Tunstall 4000+

programming guide

All the reassurance you need

1. INTRODUCTION

Each Lifeline 4000+ is supplied with a user guide. Please ensure you are familiar with this prior to reading this guide.

This programming guide contains guidelines and examples of how to program the Lifeline 4000+ for use in most situations however, for more complex programming, please refer to the ADVANCED USER GUIDE.

PLEASE NOTE THAT LIFELINE 4000+ IS FOR USE WITH THE TUNSTALL 869MHz EUROPEAN SOCIAL ALARM FREQUENCY RADIO TRIGGERS AND SENSORS ONLY.

The guide is split into the following sections:-

2. PROGRAMMING OPTIONS

This section focuses on the method of programming Lifeline 4000+ .

However, the Lifeline 4000+ can also be programmed from either a control centre or from a PC or laptop using the TAPIT interface (described in the 'Frequently Asked Questions').

Note that the word **'radio sensor'** is used throughout this guide and can be interpreted as radio trigger, Amie+, Gem+, Fall Detector, PIR movement sensor, or any other telecare sensor.

Programming Lifeline 4000+

This method is suitable for assigning and removing radio sensors. This can be done with just the Lifeline 4000+, no other equipment is required.

① How to enter programming mode

Press and hold for 5 seconds

Slow flash
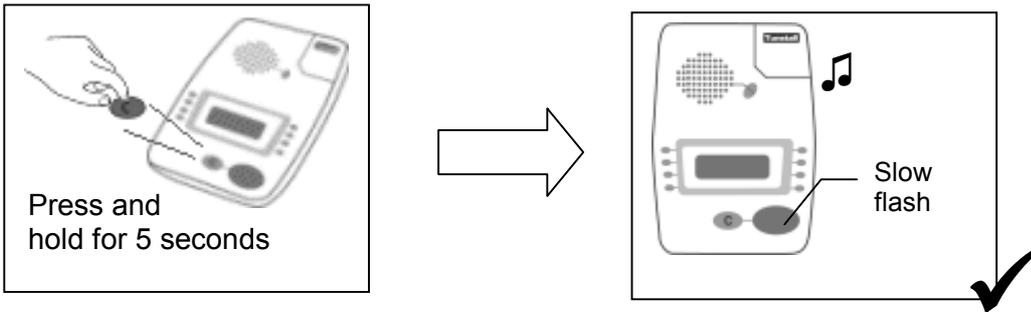
② How to exit programming mode

Briefly press cancel

No Flash
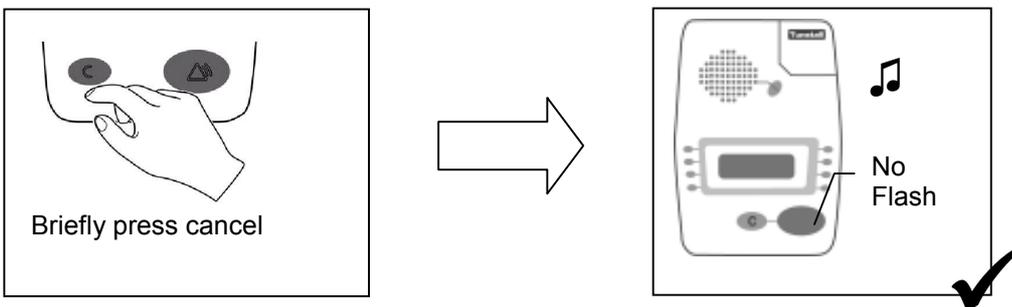
③ How to assign a radio sensor

Follow Step ① to enter programming mode, then enter **radio sensor** programming mode by..

Press and hold for 3 seconds

Rapid Flash

Activate the sensor
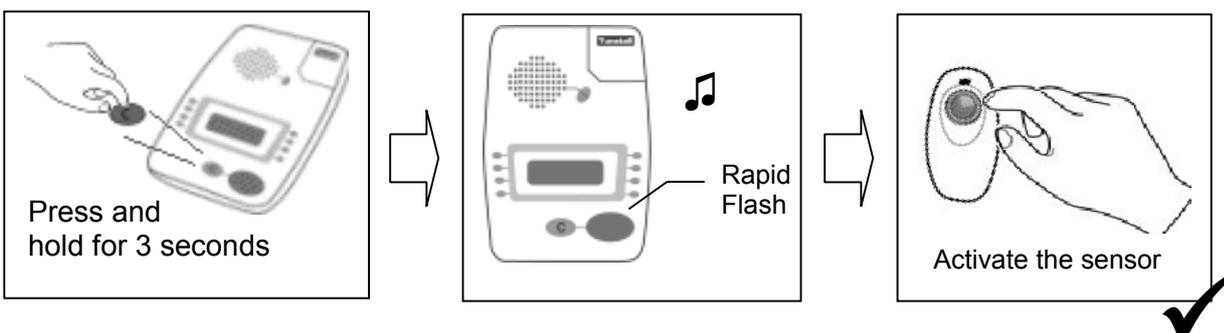
To assign further sensors, re-enter radio programming mode by repeating the steps in this section ie. press and hold cancel for 3 seconds followed by 'activate the sensor'. A maximum of 35 sensors may be assigned.

When complete exit local programming as shown in step ②

CHANGING PARAMETERS MANUALLY

As well as assigning, editing and deleting radio sensors the Lifeline 4000+ will accept **quick codes** and editing of individual parameters :-

Quick Codes

Quick codes provide a convenient method of altering many functions of the Lifeline 4000+. They are simple 4 digit codes which allow installers to enable/cancel a variety of functions such as silent alarm calls and inactivity monitoring.

To enter a quick code:-

Whilst in local programming mode, simply enter the 4 digit quick code number using the internal keypad of the Lifeline 4000+. A low tone indicated invalid entry while a high tone indicates a successful entry- at this point, exit programming mode.

Individual Parameters

In addition to **quick codes**, Lifeline 4000+ can be programmed manually using individual parameters.

To edit an individual parameter, enter programming mode and, using the integral keypad of the Lifeline 4000+, enter the relevant parameter and value as shown below.

| ✱ | PARAMETER NUMBER | ✱ | PARAMETER VALUE | ✱ |

. Note- some parameters are password protected therefore cannot be changed.

In the following sections, each set-up is accompanied with an icon to describe the most appropriate programming method.
These icons are as follows:-

Program using the Lifeline 4000+, the keypad is not required

Program using the integral keypad under the flap
Remember..

* $\overset{\text{Parameter}}{\underset{\text{number}}{}}$ * $\overset{\text{Parameter}}{\underset{\text{Value}}{}}$ *

For each of these tasks, ensure that you are in programming mode by pressing the cancel key for 5 seconds (refer to page 4).

Emergency Telephone Numbers

*	0	0	*	2	2	3	*

To set the 1st Emergency number to dial a control centre with telephone number '223'

*	0	1	*	4	5	0	*

To set the 2nd Emergency number to dial a control centre with telephone number '450'

*	0	0	*	#	6	3	6	1	1	7	*

To set the 1st Emergency number to dial a Personal recipient with telephone number '636117'.

The 'Frequently Asked Questions' section (page 25) covers how to program more than two control centre or personal recipient numbers, why # is used before some telephone numbers.

Unit Identity

The unit identity is the unique number that identifies an individual Lifeline 4000+ when it makes a call to a control centre. Lifeline 4000+ units have a default of 995 which should be changed before installation. A maximum of 12 digits can be used for the unit identity.

The unit ID number can be simply changed by typing the following using the integral keypad:-

*	0	2	*	3	0	0	*

To set the unit identity to 300.

*	0	2	*	1	0	2	5	0	5	*

To set the unit identity to 102505.

Assigning Radio Sensors

Assignment of radio sensors was described on page 4 earlier in this guide. When a sensor is assigned, the Lifeline 4000+ automatically detects the sensor type and automatically assigns it to a correct parameter. This is a new feature of Lifeline 4000+ called Plug & Play and has been designed to make the process of assigning all types of radio sensors as simple as possible.

Testing Sensors

Once a sensor has been assigned, t is recommended that it is tested. This can be done by using 'walk test' mode or by simply raising an alarm from the sensor.

The walk test mode is a simple way of testing the range of a radio trigger without having to place a call with a control centre. It allows an installer to walk throughout a dwelling / garden, while activating a radio trigger, and to obtain audible confirmation from the Lifeline 4000+ that the trigger is in range.

Walk test mode is activated by simply placing the unit in programming mode. Once in programming mode the Lifeline 4000+ will announce the sensor type each time it receives a signal from any of its assigned sensors. Note the sensor must be assigned to the LL4000+ before a 'walk test' can be performed. This test is useful for range testing.

Removing a single Sensor

3	0	0	0

⇩

Enter the 4 digit quick code opposite, then activate the radio sensor to be removed.
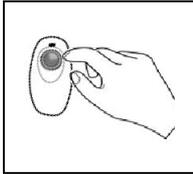
⚠ The sensor will no longer be assigned to the Lifeline 4000+, however the sensor can be re-assigned later if required.

Removing all Sensors

This step removes <u>all</u> radio sensors that are assigned to the unit.

3	0	5	0

Enter the 4 digit quick code opposite.

Configuring Radio Sensors

The display of the LL4000+ allows installers to quickly and easily determine the following:-

- Radio Sensor Type
- Radio Sensor Location e.g. living room/kitchen etc
- Whether a sensor should be used to answer incoming calls
- Whether a sensor should be used for activity monitoring
- Whether a sensor should be used for intruder monitoring
- Whether a sensor should <u>not</u> raise an alarm i.e. when a sensor is being used to activate a door entry system.
- Whether a sensor should raise silent alarms.
- Whether a sensor should not raise visible alarms.

In order to use this feature enter local programming mode and press the user key that is lit next to the word 'Triggers'.

(NOTE: If the unit does not have any sensors registered then the message 'No Triggers' will be displayed.)

If there are some sensors registered, the following screen will be displayed showing the sensor number being edited, the type of sensor and options to configure or delete the sensor:-
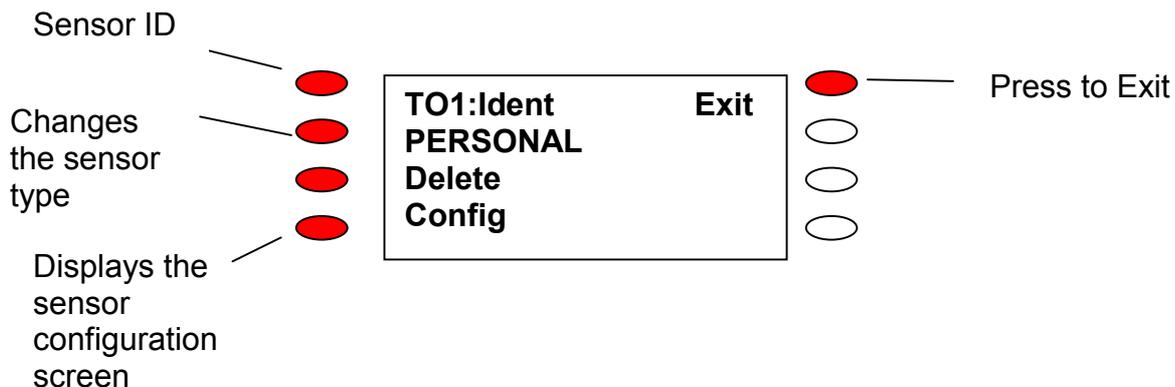

Where multiple sensors are registered, these can be selected by pressing the sensor ID button

The 'Config' screen is shown on the next page.

The Configuration Screen.

The configuration screen shows the trigger number and its ID number (this is the 6 digit number found on the barcode of the trigger).
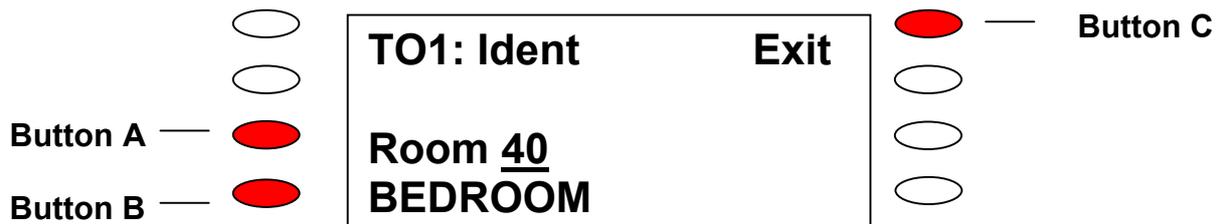
Assigning Location Information

In order to assign a location to a sensor, press **button B** repeatedly until the desired location is displayed. Once displayed, the location is automatically assigned to the sensor.

The number of locations that can assigned in this way is limited to the most popular locations per trigger type for ease of selection.

However, in order to assign a location that is not featured, simply type its 2 digit TT92 location code using the integral keypad of the Lifeline 4000+.

Please see the table of TT92 location codes on page 25.

Changing the Call Mode

In order to change the call mode, press **button A** until the desired option appears on the display. Press the relevant lit buttons to activate or deactivate the desired options.

Call types that can be configured are:-

Item	Description	Options
Visual Indicators	Does the alarm button flash when the alarm calls is raised?	Yes / No
Silent Call	Do reassurance tones what to be heard when an alarm call is raised?	Yes / No
Activity Monitoring	Is the sensor used to monitor activity?	Yes / No
Intruder Monitoring	Does the sensor trigger the intruder system?	Yes / No
Raise Alarm	Does the sensor raise alarm calls?	Yes / No

Simple Monitoring for Inactivity

The Lifeline 4000+ can monitor for signs of activity using sensors such as PIR movement sensors. Should no activity be found for a specified time (12 or 24 hrs) then an alarm call is raised. The user will hear 10 minutes of warning beeps before this call is made. The 'Frequently Asked Questions' section at the back of this guide (page 25) covers what is considered to be a sign of activity.

5	1	1	0

This quick code sets up the unit to raise an alarm if no activity occurs for a 10 hour period.

5	1	2	4

This quick code sets up the unit to raise an alarm if no activity occurs for a 24 hour period.

NOTE: Setting the last 2 digits to 00 (i.e. 5100) disables inactivity.

Sophisticated Inactivity monitoring

It is possible to specify an exact time period for Lifeline 4000+ to monitor for inactivity only (e.g. from 9am until 9pm) if required.

It is also possible to specify an elapsed time, within the exact period, before Lifeline 4000+ reports inactivity.

For example, if the inactivity period is set from 9am until 9pm and the elapsed time is set at 60 minutes, the following would happen:-

- Inactivity monitoring would begin each morning at 9am. Lifeline 4000+ would then start to count down 60 minutes and, each time activity is detected, the timer would reset to 60 minutes before beginning to count down again.

- However, if after 60 minutes, no activity has been detected, Lifeline 4000+ will send an inactivity call to the control centre, straight away.

- Inactivity monitoring would finish in the evening at 9pm.

This extremely accurate method of monitoring for inactivity can be easily configured using the TAPIT+ interface or at the control centre.

Periodic Calls

Periodic calls are silent calls made by the Lifeline 4000+ usually to a control centre to confirm that the whole alarm system is working correctly, this tests the Lifeline 4000+ and telephone line through to the control centre. These calls are made on a regular basis, the most common setting is every 30 days. A maximum of up to 99 days can be specified.

| * | 1 | 2 | * | 3 | 0 | 1 | 0 | * |

This sets up the unit to make periodic calls every 30 days. NOTE: the first call is made <u>24</u> hours after this command, then at the same time 30 days later etc..

| * | 1 | 2 | * | 3 | 0 | 1 | 1 | * |

Number of days

This sets up the unit to make periodic calls every 30 days. NOTE: the first call is made <u>36</u> hours after this command, then at the same time 30 days later etc…

This is useful if the configuration is done in the day but the periodic calls are preferred at night. For example if the configuration is done at 2.00pm Monday afternoon, the first periodic call is then at 2.00am Wednesday morning followed by a call every 30 days at 2.00am in the morning.

| * | 1 | 2 | * | 0 | 1 | 1 | 0 | * |

Number of days

This sets up the unit to make periodic calls every day. NOTE: the first call is made 24 hours after this command.

| * | 1 | 2 | * | 0 | 0 | 0 | 0 | * |

This disables the periodic call feature.

Silent Calls

By default, periodic calls and other information calls are silent, this means that no noise will be heard from the Lifeline 4000+ during the call. An example of this is automatically reporting that a radio sensor's battery is low.

Alarm calls are not silent by default however silent alarm calls can be set up on a per trigger basis using the display of the Lifeline 4000+ (refer to page 9) e.g. if a personal trigger and a smoke detector were programmed to a Lifeline 4000+ it is possible to make all calls from the personal trigger silent (essential for domestic violence monitoring) while retaining the reassurance tones for all calls made by the smoke detector.

In some circumstances it may be desired that all types of alarm call are silent, for example if the Lifeline 4000+ is being used in witness protection to domestic violence situations.

This can easily be achieved, by typing the following quick codes on the integral keypad when the Lifeline 4000+ is in programming mode:-

9	**1**	**0**	**1**	Any alarm call generated by the unit will now be silent. NOTE: The alarm button will still flash.

9	**1**	**0**	**8**	Any alarm call generated by the unit will now be silent and the alarm button will NOT flash.

9	**1**	**0**	**3**	Restore the settings back to default. Eg. only periodic and information calls are silent.

Intruder Monitoring

(Note- this functionality is available on Lifeline 4000+ units with the following part numbers only:- 36000/447 & 36000/457)

Lifeline 4000+ can configured to provide simple to use, yet highly effective intruder alarm monitoring in the following way:-

Enabling Intruder Alarm Functionality

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Press the **INTRUDER** key in order to go to the intruder programming menu.

3. Press the **CONFIG** key to go to the configuration menu.

4. Press the **DISABLED** key.

5. Press the **CANCEL** key to return to the main screen

Result

- The **DISABLED** key has changed to **ENABLED**.
- All entry / exit tones are activated.
- The entry / exit time period is set at 30 seconds
- The PIN number disarm method has been set.
- **INTRUDER** will appear on the main display of Lifeline 4000+

Changing the PIN number

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Press the **INTRUDER** key to go to the intruder programming screen.

3. Press the **CONFIG** key to go to configuration menu.

4. Press the **PIN** key.

5. The display will prompt you to enter the old PIN number. Type in the old number (the default number is 1234) using the integral keypad- four stars will appear on the display as you do this.

6. The display will prompt you to enter the new PIN number. Type in your chosen 4 digit number.

7. The display will prompt you to re-enter your new PIN for confirmation purposes. Type in your chosen 4 digit number for a second time.

Result

- **'Pin programmed'** will now appear on the display in order to confirm that the PIN number has been changed.

Assigning an Arm / Disarm Trigger (optional)

An arm / disarm trigger provides a simple one touch method of arming and disarming the intruder alarm functionality- simply press once to arm the system when leaving the dwelling and press again on re-entering, to disarm the system.

The arm / disarm trigger has a blue button and can be attached to a key ring for convenience. It can be registered to the Lifeline 4000+ as follows:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Hold down the **CANCEL** key for a further 3 seconds until another tone is heard. Release the **CANCEL** key.

3. Active the arm / disarm trigger by pressing the blue button- Lifeline 4000+ will confirm registration by playing a speech message and showing details of the trigger on its display.

4. Exit programming mode by pressing the **CANCEL** key.

Assigning a Zoning Trigger

A zoning trigger allows a user to simply set the intruder functionality to protect an area of a dwelling such as downstairs, while allowing full movement in another area of the same dwelling.

The trigger has a blue button and bracket to allow wall mounting at the top of the stairs. Having negotiated the stairs, a user can press the trigger to protect the downstairs of the dwelling while asleep.

It can be registered to a Lifeline 4000+ in the following way:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Hold down the **CANCEL** key for a further 3 seconds until another tone is heard. Release the **CANCEL** key.

5. Active the zoning trigger by pressing the blue button- Lifeline 4000+ will confirm registration by playing a tone and showing details of the trigger on its display.

Note- the display will show the words **'ARM/DISARM'** as standard. In order to change this press the illuminated button on the right hand side of the display until the words **'ZONE ARM TRIGGER'** are displayed.

6. Exit programming mode by pressing the **CANCEL** key.

Assigning a Zone to a Zoning Trigger

Once a zoning trigger has been registered, it is automatically configured to arm zone 1 when activated.

The zone can be changed or more zones added in the following way:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Press the **INTRUDER** key.

3. Press the **ZONES** key- the following screen will be displayed:-
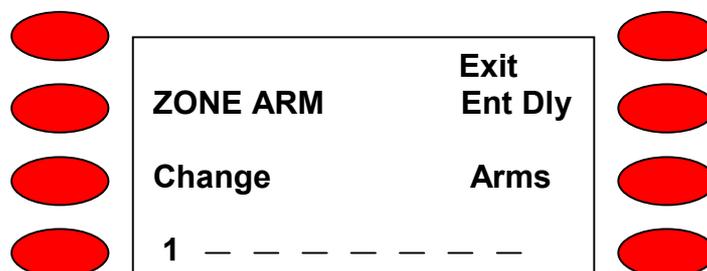
4. To change the zone that the trigger operates, press the **CHANGE** key- you will notice that the figure **1** in the bottom left hand corner of the screen has now been replaced by a flashing line.

To assign the trigger to zone 2, press the bottom right hand key- you will notice that the second line along the bottom of the display begins to flash.

Press the **CHANGE** key- you will notice that the flashing line has now been replaced with the figure **2** to indicate that zone 2 has now been set.

Up to 8 zones can be set by following this process

Assigning a PIR

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Hold down the **CANCEL** key for a further 3 seconds until another tone is heard. Release the **CANCEL** key.

3. Activate the PIR.

4. You will hear the message 'movement sensor trigger registered'

5. If the PIR has registered as a standard PIR you will see the text 'PIR STANDARD' on the display. To change the PIR to Entry / Exit status, press the first illuminated key on the left hand side of the display unit the text 'PIR ENTRY /EXIT' is displayed. To change it back, continue to press the same key until ' PIR STANDARD' is displayed.

5. Exit programming mode by pressing the **CANCEL** key.

Changing the Entry/Exit delay time

The default entry /exit time period is set at 30 seconds. This can be changed by performing the following steps:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Press the **INTRUDER** key to go to the Intruder Programming menu.

3. Press the **CONFIG** key to go to the configuration menu.

4. Press the **TIMES** key to enter the times menu.

5. Press the **ENTRY/EXIT** key, a cursor will flash on the first digit of the time value on the right hand side.

6. Use the integral keypad to type in the new three digit time value (in seconds), for example 60 seconds would be '060'.

When the time value is accepted a beep will be heard and the cursor will disappear. Exit programming mode by pressing the **CANCEL** key.

Assigning a zone to a PIR

Once a PIR has been registered, it is automatically configured to arm zone 1 when activated.

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Press the **INTRUDER** key.

3. Press the **ZONES** key.

4. If the PIR has been registered as a standard PIR, press the top left hand illuminated key until the text 'PIR STANDARD' is displayed.

5. If the PIR has been registered as an entry/exit PIR, press the top left hand illuminated key until the text 'PIR ENTRY/EXIT' is displayed.

6. Press the bottom right hand illuminated key until the intended zone appears on the display.

7. Exit programming mode by pressing the **CANCEL** key.

Keyless Door Access

(Note- this functionality is available on Lifeline 4000+ units with the following part numbers only:- 36000/447 & 36000/457)

Lifeline 4000+ can be used in conjunction with an electronic door release mechanism in order to allow a warden to open a client's door by using a dedicated carer radio trigger.

There are 2 options available:-

Option 1- Specified User

This option allows access to a property by a nominated carer only after an alarm call has been raised by the client.

This works in the following way:-

- Carers are provided with dedicated carer radio triggers (green button triggers- part number P67005/57)
- When an alarm call is raised by a Lifeline 4000+, the Response Centre operator selects the carer to respond and then programmes the ID number of his / her carer radio trigger into the Lifeline 4000+.

  This is achieved as follows:-

  o access the programming screen of PNC4
  o select the 'radio' tab

o enter the ID number of the trigger

- Once the carer is outside the client's dwelling, the carer can gain access by simply pressing his/her carer radio trigger.

- The client's Lifeline 4000+ will then de-register the carer radio trigger automatically (default is 60 minutes) to maintain client security.

This functionality can be activated as follows:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Enter parameter 530 by typing:-

*	5	3	0	*

3. Delete current values in this parameter by using the **'C'** key.

4. Type the following digits:-

9	9	9	9	0	0	0	2	9	9	1	0	1	0	6	0	*

5. Enter parameter 531 by typing:-

*	5	3	1	*

6. Delete current values in this parameter by using the **'C'** key.

7. Type the following digits:-

1	1	*

8. Exit programming mode by pressing the **CANCEL** key.

Option 2- Unspecified User

This option allows any carer with a carer radio trigger to again access to the client's dwelling.

This works in the following way:-

- Carers are provided with dedicated carer radio triggers (green button triggers- part number P67005/57)
- When a carer is outside a client's dwelling and requires entry, the carer calls the Lifeline 4000+ of the client using a mobile phone.
- Whilst the Lifeline 4000+ is ringing, the carer activates his/her carer radio trigger.
- The Lifeline 4000+ will then open the telephone line and the carer is able to open the door to the dwelling by pressing digit '3' on the telephone keypad.

This functionality can be activated as follows:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Enter parameter 530 by typing:-

*	5	3	0	*

3. Delete current values in this parameter by using the **'C'** key.

4. Type the following digits:-

9	9	9	9	0	0	0	2	9	9	1	0	1	0	6	0	*

5. Enter parameter 531 by typing:-

*	5	3	1	*

6. Delete current values in this parameter by using the **'C'** key.

7. Type the following digits:-

1	1	*

8. Exit programming mode by pressing the **CANCEL** key.

Reminder Functionality

(Note- this functionality is available on Lifeline 4000+ units with the following part numbers only:- 36000/447 & 36000/457)

Reminder functionality allows up to 6 messages to be recorded. It can be used to prompt a user to attend an appointment or take medication at pre-determined times.

Authority to record or change the messages / times is given by typing a PIN number in to the telephone keypad when calling the Lifeline 4000+.

A PIN number can be set up as follows:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Enter parameter 235 by typing:-

∗	2	3	5	∗

3. Delete current values in this parameter by using the **'C'** key.

4. Type your chosen PIN number followed by:-

∗

When a reminder is due, the Lifeline 4000+ will chime and it's 'Message' button will illuminate- by pressing this button, the reminder message is played.

If the button is not pressed, it will continue to chime every 5 seconds for 45 minutes before discontinuing.

After the 45 minutes has ended, it is possible for Lifeline 4000+ to generate a missed medication call (using TT92 protocol) in order to notify you of the issue.

This can be set up as follows:-

1. Enter programming mode- Hold down the **CANCEL** key for 5 seconds until a tone is heard. Release the **CANCEL** key.

2. Enter parameter 242 by typing:-

∗	2	4	2	∗

Delete current values in this parameter by using the **'C'** key.

3. Type the following digits:-

| 1 | 0 | 0 | 0 | 6 | 5 | 0 | 0 | 4 | 5 | 0 | 5 |

See Note A

See Note B

Note A- These digits represent hours and minutes and determine the time that the Lifeline 4000+ will chime for when a medication period is due – the default setting is 45 minutes. If you require a longer or shorter time period, these numbers can be substituted.

For example- to set the time period to 1 hour 30 minutes, change the digits to the following:-

| 0 | 1 | 3 | 0 |

Note B- These digits represent seconds and determine the time period between chimes that the Lifeline 4000+ generates when a medication period is due- the default setting is 5 seconds. If you require a longer or shorter time period, these numbers can be substituted.

For example- to set the time period to 10 seconds, change the digits to the following:-

| 1 | 0 |

Instructions on the use of medication reminders is included in each user guide and is also reproduced on the following pages.

Using Reminder functionality on Lifeline 4000+

Up to six timed voice reminder messages can be remotely recorded using a normal telephone. The messages can be configured to repeat at precise times either daily or once only, and can be modified or deleted at any time provided the person configuring the messages enters a security PIN number.

When a timed message is due, the Lifeline 4000+ will emit a distinctive chime and the user must press the "message" key to hear the message.
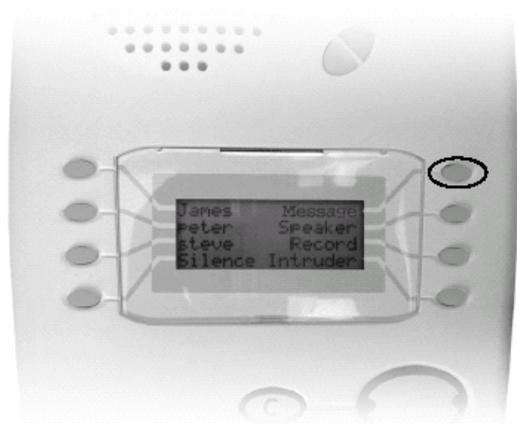
The PIN (Personal Identification Number)

You will need a valid PIN to begin configuring new messages on a Lifeline 4000+. This can be normally obtained from the owner or the supplier of the Lifeline 4000+.

Accessing the configuration menu

- Use a normal telephone (or cellphone) to call the Lifeline 4000+. Someone needs to take the call on the Lifeline 4000+ by pressing the "speaker" user key and check that you have voice contact. If the call you make is answered by the user on their normal telephone, they must "hang up" their handset after pressing the speaker button on the Lifeline 4000+.
- Once this connection is established, press Ⓧ ① on your telephone keypad.
- The Lifeline 4000+ will then prompt you (with a spoken phrase) to key in your PIN
- Once this is keyed in, the unit will confirm the current time on its internal clock (with a spoken phrase).
- The unit will then prompt you with 4 menu options
- Follow the menu instructions to configure and record each message.

Reminder Menu

PIN

Please Enter Your PIN Now

If the correct PIN is entered, Lifeline 4000+ will speak the time

Main Menu

If there is reminder space available,

To add a reminder, press 1

If there are reminders recorded

To listen to or remove a reminder press 2

To set the time, press 3

To hang up, press 4

Enter the hour using the 24 hour clock (military time).

The following table shows the conversion from conventional time.

1 am	1		1 pm	13
2 am	2		2 pm	14
3 am	3		3 pm	15
4 am	4		4 pm	16
5 am	5		5 pm	17
6 am	6		6 pm	18
7 am	7		7 pm	19
8 am	8		8 pm	20
9 am	9		9 pm	21
10 am	10		10 pm	22
11 am	11		11 pm	23
12 midday		12	12 midnight	0

1   **2**   **3**

Adding

*Please type in the hour, and then press ***

followed by

*Please type in the minute and then press ***

Then

To repeat this reminder once only, press 1

To repeat this reminder daily, press 2

Please record the reminder message now

Then return to main menu

Reviewing

Lifeline 4000+ will replay each reminder followed by

To save this reminder, press 1

To remove this reminder, press 2

Then return to main menu

Setting Time

*Please type in the hour, and then press ***

followed by

*Please type in the minute and then press ***

The Lifeline 4000+ will then speak the time

Then return to main menu

Hardwired Input

The Lifeline 4000+ has one hardwired input. To configure this input requires 16 digits to be entered for its meaning. For convenience, some digits have been shaded out as they are not relevant in these examples, however they do still need inputting and are fully explained in the 'Frequently Asked Questions' section.

To configure a pull cord that is normally open with a 4 second delay before dialling:-

| * | 5 | 8 | * | 0 2 | 0 0 | 0 0 | 0 0 | 0 4 | 0 3 | 1 | 0 0 0 | * |

Type — Normally Open — Location — Delay — Silence

01	Smoke	00	No Location
02	Pull cord	31	Main Bathroom
03	Intruder	41	Main Kitchen
04	Temperature	51	Living Room
06	Activity	52	Dining Room
07	Personal trigger	61	Hall
08	PIR entry/exit	62	Landing
09	PIR standard	63	Stairs
		71	Garage

0 = Noisy
3 = Silent
7 = Silent + No Alarm Light

To configure a pull cord that is normally closed with no delay before dialling:-

| * | 5 | 8 | * | 0 2 | 0 1 | 0 0 | 0 0 | 0 0 | 0 3 | 1 | 0 0 0 | * |

Type — Normally Closed — Location — Delay — Silence

To configure an intruder contact that is normally closed with no delay before dialling and makes a <u>silent call</u>

| * | 5 | 8 | * | 0 3 | 0 1 | 0 0 | 0 0 | 0 0 | 3 3 | 1 | 0 0 0 | * |

Type — Normally Closed — Location — Delay — Silence

Intruder — Silent Call

Restoring Lifeline 4000+ units back to factory settings

If required, the unit can be set back to its factory default settings for the UK. This might be done if the unit has come back and needs reprogramming before re-use or if there is some uncertainty as to how the unit has been programmed previously.

| 2 | 0 | 5 | 0 |

After this quick code is entered, a delay will occur before a confirmation beep is heard.

⚠ Restoring factory settings will remove any registered radio sensors as well as the control centre numbers together with any other settings and unit identity.

Battery and Mains monitoring

The Lifeline 4000+ is fitted with a rechargeable battery to ensure that if mains power fails the unit will continue to operate for at least 30 hours. When the Lifeline 4000+ is first installed, the battery will take 24 hours to become fully charged.

If the mains power remains absent then a short 'mains fail' call is made between 1 and 2 hours after the mains initially failed. The call is made at a random point between 1 and 2 hours to ensure that not all calls in a local area are presented to a control centre at the same time.

Should the mains power continue to be absent, then a mains fail call is made every 4 hours whilst battery power is still available.

TT92 Location Codes

Location Code	Text
00	
01	first resident
02	second resident
03	third resident
04	unspecified location
05	unspecified location
06	unspecified location
07	CO Detector activation
08	CO Detector auto low bat
09	Retrofit speech trigger
10	local unit
11	Flood detector 2
12	Flood detector 3
13	Flood detector 4
14	Flood detector 5
15	Bed/chair not in
16	Bed/chair not up
17	Bed/chair out
18	Bed/chair other
19	Bed/chair auto low bat
20	Bedroom not specified
21	Master bedroom
22	Second bedroom
23	Other bedroom
24	Other bedroom
25	ROM1 event 1
26	ROM1 event 2
27	ROM1 event 3
28	ROM1 event 4
29	ROM1 auto low bat
30	Bathroom WC/not spec
31	Main bathroom
32	Second bathroom
33	Downstairs WC
34	Outside WC
35	ROM2 Event 1
36	ROM2 Event 2
37	ROM2 Event 3
38	ROM2 Event 4
39	ROM2 auto low bat
40	Kitchen not specified
41	Main kitchen area
42	Second kitchen area
43	Other kitchen area
44	Other kitchen area
45	ROM3 event 1
46	ROM3 event 2
47	ROM3 event 3
48	ROM3 event 4
49	ROM3 auto low bat
50	Living area not spec

Location Code	Text
51	Living room
52	Dining room
53	Study
54	Second living room
55	ROM4 Event 1
56	ROM4 Event 2
57	ROM4 Event 3
58	ROM4 Event 4
59	ROM4 auto low bat
60	Hall/stairs not spec
61	Hall
62	Landing
63	Stairs
64	Other hall/stairs
65	Medical reminder no ack
66	Auto presence failed
67	Incontinence event
68	Incontinence ALB
69	PIR hall/stairs
70	Garden/garage not spec
71	Garage 1
72	Garage 2
73	Front garden
74	Back garden
75	Other garden/garage
76	Other garden/garage
77	Other garden/garage
78	Other garden/garage
79	Other garden/garage
80	Unspecified location
81	Speech trigger 1
82	Speech trigger 2
83	Speech trigger 3
84	Speech trigger 4
85	Speech trigger 5
86	TES temp rise
87	TES low temp
88	TES fault condition
89	TES high temp
90	TES auto low bat
91	Fall det auto low batt
92	Fall det button press
93	Fall det fall
94	Flood detector 1
95	Gas detector activated
96	Gas detector ALB
97	Door left open
98	Client wandered
99	Wander detector ALB

5. FREQUENTLY ASKED QUESTIONS

What is the Tapit+?

The Tapit+ is a product designed to program both the Lifeline 4000+ and Lifeline 4000 from a PC or Laptop. It provides a simple graphical way of programming units, below is a list of common TAPIT+ uses:-

Common uses :-

- Setting the emergency numbers and unit identification in one easy step. It can also 'auto-roll' the identification number if programming a batch of units with all the same settings.

- Set-up of periodic calls and Inactivity monitoring.

- Obtaining a summary of the unit's configuration.

- Saving a unit's setup to a file that can be recalled later.

- Programming a unit from a previously stored file.

Advanced Uses :-

- Creating call sequences (these are described later on page 28).

- Viewing which sensors are assigned to the unit.

  Modifying the settings of individual sensors (for example their location information or which call sequence they use)

The TAPIT+ can be ordered using part no. 36900/01.

How many times does the Lifeline 4000+ attempt to make an alarm call if it is unanswered?

By default the Lifeline 4000+ will attempt to call each alarm number up to 3 times before moving onto the next alarm number. Therefore if 2 control centre numbers have been entered, the first number will be attempted 3 times before calling the second number.

The number of attempts made and the order in which the numbers are dialled can be changed using the TAPIT Windows software or from a control centre.

What is the maximum number of control centre or personal recipient telephone numbers that can be programmed into the Lifeline 400?

The examples shown earlier demonstrated how to enter two numbers, however up to 10 telephone numbers can be entered in total.

The locations for these emergency numbers are:-

```
00  - Emergency Number 1        ( Control Centre )
01  - Emergency Number 2        ( Control Centre )

07  - Emergency Number 3        ( Personal Recipient )
08  - Emergency Number 4        ( Personal Recipient )
09  - Emergency Number 5        ( Personal Recipient )
10  - Emergency Number 6        ( Personal Recipient )
39  - Emergency Number 7        ( Personal Recipient )
40  - Emergency Number 8        ( Personal Recipient )
41  - Emergency Number 9        ( Personal Recipient )
42  - Emergency Number 10       ( Personal Recipient )
```

By default, the Lifeline 4000+ assumes (unless programmed otherwise) that the first two numbers are control centre numbers and the next eight are personal recipient numbers.
If this is not the case then the telephone number should be preceded by a hash to reverse its meaning ie. place a # before the number in location 00 to make it a personal recipient number, or place a # before the number in location 07 to make it a control centre number.

Examples:-

```
Personal Recipient Number   123456
Control Centre number       01977 662551
Control Centre number       01234 662255
```

| * | 0 | 0 | * | # | 1 | 2 | 3 | 4 | 5 | 6 | * |

| * | 0 | 1 | * | 0 | 1 | 9 | 7 | 7 | 6 | 6 | 2 | 5 | 5 | 1 | * |

| * | 0 | 7 | * | # | 0 | 1 | 2 | 3 | 4 | 6 | 6 | 2 | 2 | 5 | 5 | * |

Can different triggers dial different telephone numbers?

As in the previous question, the Lifeline 4000+ can have up to 10 emergency numbers. Each sensor can be configured to dial to different control centres or personal recipients, this is done by creating what is known as a call sequence.

A call sequence describes both the order in which the 10 emergency telephone numbers are dialled and how many attempts to make on each number before moving onto the next. If required up to 10 different call sequences can be created.

Example:
2 users share one Lifeline 4000+. They both have a personal trigger, we require that if

    (1) the first user raises an alarm with their personal trigger then a call is made to their son, followed by a call to the control centre if the first call is unanswered.
    (2) the second user raises an alarm with their personal trigger then a call is made to their friend, again followed by a call to the same control centre if the first call is unanswered.

In this example, 3 emergency numbers are entered.

Location 00: The control centre
Location 01: The 1st user's son.
Location 07 : The 2nd user's friend.

Then 2 call sequences are created:-

Call sequence A attempts location 01 followed by location 00.
Call sequence B attempts location 07 followed by location 00.

Finally, the first personal trigger is configured to use call sequence A and the second to use call sequence B.

This setup is best done using the TAPIT Windows software.

NOTE: The default setting for Lifeline 4000+ is one call sequence which attempts each emergency number in order, making up to 3 attempts at each number. All sensors and alarm types are set to use this same sequence.

Which triggers can answer telephone calls?

By default, only personal triggers can answer and clear incoming calls.
Any sensor or device connected to the hardwired input can be configured to answer and clear incoming calls. This is best done using the TAPIT Windows software.

What if the Lifeline 4000+ does not allow a radio sensor to be registered?

This could occur if

(1) The radio sensor battery is low or
(2) The radio sensor is out of range of the Lifeline 4000+ or
(3) The maximum number of 35 radio sensors are already registered to the Lifeline 4000+. If this is the case a low beep will be heard. The radio sensors can be removed as described earlier in the manual.

Which events reset the inactivity monitor?

The following events are considered as valid activity :-

- Pressing keys on the Lifeline 4000+ for example the cancel key.
- Any use of the personal radio trigger(s)
- Any sensors configured to monitor activity for example PIR movement sensors.
- Answering telephone calls on the Lifeline 4000+.

Any sensor can be individually enabled or disabled for use with inactivity monitoring. If you wish to disable a particular PIR movement sensor so that it is not used for inactivity monitoring then this can be done using the TAPIT Windows software or program the unit from a control centre.

What do all the other numbers mean when configuring hardwired input?

*	5	8	*	0 2	0 1	0 0	0 0	0 0	0 3	1	0 0 0	*

Type — Normally Closed — Location — Not used — Delay — Silence — External Output
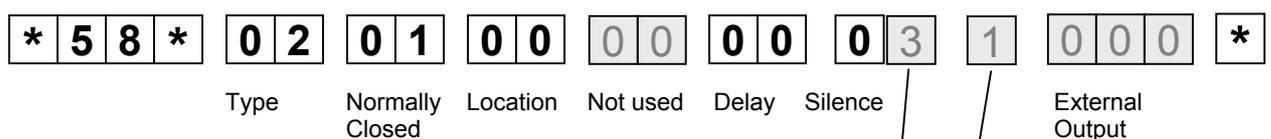
This determines whether the input resets the inactivity monitor and is used for intruder detection. It also determines whether the input can answer and clear an incoming call.

0 = Do nothing
3 = Reset inactivity monitor + intruder but do not answer calls
6 = Answer and clear incoming calls but do reset the inactivity monitor
7 = Reset inactivity + intruder monitor and answer calls

This is the call sequence to be used by the hardwired input

Note- The reminder functionality provided by Lifeline 4000+ may be a useful aid to compliment professional medication compliance measures, however it should not be relied upon as a medication compliance device. No guarantee of actual compliance should be relied upon when using this functionality. Lifeline 4000+ is not a medical device and Tunstall Group Ltd is not responsible for any outcome associated with the programming or use of the reminder functionality."

All the reassurance you need **Tunstall**