Template feature is used to apply a pre-configured settings template to a device. This will overwrite existing settings on the device.



NOTE

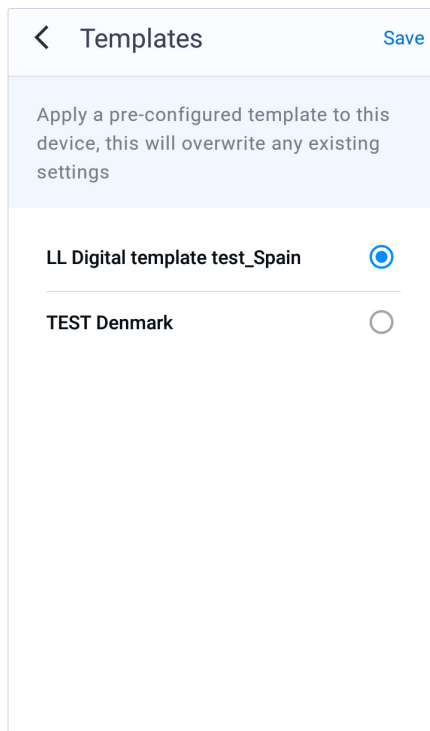
The device must be switched on and online.

To apply a template to a device:

- a) Select a device and go to **Settings**.
- b) Tap  **Template**.
- c) Tap to select the template that you want to apply.
- d) Tap **Save**.

When the confirmation dialogue appears, tap **Apply template** to confirm selection.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

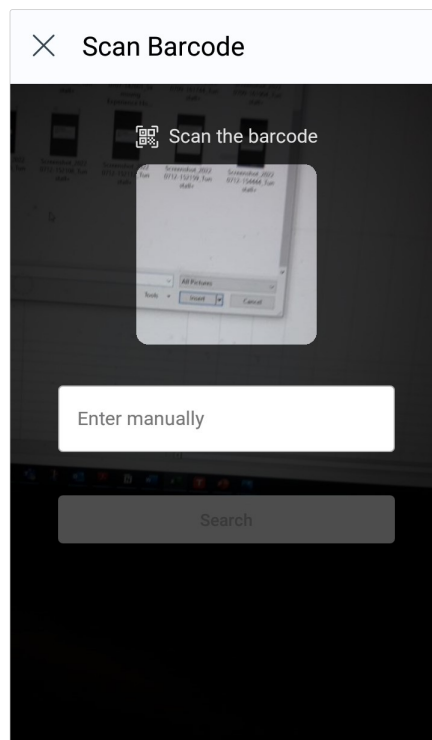


6.4.4. Sensor Clone

The  Sensor Clone feature enables you to import sensor settings from another device. To use this feature, both the source device and the target device must be of the same type, it is not possible to clone sensors settings between different device types.

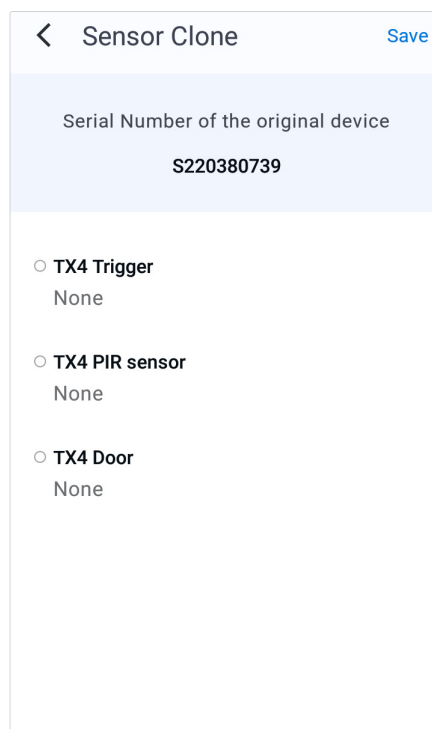
To import sensor settings from another device:

- a) Select the device that you want to import sensor setting to, and go to **Settings**.
- b) Tap  **Sensor Clone**.
- c) Do one of the following to identify the source device that you want to clone the sensors from:
 - To scan the barcode, point the camera at the barcode. Make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
 - Tap **Enter manually** and enter the serial number of the device in the search field, then tap **Search**.



- d) When the *Sensor clone* page loads, it displays a list of the sensors that are currently paired with the source device.

Swipe right on any sensor in the list that you do not want to include in the cloning process.



- e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device, or wait for the device to send its next automatic heartbeat.

The sensors will have an inactive status icon ○ until they report to the device for the first time.



NOTE

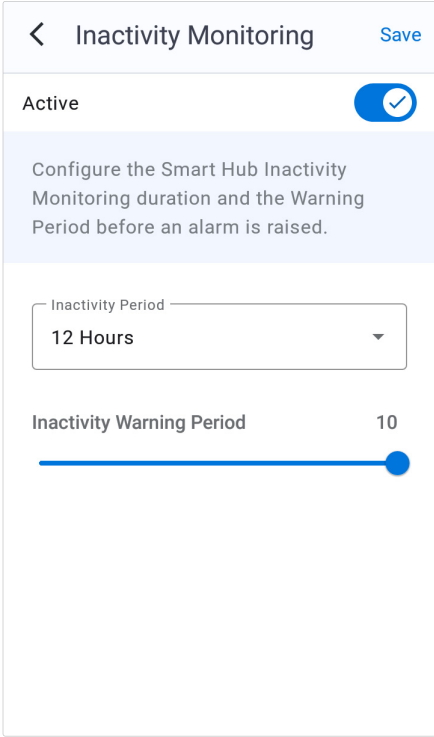
The Sensor clone feature does not remove the sensor record from the source device.

6.4.5. Inactivity monitoring

The  Inactivity Monitoring feature is used to control how the device monitors for user inactivity. If the unit detects no activity for the inactivity monitoring time period, it continually announces: An inactivity alert is about to be made, please press cancel, for a defined time period, known as the inactivity warning period. If the user does not cancel the alarm during the inactivity warning period, the device then raises an alarm call to the monitoring centre.

To configure inactivity monitoring:

- a) Select a device and go to **Settings**.
- b) Tap  **Inactivity Monitoring**.
- c) Tap **Active** to activate this feature.
- d) Configure the following settings:
 - *Inactivity Period* - is the time duration where if an activity event does not occur, the device enters an inactivity warning period and begins the pre-alarm announcements.
 - *Inactivity Warning Period* - defines how long in minutes before an inactivity alarm is raised. This warning period informs the user that an inactivity alarm is about to be raised, giving them the opportunity to cancel the alarm.



- e) Tap **Save** to save changes.

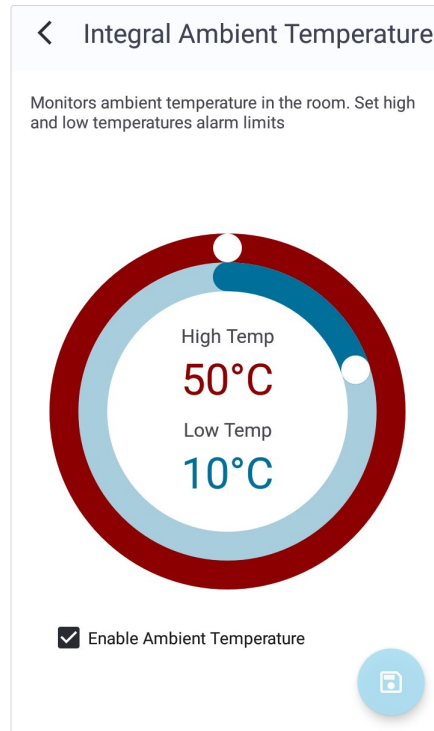
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.4.6. Integral Ambient Temperature

The 🌡️ Integral Ambient Temperature feature is used to set the environmental temperature thresholds which, if breached, will cause the device to send a high or low temperature event alert to the Alarm Receiving Centre (ARC).

To configure the Integral Ambient Temperature feature:

- a) Select a device and go to **Settings**.
- b) Tap 🌡️ **Integral Ambient Temperature**.
- c) Tap the *Enable Ambient Temperature* checkbox to enable this feature, then configure the following settings:
 - Tap and slide the inner blue ring to set the low temperature limit.
 - Tap and slide the outer red ring to set the high temperature limit.



- d) Tap the 💾 icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.4.7. Clean-up

The 🧹 Clean-up feature is used to automatically remove programmed settings from the device. This is useful if you want to refurbish a device for a new user.

To use Clean-up:

- a) Select a device and go to **Settings**.
- b) Tap 🧹 **Clean-up**

- c) Tap one or more checkboxes to select which settings to remove from the device.

 **Clean-up**

Use this feature to remove the Smart Hub programmed settings prior to redeploying for a new user.

Unit Caller ID	☐
Active Services	☐
Applied Sensors	☐
Call Destinations	☐

- d) Tap  to save changes, then tap **Continue** to confirm the selection.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

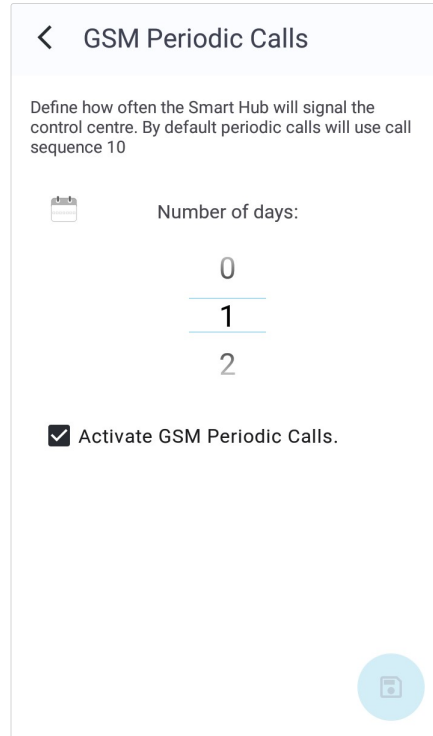
6.4.8. GSM Periodic Calls

The  GSM Periodic Calls feature is used to adjust the frequency of periodic calls from the device to the monitoring centre via the SIM card.

To configure GSM periodic calls:

- Select a device and go to **Settings**.
- Tap  **GSM Periodic Calls**.
- Tap the *Activate GSM Periodic Calls* checkbox to enable this feature.

Adjust the frequency of the calls between 01-31 days, by sliding the figures up or down.



- Tap the  icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



NOTE

GSM Periodic Calls will be made to call sequence 10 – which is configured in DMP.

6.4.9. IP Periodic Calls

The  IP Periodic Calls feature is used to adjust the frequency of periodic calls from the device to the monitoring centre via an IP connection.

To configure IP periodic calls:

- a) Select a device and go to **Settings**.
- b) Tap  **IP Periodic Calls**.
- c) Tap the *Activate IP Periodic Calls* checkbox to enable this feature, then configure the following settings:
 - Adjust the call interval period for *Mains interval* from 00:01 (every minute) to 23:59 (once a day) by sliding the figures either up or down.
 - Adjust the call interval period for *Battery interval* from 00:01 (every minute) to 23:59 (once a day) by sliding the figures either up or down.

 IP Periodic Calls

Define how often the Smart Hub will signal the control centre when operating on Mains/Battery power. By default periodic calls will use call sequence 10

 Mains interval:

HoursMinutes

2304

00:05

0106

 Battery interval:

HoursMinutes

2329

00:30

0131

☒ Activate IP Periodic Calls.



- d) Tap the  icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



NOTE

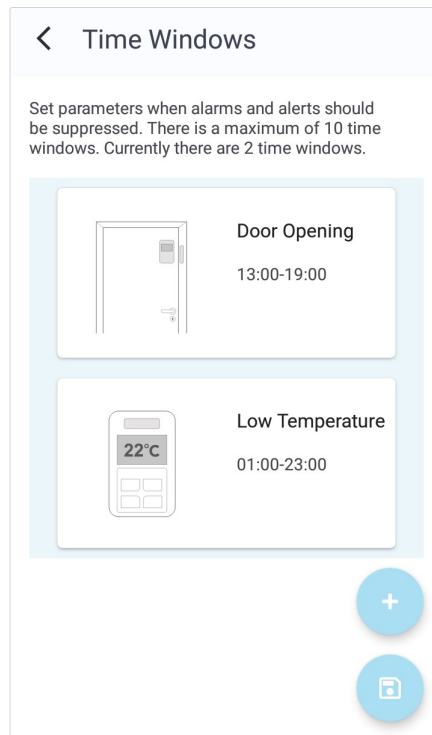
IP Calls will be made to call sequence 10, which is configured in the "Calls" category of DMP.

6.4.10. Time Windows

The 🕒 Time Windows feature is used to suppress a type of event that occurs within a specific time window, so that alarms relating to the event are not raised during that period.

To add or change time windows:

- a) Select a device and go to **Settings**.
- b) Tap 🕒 **Time Windows**.
- c) The *Time Windows* page displays list of configured time windows. If there are no time windows currently configured, then the list will be empty.
 - To add a time window, tap the ➕ icon and go to Step d.
 - To edit a time window, tap the time window card and go to Step d.
 - Swipe right on a sensor to remove it from the list.
 - Tap the 💾 icon to save changes.

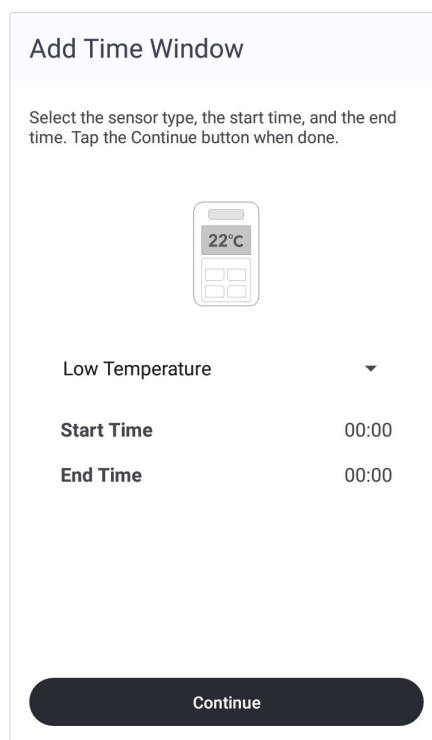


- d) On the *Add Time Window* page, select sensor type in the drop-down list and set the *Start Time* and *End Time*. Tap **CONTINUE**.



NOTE

If you enter an event suppression *End Time* that is less than the event suppression *Start Time*, then the end time occurs during the following day, for example from 23:00 to 07:00.



- e) Tap the 💾 icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

vice or wait for the device to send its next automatic heartbeat.

6.4.11. Virtual Property Exit Sensor

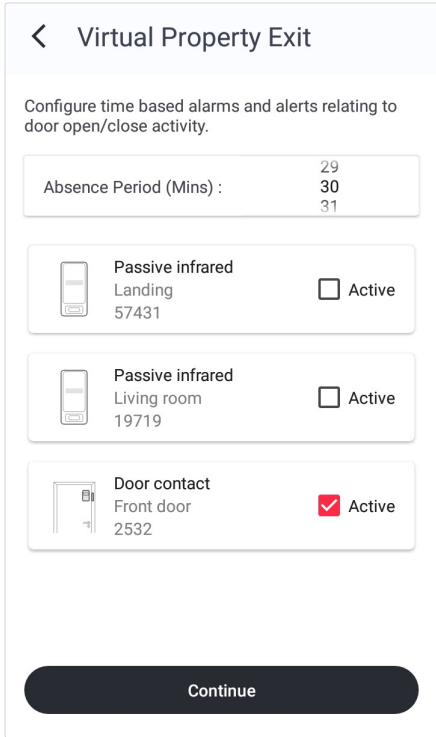
The  *Virtual Property Exit Sensor (VPES)*, feature is used to schedule monitoring windows to generate alerts when the resident has left the property. The VPES determines absence from the residence by detecting the opening of a door followed by no movement activity. To do this, it monitors input from one or more door contacts and associated PIR (Passive Infra-Red) movement sensors; this use being defined as part of each sensor's configuration. If, after the door has opened, there is no movement activity for a specified absence period, then the unit raises an alarm to the monitoring centre.

- a) Select a device and go to **Settings**.
- b) Tap  **Virtual Property Exit**.
- c) On the *Virtual Property Exit* page do the following:

- i. Set the *Absence period* by sliding the figures up or down.

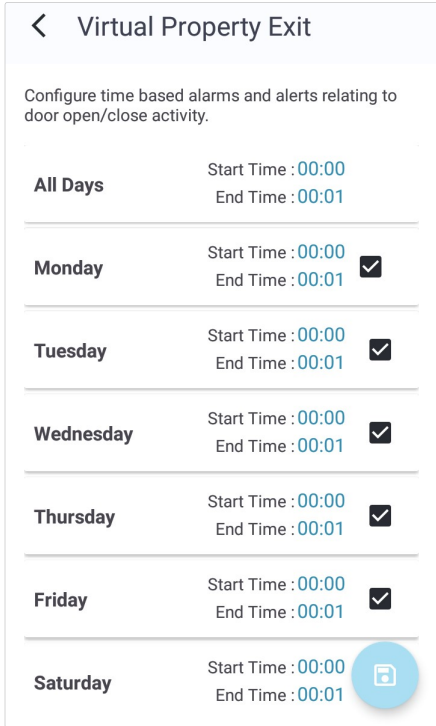
The absence period starts when the sensor detects an exit and raises an alarm if no activity is detected before the period expires.

- ii. Tick the **Active** checkbox on the sensors you want to configure then tap **CONTINUE**.



The screenshot shows the 'Virtual Property Exit' configuration screen. At the top, there is a back arrow and the title 'Virtual Property Exit'. Below the title, a subtitle reads: 'Configure time based alarms and alerts relating to door open/close activity.' The main section contains three sensor configuration cards. The first card is for 'Absence Period (Mins)' with a slider set to 30, with values 29, 30, and 31 visible. The second card is for 'Passive infrared Landing 57431' with an 'Active' checkbox that is currently unchecked. The third card is for 'Passive infrared Living room 19719' with an 'Active' checkbox that is also unchecked. The fourth card is for 'Door contact Front door 2532' with an 'Active' checkbox that is checked. At the bottom of the screen is a large black button labeled 'Continue'.

- d) On the *Virtual Property Exit* menu, tick the checkboxes to select monitoring for specific days of the week, or a blanket option to monitor all days.



The screenshot shows the 'Virtual Property Exit' configuration screen, specifically the monitoring schedule section. At the top, there is a back arrow and the title 'Virtual Property Exit'. Below the title, a subtitle reads: 'Configure time based alarms and alerts relating to door open/close activity.' The main section contains a list of days of the week with corresponding start and end times and checkboxes. The 'All Days' option is selected, with a start time of 00:00 and an end time of 00:01. The other days (Monday through Saturday) are listed below, each with a start time of 00:00, an end time of 00:01, and a checked checkbox. At the bottom right of the screen is a blue circular button with a calendar icon.

- e) To set the start and end time for monitoring, tap the card of the days you want to configure or tap the **All Days** to select all days.
- f) Set the *Start Time* and *End Time* for the monitoring period or tick the *24 Hours Enabled* checkbox to cover the entire 24-hour period then tap **CONTINUE**.

< All Days

Start Time End Time

23 59 23 59

00 : 00 00 : 01

01 01 01 02

☐ 24 Hours Enabled

Continue

- g) Make sure that the settings are correct then tap the  icon.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

< Virtual Property Exit

Configure time based alarms and alerts relating to door open/close activity.

Day	Start Time	End Time	Selected
All Days	00:00	00:01	☒
Monday	00:00	00:01	☒
Tuesday	00:00	00:01	☒
Wednesday	00:00	00:01	☒
Thursday	00:00	00:01	☒
Friday	00:00	00:01	☒
Saturday	00:00	00:01	☒

Save icon

6.4.12. Home or Away Button

The  *Home or Away Button* feature is used to specify the function of the yellow "Home/Away" button. This button is used to switch the unit between "Home" and "Away" mode but can also be used as a fast-dial button.

- a) Select a device and go to **Settings**.
- b) Tap  **Home or Away Button**
- c) Select one of the following functions and tap **Continue**:
 - *Home/Away* - select to temporarily suppress sensor monitoring when in Away mode, go to [Step d\)](#)
 - *Fast dial* - select to use the device as a fast dial speakerphone, go to [Step e\)](#)
 - *Disable Home or Away button* - select this checkbox to disable the yellow button

 **Home Or Away Button**

Use the following options to configure the behaviour of the yellow coloured button.



Button Function Home/Away ▼

☐ Disable Home or Away Button

Continue

- d) *Home/Away* - The Home or Away setting is used to temporarily turn off sensor monitoring while the user is not within the monitored environment.
 - Adjust the time delay from pressing the button to the device switching modes by sliding the *Time delay before state change (seconds)*
 - *Away state reminder* - select/clear to enable/disable audible notifications if the connected sensors are triggered while the device is in Away mode. This is to remind the resident to put the device in Home mode.

Tap the  icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

 **Home Or Away Button**

Use the following options to configure the Home or Away button.



Time delay before State Change (Seconds) :

14

15

16

☐ Away State Reminder



- e) *Fast dial* - The "Fast Dial" feature is used to assign a telephone number that will be called from the device when the Yellow button is pressed.
- Enter the phone number using the full international format, for example "0046[...]". Similarly, do not use any telephone number that has a non-geographical code.

Tap the  icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

 **Home Or Away Button**

Assign and update the Fast Dial Number to be allocated to the yellow button.

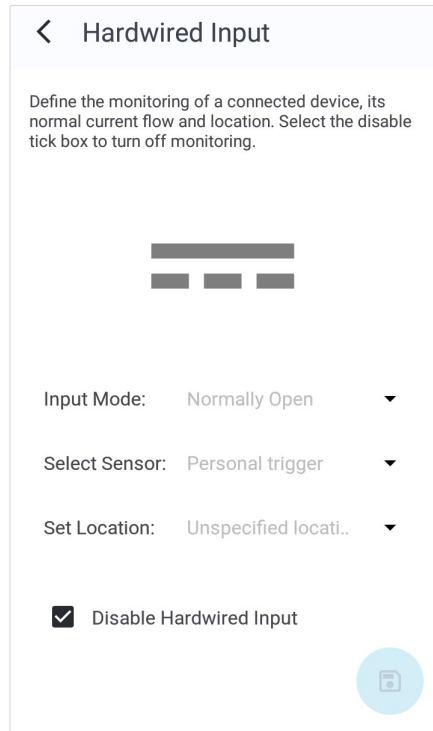


Fast Dial :
Please enter more than two numbers.

6.4.13. Hardwired Input

The  Hardwired Input feature is used to programme triggers and sensors that are physically wired into the device.

- a) Select a device and go to **Settings**.
- b) Tap  **Hardwired Input**.
- c) On the *Hardwired Input* page configure the following settings:
 - *Disable Hardwired Input* - Clear/select this checkbox to enable/disable the Hardwired input feature.
 - *Input Mode* - Indicates the contact when the connected device is activated and needs to report to the device.
 - *Select Sensor* - Choose which sensor is hardwired into the device.
 - *Set Location* - Select the location within the premises that the sensor/trigger is positioned.



- d) Tap the  icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.5. Call configuration

Use the *Call configuration* page to set up the communication between the device and the Alarm Receiving Centre (ARC):

- *Contacts* - destination settings for the Alarm Receiving Centre (ARC) and other alarm receivers
- *Sequences* - defines which destinations to call and in which order

The screenshot shows the 'Call Configuration' page with the 'Contacts' tab selected. The page has a header with a back arrow and the title 'Call Configuration'. Below the header are two tabs: 'Contacts' (active) and 'Sequences'. A descriptive text block states: 'Defines the individual phone numbers and addresses that are to receive alarms. In the next step those must be ordered into sequences of phone numbers/addresses.' Below this, there is a list of five destinations. Each destination is represented by a card with an IP icon, a label (Destination 1 to 5), a phone number, and an address. A blue edit icon is visible at the bottom right of the list.

Destination	Phone Number	Address
Destination 1	4108888812	IPACS
Destination 2	4108888800221133	IPACS
Destination 3	4108888877	112233 IPACS
Destination 4	4108888812	SCAIP
Destination 5	4108888812	

6.5.1. Contacts

Contacts contain destination settings for the Alarm Receiving Centre (ARC). It is possible to configure up to 10 destinations.

- Select a device and go to **Settings**.
- Tap **Calls**.
- On the *Call configuration* page, go to the *Contacts* tab and then tap the icon.

This screenshot is identical to the one above, showing the 'Call Configuration' page with the 'Contacts' tab selected. It displays the same list of five destinations with their respective phone numbers and addresses, and the edit icon at the bottom right.

Destination	Phone Number	Address
Destination 1	4108888812	IPACS
Destination 2	4108888800221133	IPACS
Destination 3	4108888877	112233 IPACS
Destination 4	4108888812	SCAIP
Destination 5	4108888812	

d) On the *Manage call configuration page*, tap on the destination that you want edit. There are three types of calls:

- IP – includes the destination URL/IP address, go to [Step e\)](#)
- Telephone – includes the destination number, go to [Step f\)](#)
- SMS – includes the destination number, go to [Step g\)](#)

Manage Call Configuration

Destination	Address	Protocol
Destination 1	410888812	IP
Destination 2	410888800221133	IP
Destination 3	410888877	IP
Destination 4	410888812	SCAIP
Destination 5	410888812	IP

Unit ID _____

Apply unit ID to all destinations

e) For IP contacts, select **IP** in the *Call type* drop-down list and configure the following settings:

- *Unit ID* - identifies the device at the ARC
- *Address* - IP address of the contact
- *Supported protocol* - communication protocol, must match the capability of the ARC
- *Connection type* - the type of connection path to be used for the alarm call
- *Call method* - the type of voice channel to be used during the call
- *IPACS GSM call method*:
 - *Callback* - voice call is to originate from the ARC
 - *Dial out* - the voice call is to originate from the ARC

This setting is only used for GSM calls that use the IPACS protocol, it is ignored for all other types of calls.

Tap **Continue** and go to step [Step h\)](#).

Destination 3

Unit ID 410888877

Address 112233

Call Type IP

Supported protocol: IPACS

Connection type: Cellular

Call method: GSM Call

IPACS GSM call method: Dialout

Continue

f) For Telephone contacts, select **Telephone** in the *Call type* drop-down list and configure the following settings:

- *Unit ID* - identifies the device at the ARC
- *Number* - telephone number of the contact

Tap **Continue** and go to step Step h).

The screenshot shows the 'Destination 3' configuration screen. At the top, there is a back arrow and the title 'Destination 3'. Below the title is a circular icon with 'IP' inside. The screen contains three input fields: 'Unit ID' with the value '4108888877', 'Number' which is empty, and 'Call Type' set to 'Telephone' with a dropdown arrow. An orange arrow points from the 'Number' field to the 'Telephone' option in the 'Call Type' dropdown. At the bottom, there is a dark blue button labeled 'Continue'.

g) For SMS contacts, select **SMS** in the *Call type* drop-down list and configure the following settings:

- *Unit ID* - identifies the device at the ARC
- *Number* - telephone number of the contact

Tap **Continue** and go to step Step h).

The screenshot shows the 'Destination 3' configuration screen. At the top, there is a back arrow and the title 'Destination 3'. Below the title is a circular icon with 'IP' inside. The screen contains three input fields: 'Unit ID' with the value '4108888877', 'Number' which is empty, and 'Call Type' set to 'SMS' with a dropdown arrow. An orange arrow points from the 'Number' field to the 'SMS' option in the 'Call Type' dropdown. At the bottom, there is a dark blue button labeled 'Continue'.

- h) If required, to change all the destinations to the same ID, tap the *Unit id* field and enter the new ID number then tap **Apply unit ID to all destinations**.

Manage Call Configuration

Destination	IP Address	Protocol
Destination 1	4108888812	IPACS
Destination 2	4108888800221133	IPACS
Destination 3	4108888877	IPACS
Destination 4	4108888812	SCAIP
Destination 5	4108888812	IPACS

Unit ID

Apply unit ID to all destinations

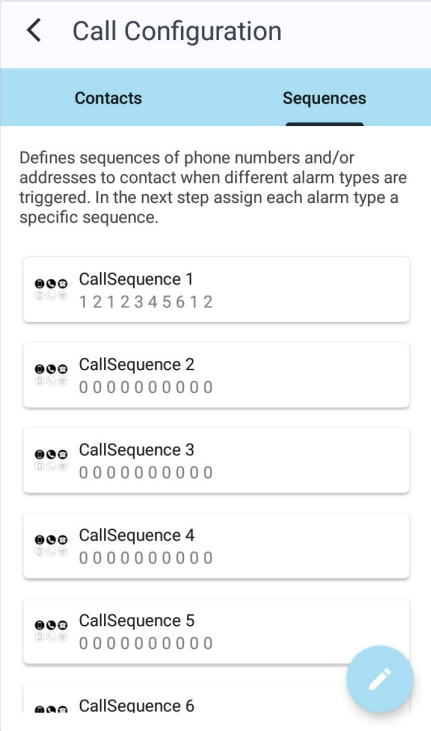
- i) Tap the  icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.5.2. Sequences

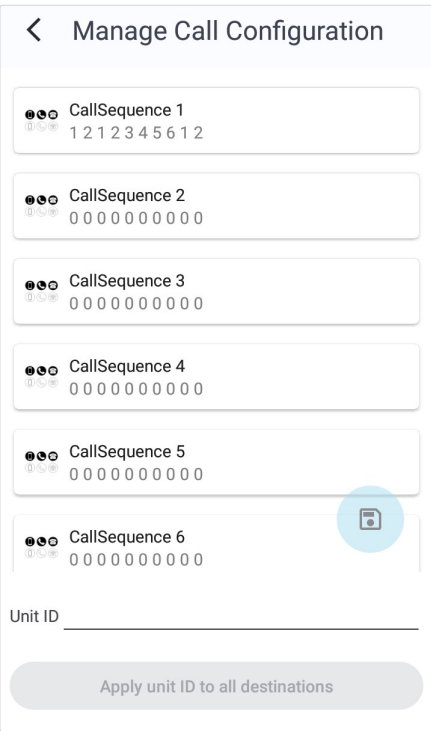
Sequences define which destinations to call and in which order to call them.

- Select a device and go to **Settings**.
- Tap  **Calls**.
- On the *Call configuration* page, go to the *Sequences* tab and then tap the  icon.



The **Call Configuration** screen has a light blue header with a back arrow and the title. Below the header are two tabs: **Contacts** and **Sequences**, with **Sequences** being the active tab. A descriptive text block explains that sequences define phone numbers and addresses to contact when alarm types are triggered, and that the next step is to assign each alarm type a specific sequence. Below this text are six sequence entries, each with a phone icon, a label (CallSequence 1 through 6), and a sequence of numbers. CallSequence 1 has the sequence '1 2 1 2 3 4 5 6 1 2', while the others have '0 0 0 0 0 0 0 0 0 0'. A blue circular pencil icon is positioned at the bottom right of the list.

- On the *Manage Call Configuration* page, tap the Sequence that you want to edit.



The **Manage Call Configuration** screen has a light blue header with a back arrow and the title. It displays the same six sequence entries as the previous screen. A blue circular icon with a document symbol is located at the bottom right of the list. Below the list is a 'Unit ID' label followed by a text input field. At the very bottom is a grey button labeled 'Apply unit ID to all destinations'.

- e) Each sequence has ten steps that each contain the following settings:
- *No. of attempts* - the number of connection attempts to be made for each destination
 - *Destination* - select a destination for each step that you want to include in the sequence

Tap **Continue**.

<

CallSequence 3

No. of Attempts1▼

Destination0▼

No. of Attempts1▼

Destination0▼

No. of Attempts1▼

Destination0▼

No. of Attempts1▼

Destination0▼

No. of Attempts1▼

Destination0▼

No. of Attempts1▼

Destination0▼

No. of AttemptsContinue1▼

- f) Tap the  icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

Appendix A. Contact details

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