

# Tunstall+

## What is it?

Tunstall+ simplifies the installation and set-up of Lifeline Digital and Smart Hub providing step by step guidance to configure and control your connected Tunstall devices. The app provides a user focused tool for deploying Lifeline Digital and Smart Hub units and associated sensors in users homes. Tunstall+ will guide you through the process of checking the Lifeline Digital and Smart Hub status for power and connectivity, adding associated sensors, and configuring essential settings.

## How does it work?

Tunstall+ increases installation efficiency by simplifying and automating the process through its intuitive interface. Tunstall+ is designed to work with Lifeline Digital, Smart Hub and Tunstall sensors, linking to the Tunstall Device Management Platform (DMP).

## Benefits

- **Simplifies installation** - providing a better experience for all installers and Service Providers
- **Improves efficiency** - reducing the amount of time taken to configure Lifelines and sensors
- **Increases the value of DMP** - through offering a choice of configuration methods
- **Automates setup for additional services** - removing the need for manual intervention
- **Increases accuracy** - reduces human error by scanning device barcodes

## Who is it for?

The Tunstall+ app is designed specifically for installers of Lifeline Digital and Smart Hub.

## Features

- **Locate a device** - using the camera to scan the 2D barcode or use the keyboard to enter the device's serial number (PRC), or use Lifeline Digital's Near Field Communication (NFC) functionality by placing your mobile device on top of the hub (NFC not available on Smart Hub)
- **Troubleshoot** - rectify a device in error status
- **Read device status, RSSI, battery and firmware** - displays the devices last reported status / levels / version
- **Identify and update new firmware for the Lifeline Digital and Smart Hub**
- **Active Services** - quickly and easily identify what services are currently running on the device without going into the settings
- **Add unit ID to single / all destinations** - configure the unit ID of the Lifeline Digital and Smart Hub
- **Sensors** - easily manage sensors, add by scanning the barcode and swipe to delete
- **Configuration of Lifeline Digital and Smart Hub features:**  
Integral Ambient Temperature, Periodic Calls, Time windows - alarm events schedule, Virtual Property Exit
- **Migration** - move a device from one district to another
- **Sensor clone** - import sensors from a different device
- **Template** - apply an existing template to a device
- **Language choice** - if the device using the Tunstall+ app is configured in another language e.g. Welsh, the app will automatically configure to this language

## Important information

- The app can only be downloaded from the App Store for iOS\* and Google Play for Android
- The minimum version supported is Android 7.0 and above or iOS 15.0 or later
- The credentials used to log in are the same as those used to access DMP
- Users of shared devices should log out of the app once they have finished using the app
- The app requires a data connection to function

## Why Tunstall?

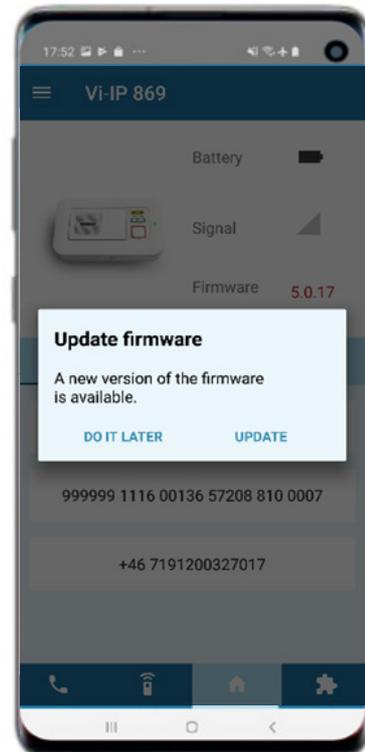
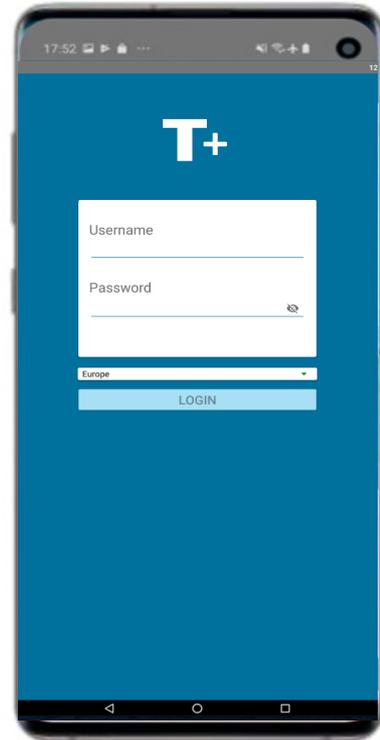
We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose. Our products combine secure digital connectivity and mobile platforms.

## We help you provide...

- **Intelligent, unobtrusive, person centred care**
- **Personalised, proactive and predictive services to improve quality of life**
- **Integrated health, housing and social care**

For more information please visit:  
[tunstall.co.uk/tunstallplus](https://tunstall.co.uk/tunstallplus)

\*iOS version is for Lifeline Digital only.



Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

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