

# Lifeline GSM Installation and programming guide



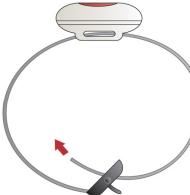
**Tunstall**

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## What's in the box?

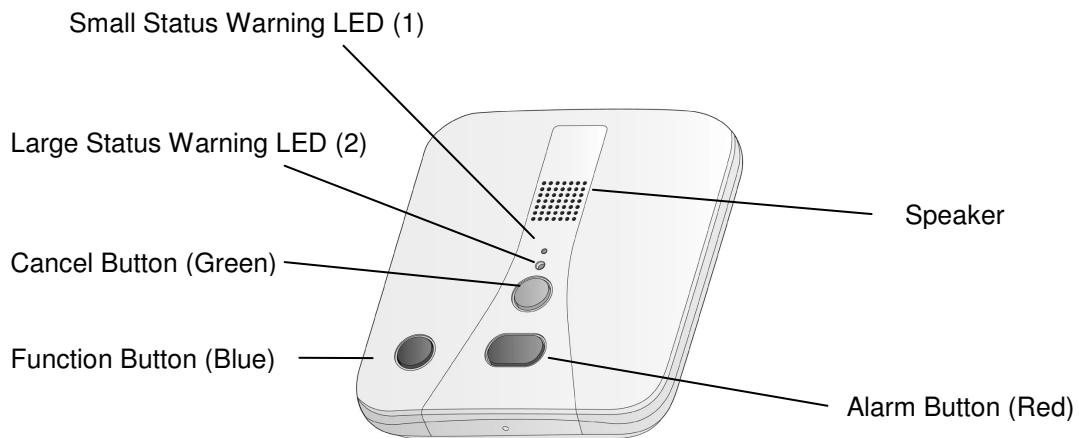
When the box is opened for the first time, please ensure it includes all of the following:

<b>Home unit</b> 	<b>Personal radio trigger MyAmie</b>  <b>wearing options</b>
<b>Wrist strap</b> 	<b>Neckcord</b> 
<b>Leads and adaptors</b>	
④ Telephone lead (3 metre cable)	⑤ Mains adaptor (3 metre cable)
	
⑥ External Antenna	
	
<b>2 x Stickers for covering the SIM card slot</b>	
<b>2 x Velcro for mounting the external antenna</b>	
<b>Installation and User Guide</b>	

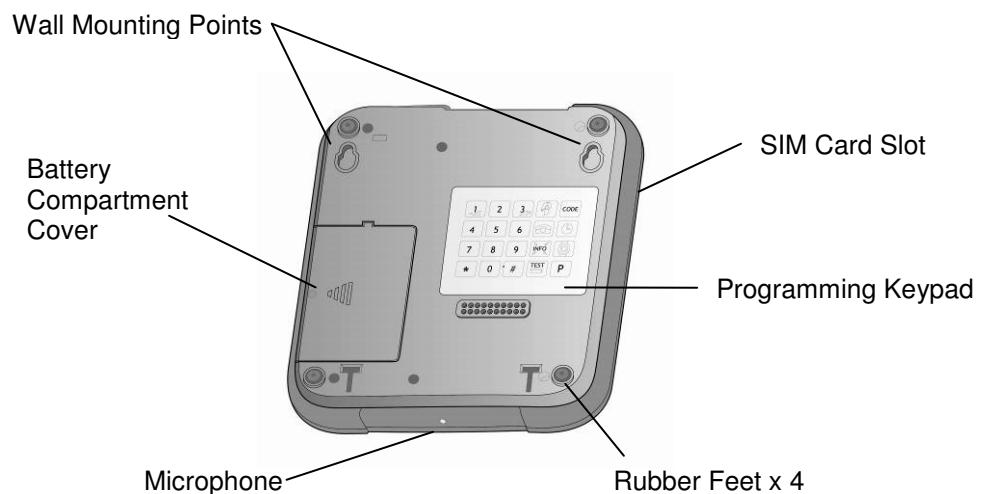
If any of the above items are missing, please contact your supplier.

## The home unit

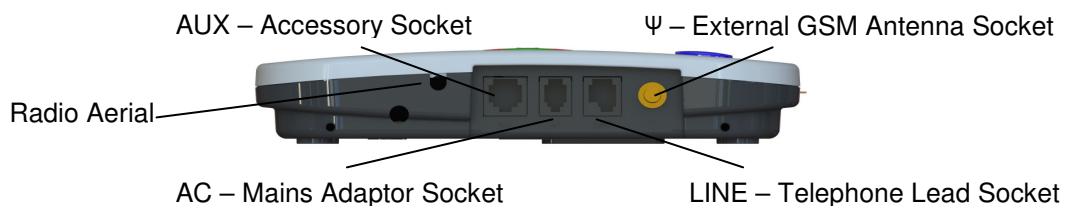
### Front view



### Back view



### End view



## What is the Lifeline GSM?

The Lifeline GSM is a home unit designed to automatically call a monitoring centre or designated telephone number (personal recipient) when it receives a signal from a personal radio trigger or Telecare sensor indicating that the user requires assistance. When the call is answered by the monitoring centre, the home unit enables a hands-free conversation to take place between the user and monitoring centre operator in order for them to ascertain the problem and take appropriate action.

The Lifeline GSM has been specifically designed to operate on the mobile telephone network therefore doesn't require a normal telephone connection in order to provide communication.

Alternatively, the Lifeline GSM can be connected to a normal telephone line and the GSM connection can be used as a backup. This is particularly useful if the user relies on a VOIP telephone service that may be interrupted during a power or service failure.

**IMPORTANT:** When operating over GSM mobile network, the home unit requires a satisfactory GSM signal in order to operate.

## How to install the home unit

**IMPORTANT:** In order to operate, the home unit must be programmed correctly to a monitoring centre or personal recipient. Please contact your local supplier if you are unsure whether the home unit has been programmed correctly.

### Step 1 – Insert SIM card

If a GSM connection is not being used go to Step 2.

In order to use the GSM mobile network a SIM card must be fitted into the Lifeline GSM. The SIM card is fitted into the slot on the left hand side of the unit. Insert the SIM card with the gold contact side of the SIM facing down by pushing it into the home unit (see photo) until it clicks then release. If required, a SIM PIN number can be entered using the keypad on the underside of the home unit (see page 17). A sticker is provided in the box to cover over the SIM card slot.

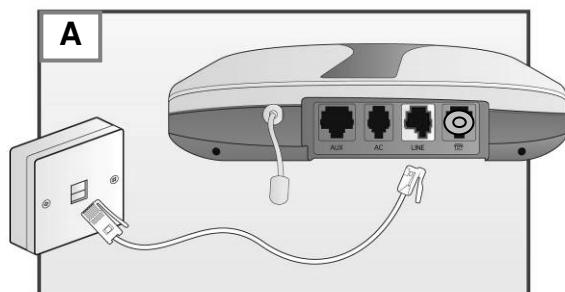


Note - If a normal telephone line is connected to the unit, the Lifeline GSM will still operate without a SIM card fitted. When operating over a GSM network, the home unit will not work unless there is satisfactory GSM availability.

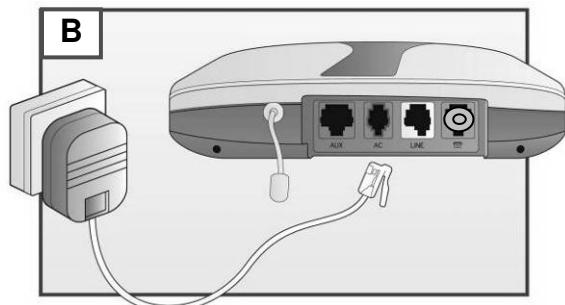
**IMPORTANT** – The Lifeline GSM is a safety product that needs to work in an emergency therefore 'pay as you go' SIM cards should not be used as they may run out of 'talktime' credit or unused credit may expire. A contract SIM should always be used. To remove the SIM card, push the SIM into the unit until it clicks and then release. The SIM card will eject and can then be taken out of the home unit.

## Step 2 - Connecting the leads and adaptors

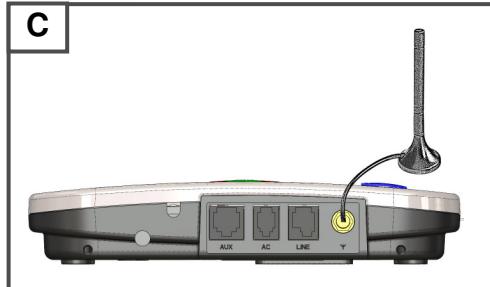
**Step A** – If a telephone line is available, plug the telephone lead ① into the home unit socket labelled LINE and the telephone wall socket. **A Tunstall Safe Socket must also be used on all other telephone wall sockets to ensure the alarm can be generated if an extension telephone is in use.**



**Step B** – Plug the mains adaptor ② into the home unit socket labelled AC and then connect to the mains power. Note – Only the mains adaptor (part number XD5206005) can be used with the Lifeline GSM. Ensure the mains power is switched on.



**Step C** – If using a GSM network, connect the external GSM antenna ③ into the home unit socket labelled Ψ and place the antenna in a suitable place to give optimum signal strength using either the magnetic base of the antenna or the Velcro pads supplied. The signal strength can be checked by pressing P\*802P on the programming keypad (the unit will announce the signal strength see page 17 for more details) or by viewing the home unit's large status LED (see page 10).



**Step D** – Adjust speaker volume if required (see page 7 for more details).

## Step 3 – Programming

If alarm numbers have not already been programmed into the home unit, this can be done using the programming keypad (see page 14).

## Step 4 - Testing

Press the red alarm button on the home unit and ensure it raises a call through to the monitoring centre/personal recipient. Also remember to test the MyAmie personal radio trigger by pressing its red button and ensuring a call is raised. The MyAmie test should be done at various points around the property to ensure the radio range provides sufficient coverage for the user to raise an alarm call using their personal radio trigger.

## Step 4 – Adding personal triggers/telecare sensors

For more information on adding personal triggers/telecare sensors, please see page 16.

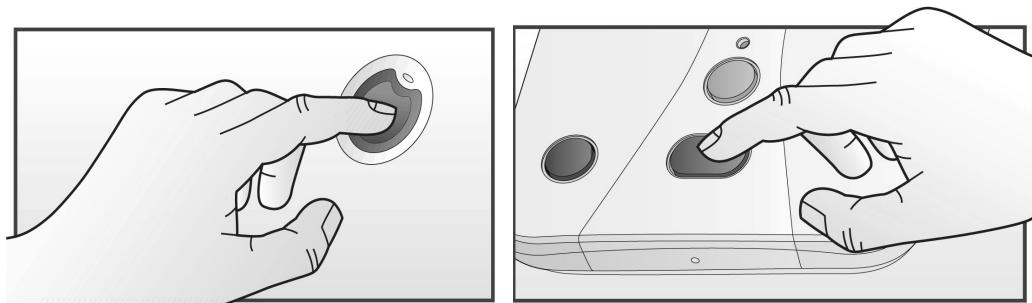
## Step 5 – Ready to use

Once successfully tested, the home unit is ready for use.

## Using the home unit

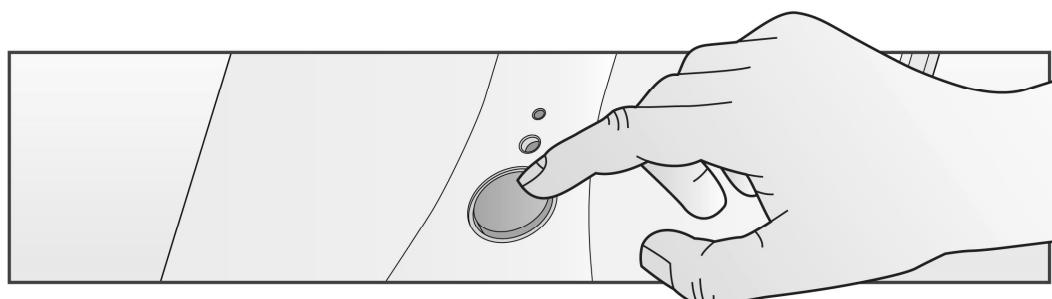
### Making an alarm call

Press the red button on the personal radio trigger or red alarm button on the home unit.



### Cancelling an alarm call

Wait 5 seconds (after the initial alarm button is pressed) and press the green cancel key. This in-built delay prevents false cancellation of an alarm call. Alarm calls made from a personal radio trigger can be cancelled immediately by pressing the green cancel key.



### Adjusting the speaker volume

The home unit has four volume level settings, which can be adjusted using the programming keypad.

**Increase volume** – press the key and a tone will sound for 12 seconds. Press the key repeatedly until the desired volume is reached.

**Decrease volume** – press the key and a tone will sound for 12 seconds. Press the key repeatedly until the desired volume is reached.

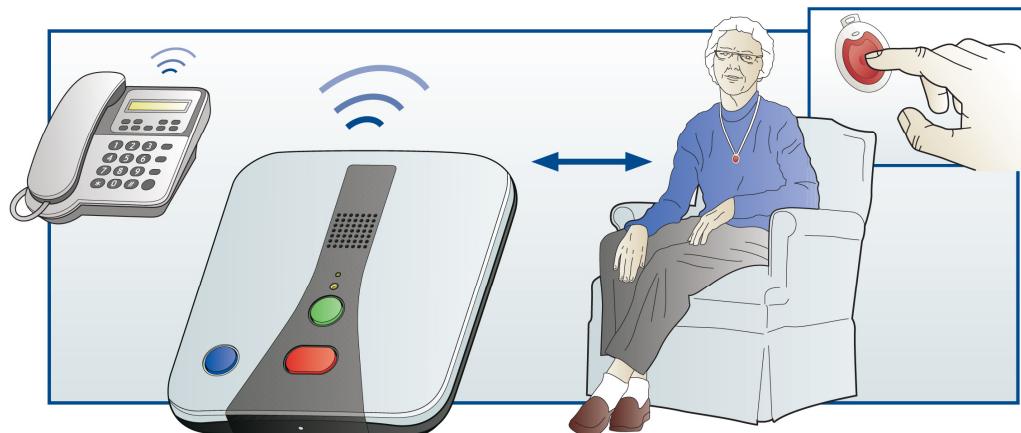
Press the key before the tone ends to save the new volume setting.

## Using the function button

The blue function button as standard is configured to act as an away button meaning the user should press the button each time they leave/enter their home in order to activate/deactivate intruder/inactivity monitoring. Each time the button is pressed the unit will announce home/away to indicate its status.

## Answering calls remotely via the personal trigger

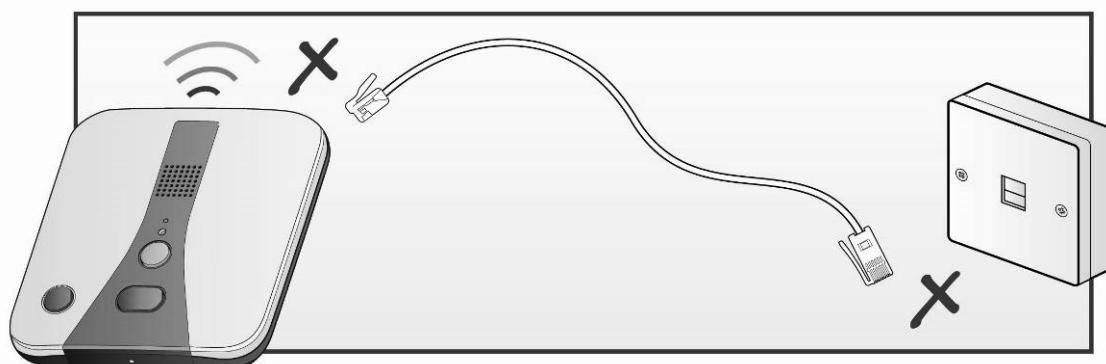
The MyAmie personal radio trigger can be used to answer incoming telephone calls remotely by pressing its red button while the home unit or connected telephone is ringing. When pressed, the home unit will answer the call and you can speak to and hear the caller handsfree via the home unit.



## Status warnings

### Telephone line monitoring

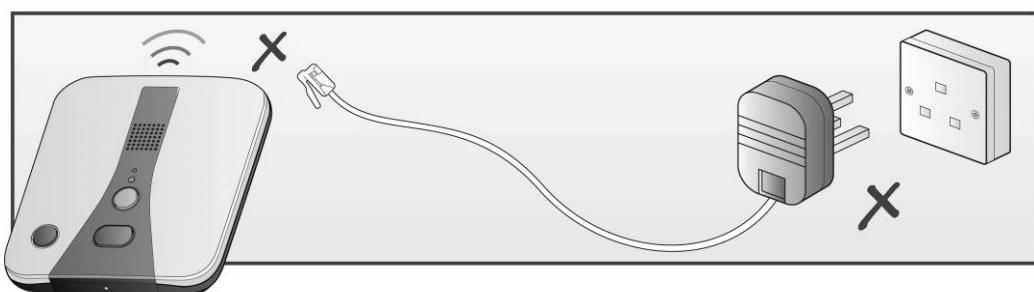
If the telephone line or GSM connection is faulty, becomes disconnected or the signal strength becomes poor, the home unit will announce '*WARNING – the telephone line is disconnected*' after 1 minute. This warning will be repeated every 30 seconds until the telephone line or GSM becomes available again. The status LEDs will also provide further information on the specific problem i.e. GSM or telephone line (see page 10).



To silence the warning, re-connect the telephone/GSM service. If the service is connected and the warning continues, check the external antenna connection, signal strength and press the green cancel key. If the warning continues you should contact your connection supplier (e.g. BT) as the telephone line/GSM connection may be faulty.

## Power failure monitoring

If a power failure occurs, the home unit will continue to work using its backup battery, however, as a warning the red LED will flash once every 4 seconds (see section –the LEDs on the home unit indicate). The unit will also announce '*WARNING – there is no mains power*'. This warning is repeated every 5 minutes. To silence the warning reconnect the power lead.



If the power failure lasts for more than 1 hour, during the next hour the unit will automatically call the monitoring centre. A call will then be raised every 4 hours to the monitoring centre until the power is restored. The battery provides up to 50 hours backup.

**NOTE:** When operating on backup batteries, the home unit cannot receive incoming calls to the GSM number however if it is connected to a standard POTS telephone line this will continue to operate as normal. Outgoing alarm calls over GSM remain available when operating on backup batteries.

## The LEDs on the home unit indicate

Two LEDs on the home unit provide indications of its status based on the below.

Status	Small Status LED (1)	Large Status Warning LED (2)
Telephone line disconnected	Red LED flashing (2 every second)	
Telephone line in use	Red LED on	
Function button in away mode	Yellow LED on	
Intruder entry/exit time period	Yellow LED flashing (2 every second)	
Normal mode running on battery (mains power off)		Green LED flashing (1 every 4 seconds) Note – no GSM signal strength is indicated when operating on battery
Alarm mode		Green LED flashing (1 every second)
Incoming telephone call		Magenta LED on
GSM signal strength Poor = less than 7		Red LED on
GSM Signal Strength OK = 7 - 18		Yellow LED on
GSM Signal Strength – Strong = 19+		Green LED on
SIM PIN incorrect		White LED flashing (2 every second)
No SIM or Network coverage		White LED on
NO LED on	Unit powered down (if power is on and connected then the unit may be faulty)	

## The LED on the personal radio trigger indicates

When pressed the red LED on the personal radio trigger will light up. This is to indicate that the button has been pressed. If the LED flashes when pressed this indicates that the personal radio trigger battery is low and should be replaced. You should contact your supplier as soon as possible in the event of low battery indication.

## Personal recipients

The home unit can be used to make an alarm call to a personal recipient (e.g. a relative or carer) before calling the monitoring centre. Please contact your monitoring centre if you wish to enable this facility.

## MyAmie personal radio trigger



Water resistant



Up to 50m radio range (typical)



Auto Low Battery\*

**\*NOTE:** The trigger will automatically send a notification call to the monitoring centre when its battery is low.

## Telecare Sensors

### What is Telecare?

Telecare consists of various sensors placed around the home linked to the home unit. The sensors provide greater reassurance and protection by monitoring for environmental risks such as flooding and fire as well as personal risks such as falling. Upon detection of a dangerous situation the sensors automatically generate an alarm to the home unit which then alerts the monitoring centre (or personal recipient) where a highly trained operator can quickly deal with the issue and take the most appropriate action.



Smoke Detector



PIR Detector



Radio Output Module (ROM)



Fall Detector



Pullcord



Bogus Caller Button

If you would like to know which telecare sensors are currently available, please contact your supplier.

## Help and advice

### False alarms

If you accidentally raise a false alarm, please do not worry as your monitoring centre is always happy to hear from you and the raising of the alarm acts as a useful test of your home unit.

### Troubleshooting

If your home unit does not work, please ensure:

- The telephone lead is plugged into the main telephone socket
- A SIM is inserted fully into the SIM card slot
- That the mains adaptor is plugged into the unit and a wall socket
- That the power supply is switched on (the green LED should be on).
- If the home unit has a lit or flashing LED, please see the status warning section on page 10.

### Cleaning

Dust the home unit with a soft cloth which can be moistened with a gentle detergent if required. Ensure that no moisture goes through the speaker grill.

### Moisture

Don't position your home unit where it may come into contact with water or moisture.

The MyAmie personal radio trigger is waterproof but it is not designed for complete immersion over extended periods of time. For example it can be worn in the shower but not in the bath..

### Battery information

#### Home Unit

The home unit contains a Nickel Metal Hydride back-up battery that is user replaceable and recharges itself when plugged into the mains. It is recommended that this battery is replaced after 5 years. The battery provides 50 hours of standby operation (40 hours with one 30 minute alarm call). The battery in the home unit can be tested by pressing the TEST button on the programming keypad (3 beeps = battery ok, 1 long bleep = fail).

**NOTE:** If 1 bleep is heard ensure the battery is installed correctly and has been charged for at least 24 hours then retest. If 1 bleep is heard again the battery should be replaced. A test should be carried out each time a battery is fitted.

#### Personal Radio Trigger

The MyAmie contains a 3V Lithium battery that is not user replaceable. The battery has an expected life of up to 7 years (20,000 operations).

All batteries should be disposed of in accordance with the latest legislation.

## For your safety - installation advice

### Dos

- Keep the home unit connected to the mains power at all times.
- Contact your supplier as soon as possible after the LED on your personal radio trigger indicates a low battery.

### Don'ts

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit.

### Wall mounting

Decide where you want to situate the home unit. Remember it should be within 2 metres of the mains and main telephone line socket. Then drill 2 holes 149mm apart, firmly attach screws and then locate the wall mounting points on the home unit with the screws.

### Spare parts/Accessories

The following spare parts/accessories are available from Tunstall. Please call 01977 660479 for more details.

Accessory	Part Number
Mains power adaptor	XD5206005
Antenna	S2005019
Battery cover	D5102003
Battery	D3706005

## Programming the home unit

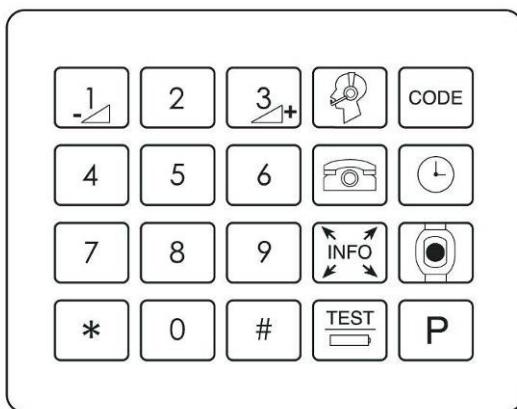
Programming of the home unit and its functions can be achieved using two different methods:

- **Programming Keypad** - Basic programming can be achieved by using the programming keypad on the underside of the home unit. This includes a simplified way of programming telephone numbers, call codes and the turning on/off of functions of the home unit. Instructions are included within this programming guide.
- **PC Connect Software** - Full programming can be achieved using the PC Connect software linked to the home unit and a laptop using a USB tapit. The latest version of the software can be downloaded from the Tunstall website <http://uk.tunstall.com/solutions/lifeline-vi>

### Programming keypad

Basic programming can be achieved by using the programming keypad on the underside of the home unit. This includes a simplified way of programming telephone numbers, time settings, Telecare sensors and the turning on/off of functions of the home unit. More detailed programming can be achieved using PC Connect software.

All programming begins and ends with **P** except for programming of the test alarm to the monitoring centre.



Each time a key is pressed a tone is sounded indicating that the press is approved. After each programming sequence a tone is sounded indicating the following:

Successful programming = 3 tones  
Unsuccessful programming = 1 tone

#### Explanation

In the following instructions the below keys have the following meanings:

**(1-4)** This button press can be either 1, 2, 3 or 4 depending upon the position of the number required to program. For example to program monitoring centre number 2, press 2 when this key is shown.

**NOTE:** The programming keypad does not work when the unit is running on battery power.

To prevent buttons from being pressed accidentally, the keypad can be locked/unlocked. Each time the home unit is programmed, the keypad should be unlocked then locked.

## Frequently used keypad codes

### Locking/Unlocking the keypad

To prevent buttons from being pressed accidentally, the keypad can be locked/unlocked. Each time the home unit is programmed, the keypad should be unlocked then locked again after the programming is completed.

To unlock, press:



To lock, press:



### Resetting the home unit

To reset all previous programmed information press:



Resetting erases all programmed telecare sensors and triggers and all functions are reset to default settings. The date and time will also need to be reset.

### Setting the time

There is a real time 24 hour clock in the home unit which automatically adjusts to BST. To set the clock press:



HH represents hours 00-23; 24 cannot be programmed

MM represents minutes 00-59; 60 cannot be programmed

### Setting the date



## Adjusting the speaker volume

The home unit has four volume level settings, which can be adjusted as follows.

To increase volume, press:

 Tone sounds for 10 seconds. Press  repeatedly until volume is reached. Then press  before the tone ends to save the new volume setting.

To decrease volume, press:

As above but use  instead of 

## No fault report window

The speech announcements (if speech is enabled) of fault conditions such as mains failure can be turned off during specific time periods e.g. at night. The daily start and end times can be set as follows.

To set the start time, press:

     HHMM 

To set the end time, press:

     HHMM 

The time must be entered in 24 hour format.

## Personal radio triggers and telecare sensors

Each home unit can be easily programmed to receive up to 12 personal radio triggers and telecare sensors, this can be done by pressing:



then activate the trigger/sensor.

If successful, a high pitched confirmation tone will be heard. If unsuccessful, a low pitched tone will be heard (e.g. 12 triggers/sensors already programmed).

**NOTE:** If speech is enabled on the home unit then the appropriate spoken message for the trigger/sensor programmed will be heard. Location codes and individual settings, e.g. setting a PIR as entry/exit, must be done via the PC Connect programming tool or the monitoring centre.

To erase **one** trigger/sensor, press:



then activate the trigger/sensor to be deleted.

To erase **all** triggers/sensors, press:



**NOTE:** Personal radio triggers and Telecare sensors can also be programmed by using the green cancel button. This is achieved by pressing and holding the green cancel button for 5 seconds, the unit will announce 'Programming Mode' then pressing and holding the green cancel button again until it beeps. The unit is then in 'sensor assign mode'. Once a sensor is programmed, the unit returns to 'programming mode' and needs to be put back in to 'sensor assign mode' for each subsequent sensor to be programmed.

## Walk/Range test for triggers/sensors

The range of all programmed triggers/sensors can be tested without actually raising an alarm call to an alarm recipient. The range of the personal trigger must always be tested immediately after installation to ensure correct operation. To put the home unit into walk/range test mode, press:



Then press the personal trigger.

Each time the personal trigger is pressed, the home unit will bleep to indicate the trigger has made contact with the home unit. The home unit will automatically exit walk/range test mode after 3 minutes or when the green cancel button is pressed.

**NOTE:** If the unit is already wall mounted the range test mode can be accessed by pressing and holding the green cancel button for 5 seconds, the unit will announce 'Range Test Mode'.

### Turn off the unit for transit

The Lifeline GSM can be turned off immediately in order to allow the unit to be packaged and delivered. This can be done as follows:



**NOTE:** The unit will turn off immediately if it is disconnected from the mains power supply. If power is still connected, the unit will turn off as soon as the power is disconnected.*GSM keypad codes*

### GSM Signal Strength Test

The strength of the GSM signal can be tested by pressing the following code on the keypad. The signal strength value is then announced by the home unit. The home unit's large status LED also provides a continuous indication of signal strength (see page 10 for more details).



The unit will announce signal strength

Less than 7	= Signal strength is poor and the unit/antenna should be repositioned.
7 to 18	= Signal strength is OK
19+	= Signal strength is strong
99	= No signal (check the antenna is connected and ensure the unit has been powered for at least one minute before repeating the test)

### SIM PIN Number

If the SIM card requires a PIN number to operate, this can be entered as follows:



Where XXXX is the PIN.

**NOTE:** After three unsuccessful attempts the SIM card may be blocked and should be removed. A Personal Unblocking Key (PUK) can be obtained from your network provider. When the PIN in the Lifeline GSM does not match the PIN in the SIM card this is indicated using the large status LED flashing white (see page 10). Should you require to secure a SIM card using a PIN, this can be done by inserting the SIM into a standard mobile phone or SIM card reader and following the devices user instructions. This method can also be used to enter a PUK.

### Pin attempts remaining

The unit can announce the number of PIN attempts remaining, this can be triggered by entering the following:

This may take 2 seconds followed by the 3 rising beeps.



## Alarm numbers

The keypad supports the programming of 4 alarm numbers (10 numbers are supported via PC Connect and the monitoring centre). The home unit automatically selects a call sequence depending upon the type of alarm numbers programmed into it, please see call sequences section for more information.

Depending upon how the Lifeline GSM is installed, alarm numbers can be programmed to be assigned for use only for particular communication methods. For example, an alarm number can be allocated only to be used when operating via GSM or standard telephone line (POTS). Alternatively, alarms numbers can be assigned to automatically use the last successful communication method (GSM or POTS). Monitoring centre numbers are programmed as follows:

### Automatically select last successful method (POTS or GSM)



If using this method, the GSM caller line identification (CLI) should be disabled using the following keypad code:



When only using the GSM connection, the CLI can be enabled using keypad code



### Only use standard telephone line (POTS) connection



### Only use GSM connection

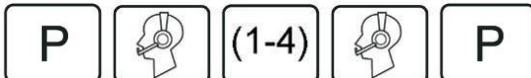


**NOTE:** By entering new alarm numbers via the keypad, call sequences previously programmed via the PC Connect programming tool or via the monitoring centre may be overwritten.

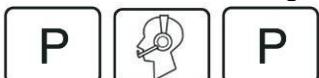
### **Deleting alarm numbers**

Alarm numbers can be deleted either one at a time or all at once using the following sequences:

To erase **one** monitoring centre alarm number, press:



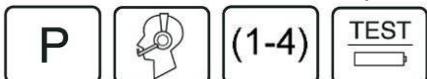
To erase **all** monitoring centre alarm numbers, press:



### **Testing alarm numbers**

Tests should always be carried out to ensure that alarm receivers have been programmed correctly along with the correct codes. These can be carried out as follows:

Monitoring centre numbers, press:



### **Dialling method, pauses and communication method**

Pauses can be inserted before alarm numbers or where a prefix is used between the prefix and the alarm number. The length of the pause, the dialling method (DTMF or pulse) and the preferred communication method (POTS, GSM or last successful) can be set by pressing:



X is the dialling method = 0 (DTMF) or 1 (Pulse)

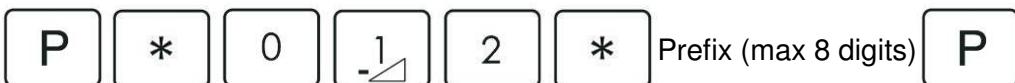
Y is the length of pause in seconds = 1 to 9

Z is the communication method = 0 (last successful i.e. POTS or GSM), 1 (POTS), 2 (GSM)

### **Prefix numbers**

When operating over a standard telephone line (POTS), a function can be enabled/disabled to ensure a prefix number is inserted before all dialled numbers from the home unit e.g. dialling 9 when using a PBX. This can be achieved by pressing:

Enable



Disable



**NOTE:** The prefix is ignored when operating over GSM.

### **Suffix numbers**

Suffix numbers are not supported in the Lifeline GSM.

## Call sequences

As it is not possible to program call sequences using the keypad, default call sequences are used which depend on the mixture of monitoring centre, personal recipient and information numbers programmed into the home unit. Call sequences should be programmed using PC Connect software.

The call sequence depends upon the selection of the preferred communication method (POTS and/or GSM) for each alarm number (see alarm number section), the protocol tones (DTMF and/or STMF) as well as the call sequence set up using PC Connect programming software. For example, a unit configured to use POTS and GSM, as well as DTMF and STMF with a call sequence of 3 dial attempts at each alarm number will follow the below sequence:

1. Unit makes 3 attempts to Alarm Number 1 over POTS using DTMF protocol
2. Unit makes 3 attempts to Alarm Number 1 over POTS using STMF protocol

If these call attempts are unsuccessful, then:

3. Unit makes 3 attempts to Alarm Number 1 over GSM using DTMF protocol
4. Unit makes 3 attempts to Alarm Number 1 over GSM using STMF protocol

If these call attempts are unsuccessful, then unit moves to the next element in the Call Sequence i.e. following the above sequence for alarm number 2.

## Selecting DTMF or STMF

Traditionally all home units have used Dual Tone Multi Frequency tones to communicate with monitoring centres. As a result of network changes, these can on occasion be corrupted therefore a new signalling method Sequential Tone Multi Frequency (STMF) has been designed. All Lifeline GSM home units have already been configured to allow the STMF method to be utilised. In these units, if a DTMF failure does occur then the home units will automatically switch to STMF for subsequent alarm dial attempts and will then continue to use STMF in preference to DTMF for all future alarm calls.

Using the following quick codes, Lifeline GSM home units can easily be set to use DTMF or STMF.

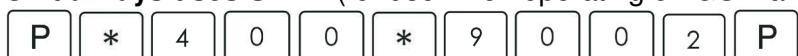
**Unit chooses DTMF or STMF (default status).**



**Unit always uses DTMF** (should be used when communicating to a monitoring centre that cannot support STMF)



**Unit always uses STMF** (for use when operating on GSM and/or NGN networks).



**NOTE:** Before using STMF, the PNC monitoring centre and back up centre must be configured to receive STMF protocol.

## Unit ID number

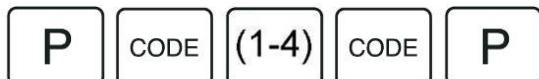
The home unit sends a unit ID number to the alarm receiver when an alarm is sent. The number identifies which home unit is sending the alarm. Unit ID number 1 must be programmed into the home unit in order for an alarm to be sent. The unit ID number may be the same for all monitoring centres and personal recipients. Using the keypad, the home unit can be programmed with up to 4 unit IDs (10 ID numbers can be programmed using the other programming methods).

The unit ID can be programmed into the home unit by pressing:

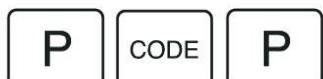


**NOTE:** If no unit ID is linked to an alarm receiver, the first valid code will be used. The actual number of digits sent to the alarm receiver depends upon the type of monitoring centre being used. Please contact your monitoring centre for more information.

To erase **one** unit ID number, press:



To erase **all** unit ID numbers, press:



### The Unit ID number is used as follows:

If unit ID 1 is programmed it is used for



If unit ID 2 is programmed it is used for



If unit ID 3 is programmed it is used for



If unit ID 4 is programmed it is used for



**NOTE:** If no unit ID is linked to an alarm receiver, the first valid code will be used.

## Turning features on and off

The home units have a wide range of other features that can be turned simply on or off depending upon the default setting. The Xs below relate to the feature number in the feature list.

To turn a feature **ON**, press:



To turn a feature **OFF**, press:



To turn a feature **ON** and assign a value, press:



**NOTE:** Where values are required please refer to the notes column in the features list for further instructions.

## Features list

Feature number (XXX)	Feature	Default setting	Default value	Notes
010	Pauses & dialling method	ON	2 sec pause, DTMF	
012	Prefix number	OFF		
014	Suffix number	OFF	Sends a #	
016	Report battery charged	OFF		Sends alarm call when battery reaches full power.
080	Periodic calls – fixed period	OFF	Every 24 hours at time of programming	
081	Periodic calls – fixed time	OFF	Every 24 hours at 00:00 hours	See features explained and configuring settings.
090	Answer with personal radio trigger	ON		Enables user to answer incoming telephone calls using personal trigger.
105	Service button	OFF		
106	Fast dial button	OFF		
150	Signal beep using personal radio trigger	OFF		Enables user to signal a beep to monitoring centre if they cannot speak.
180	Inactivity monitoring	OFF	Continuous Mode 3 with elapsed time of 16 hrs.	
181	Intruder monitoring	OFF	Entry/exit period = 30 sec	
190	Power failure alarm	ON	Send every 4 hours after first hour.	Sends alarm when power failure occurs.
195	Power restored alarm	ON		Sends alarm when power is restored.
200	Personal recipient message	OFF		See features explained and configuring settings.
201-203	Reminder messages No. 1-3	OFF		
204-206	Reminder messages No. 4-6	OFF		
210	Reminder function	OFF	Reminder chime 30 mins.	
211	Critical visits	OFF	Window time set to 60 mins.	
220	Speech message for telephone line/mains failure	ON		Unit provides spoken warning of telephone line/mains failure.
230	Range test	OFF		Temporarily puts the unit in range test mode. Press cancel key to exit.
251	ANT protocol	OFF		
252	CPC protocol	OFF		
253	CPC (HVS) protocol	OFF		
254	CPC (code 10) protocol	OFF		
256	TT92 protocol	ON		
257	BSI protocol	ON		
270	Check-in/check-out using carer trigger	OFF		
271	Check-in/check-out using function button	OFF		Allows carer to raise an alarm call when they arrive/leave.
980	Keypad lock	OFF		See frequently used keypad codes.
990	Reset to defaults	-		All features are set to default values.

## Features explained and configuring settings

### Periodic calls

The home unit allows a periodic call event to be generated either at a configurable period or at a fixed time. In the configurable period case, the period between events can range from seconds through to days. In the fixed time case, the period between events is a configurable number of days. When the unit is configured to generate periodic call events at a configurable period, an initial offset time can be specified which must elapse before the first periodic call event is generated. This feature allows a unit that is configured during the day to generate periodic call events at a more appropriate time i.e. during the night.

**To enable and configure fixed period periodic calls, press:**



XX is period between periodic calls = 00 (15 minutes), 01-98 (time in hours), 99 (7 days)

**NOTE:** The periodic calls will be made at the time the home unit is programmed.

**To enable and configure fixed time periodic calls, press:**



HHMM is time at which fixed periodic calls are made

**NOTE:** The period between fixed calls is fixed at 1 day, unless otherwise altered.

### Function button

The function button as standard is configured to act as an away button meaning the user should press the button each time they leave/enter their home in order to activate/deactivate intruder/inactivity monitoring. Each time the button is pressed the unit will announce home/away to indicate its status. Alternatively, it can be configured to act as a service button or fast dial button depending upon the needs of the individual.

### Service/fast dial button

To achieve this programme the personal recipient number 4 into the unit, then turn on the required function. Then upon pressing the function button, the home unit will call personal recipient number 4 once.



### Inactivity monitoring

The home unit can monitor movement around the home and send an alarm call to the monitoring centre if no movement is detected within a specific time period. When configured using the keypad, inactivity monitoring is simplified using default settings. When configured via the PC Connect programming tool or monitoring centre, the inactivity monitoring feature has three modes (see note below). In all modes, before an inactivity alarm is raised an inactivity warning period will occur. This warning period is intended to inform the user that an inactivity alarm is about to be raised therefore giving them the opportunity to cancel the alarm.

**Enabling and changing the inactivity monitoring period, press:**



XX is the length of inactivity before an alarm is raised = 00 (15 minutes), 01-99 (time in hours)

The above sets continuous (24 hour) Mode 3 monitoring with a XX time period, a 5 minute warning period and inactivity monitoring suspended after first alarm until further activity is detected. Therefore if movement is not detected for XX time in any 24 hour period an alarm call will be raised following a 5 minute warning period.

**NOTE:**

**Mode 1** – generates an alarm if the user is inactive for a configurable 12 or 24 hour period (continuous period).

**Mode 2** – generates an alarm if the user is inactive between a configurable start and end time (time window). Two time windows are supported e.g. 7am – 10am and 4pm – 7pm.

**Mode 3** – generates an alarm if the user is inactive for a period of time within a time window or continuous period. Two monitoring windows are supported e.g. raise an alarm call if the user is inactive for any 1 hour period between 7am-10am and any 40 minute period between 4pm – 7pm.

In all modes, before an inactivity alarm is raised an inactivity warning period will occur. This is fixed at 10 minutes for Mode 1 and is configurable between 0 and 9 minutes for Modes 2 and 3. This warning period is intended to inform the user that an inactivity alarm is about to be raised therefore giving them the opportunity to cancel the alarm.

After an alarm has been raised, inactivity monitoring can either be suspended until further activity is detected (all Modes) or can optionally restart immediately (Modes 2 and 3 only).

**NOTE:** To avoid false calls to the monitoring centre, inactivity monitoring should be de-activated when the user leaves their home.

- **Activate (home mode)** - press the blue function button (unit announces 'Home' and the yellow LED will turn off)
- **De-activate (away mode)** - press the blue function button (unit announces 'Away' and the yellow LED will turn on)

## Intruder monitoring

The home unit has the ability to provide a simple to use intruder alarm facility, which will alert the monitoring centre or personal recipient on detection of an intruder.

When configured using the keypad, the intruder monitoring function is simplified and uses a number of default settings. These settings other than the entry/exit times period, can only be configured using the PC Connect programming tool or via the monitoring centre.

By turning the function ON using the keypad, Intruder monitoring will use the following settings.

- Arm method – press function button, unit announces ‘Away’ and entry/exit tones will be heard for 30 seconds.
- Disarm method – press function button followed by the personal radio trigger, the unit will announce ‘Home’ and the entry/exit tones will stop.

To set the entry/exit time period, press:



Where X = 0 (5 seconds), 1 (15s), 2 (30s), 3 (45s), 4 (60s), 5 (90s), 6 (120s), 7 (180s), 8 (240s), 9 (300s).

If an intruder detection event is detected that is within the armed zone(s) and is from an entry/exit sensor then the entry period will commence and entry tones will sound. The user has until the entry period expires to disarm the intruder system otherwise an intruder alarm will be generated.

**NOTE:** The intruder function can be configured to meet the individual user's need using either the PC Connect programming tool or via the monitoring centre. This enables more complex settings to be configured including: different arming methods, optional entry/exit tones, how the unit reacts to intruder detection events (event-based configuration), zoning etc.

## Reminder functionality

The home unit allows up to 6 voice reminder messages to be recorded onto the unit and then played back at a given time on a one-off or daily basis. Messages can be recorded locally using the keypad or remotely using an interactive voice response (IVR) system.

### Listening to a reminder message

When a message is due to be played, the home unit will announce 'Reminder' every 30 seconds and the user must press the cancel button to hear the message. If the user does not acknowledge the message then a 'reminder-no acknowledge' alarm will be raised.

### Setting up via IVR

In order to use the IVR configuration method, the home unit must be called from another telephone and the incoming call answered by pressing the cancel button or personal radio trigger. The caller will be able to set reminder times and record messages using a system of IVR prompts and menus (see below).

#### IVR reminder menu

**Step 1** – Use a normal telephone (or mobile phone) to call the home unit.

**Step 2** – Answer the call using the usual method (personal trigger or cancel key). If the call is answered by the user on their normal telephone, they must replace the handset after pressing the cancel key on the home unit.



**Step 3** - When answered correctly, press on the telephone keypad

**Step 4** - You will then be prompted to key in the PIN (default 1234)

**Step 5** - The time currently held on the home unit's internal clock will then be confirmed.

**Step 6** - You will then be given the below menu options. Firstly alter the time\* if incorrect (menu option 3) and then follow the menu to configure and record each message.

MENU	INSTRUCTIONS
To add a reminder, press 1	<p><i>Please type in the hour and then press *.</i>  <i>Please type in the minute and then press *.</i>  <i>To repeat this reminder once only, press 1, to repeat this reminder daily press 2.</i>  <i>Please record the reminder message now.</i></p> <p>Then return to main menu.</p>
To listen to or remove a reminder, press 2	<p>Each reminder will be replayed followed by:</p> <p><i>To save this reminder, press 1.</i>  <i>To remove this reminder, press 2.</i></p> <p>Then return to main menu.</p>
To set the time, press 3	<p><i>Please type in the hour and then press *.</i>  <i>Please type in the minute and then press *.</i>  <i>The time will then be confirmed.</i></p>
To hang up, press 4.	

**\*NOTE:** Times must be entered in 24 hour format e.g. 01 = 1am, 12 = midday, 13 = 1pm and 00 = midnight. Please contact your supplier for more information on reminder messages.

**Setting up via the programming keypad**

**To record a reminder message, press:**



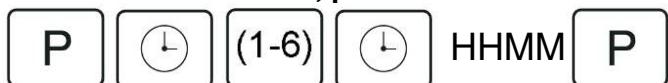
Then record the message.

Note: (1-6) represents the message slot number. If a message is already recorded under the number entered, this key sequence will replay the message. To re-record a message, the existing number must be deleted first.

**To delete a reminder message, press:**



**To set a reminder time, press:**

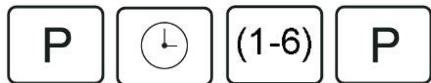


**To set a reminder time and duration of the reminder chime, press:**

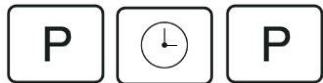


XX is the length of time the user has to press the cancel button to acknowledge the reminder before the reminder stops and raises a 'Reminder no acknowledge' alarm call = 00-99 minutes (00 sets default value of 30 minutes).

**To erase a reminder time, press:**



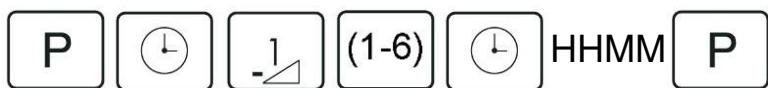
**To erase all reminder times, press:**



## Critical visits

Critical visit monitoring allows scheduled carer visits to users to be monitored and enables alarms to be raised if the schedule is not met. The home unit allows up to six daily carer visits to be monitored. Each carer visit is defined by a visit time and a time window (centred on the visit time), which is an acceptable time window for the visit to occur. The default time window is 60 minutes i.e. the visit should occur between 30 minutes before and 30 minutes after the set visit time. During the time window, the home unit must receive a transmission from a carer trigger (part number 67005/57) otherwise a Carer Non-Arrival alarm will be generated.

**To set a critical visit time, press:**



(1-6) = Critical visit time slots 1 – 6

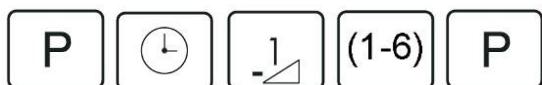
The above turns critical visit monitoring on at HHMM with a time window of 60 minutes.

**To set a critical visit time and window, press:**

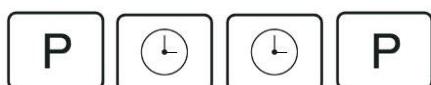


XX = 00-99 minutes (00 sets default value of 60 minutes)

**To erase a critical visit time, press:**



**To erase all critical visit times, press:**



**NOTE:** Using the PC Connect programming tool any personal trigger can be defined as a Carer Trigger.

## Personal recipient messages

### Recording a personal recipient message

A personal recipient message can be recorded on the home unit to replace the ID message that a personal recipient would normally hear when they receive an alarm call.

**To record a message, press:**



Record the message

Note: if a message is already recorded, this key sequence will replay the message. If this is the case the message must be deleted before a new message can be recorded.

**To delete a message, press:**



### Dealing with personal recipient calls from a touch-tone telephone

Alarm calls can be sent to personal recipients, when a personal recipient receives an alarm call they will hear a spoken message (Unit ID or recorded message). The recipient can then handle the call using their keypad as follows:

Function	Button	Notes
Accept Call	5	
Clear Call	* then #	Call must be accepted first
Volume up	1	
Volume down	2	Alters home unit volume
Talk	7	
Listen	*	Only required if mode is changed from Hands-free Voice Switched (HVS) to tone switched by pressing 7 followed by *.

## Technical Details

Weight:	1143g
Dimensions:	195 x 215 x 36mm (WxLxD)
Mains power:	230v ac 13A electrical socket
Stand-by battery:	1200mAhr capacity (continually internally charged)
Back-up time:	30 hours of stand-by operation with one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio frequency:	869.2125MHz, compliant with the European Social Alarm frequency band
REN:	1
External connections:	3m telephone line cord with type BS6312 plug Plug top transformer with 3m cable

## Environmental

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

## Standards

EMC:	EN55022: 1998, EN55024:1998, EN50130-4: 1995, ETSI EN 301 489-1: 2000
Safety:	EN 60950:2000
Radio:	ETSI EN 300 220-2 (2007) Class 1
CE:	Compliant
Social alarm:	EN 50134-2 (trigger device)
Design, Manufacture, Installation and Service:	ISO9001:2000

## Declaration of Conformity

We, Tunstall declare that this social alarm equipment is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.



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