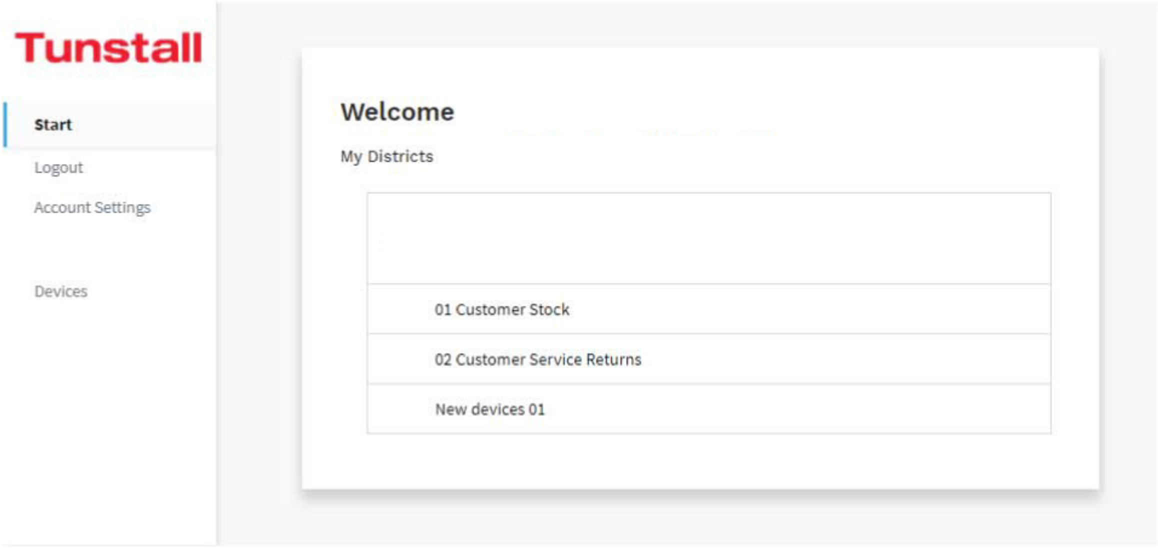
Device Management Platform

User manual

Version DMP 4.1



Welcome

My Districts

01 Customer Stock

02 Customer Service Returns

New devices 01

English

Doc. 346 80 21-52. Version 1. Revision 00.2020

Table of Contents

1 Introduction

This document is an introduction to Tunstall Device Management Platform (DMP). DMP is a cloud-based system that supplies constant access to the status of your devices (carephones). DMP's web interface gives you a quick overview of the devices that are active, inactive or have communication problems. You can directly access the internal log of each device to see what events have occurred.

1.1 Functions and features

The main functions of DMP are to administer and monitor the health of the registered devices. DMP constantly monitors the heartbeats sent from each device. The heartbeats provide information about the devices' status and are displayed in DMP. DMP also generates and distributes email reports on device status and events. Within DMP, devices are organised in districts to simplify monitoring and administration.

From DMP it is possible to apply changes to a device's settings, either directly or using a preconfigured template. Templates can be applied to a single device or several devices. Administrators with a high-level permission profile can edit device settings directly. DMP automatically applies the changes.

1.2 Versions

This manual describes the functionality of DMP 4.1.

1.2.1 What's New in 4.1

- Peripherals (e.g., radio sensors) as connected devices are monitored and displayed in the *Connected Devices* tab (see *Connected Devices tab*).
- Single-Sign-On (SSO) with PhenixID.
- Fetching new settings on heartbeat instead of waiting for online poll. Every heartbeat asks DMP for new settings and, if available, triggers an ad-hoc online poll to fetch the settings (see *Device settings*).
- User permission profile with time limitation (see *Users*).

1.2.2 Previous versions

What's New in 2.9:

- Lost password functionality that makes it possible to recover the password.
- Filtering of district on the Devices page is done at the top. It is also possible to display devices for all districts.
- The Event log show alarm type names instead of Alarm.

What's New in 2.8:

- Device list: Order devices by last contact.

What's New in 2.7:

- Technical statuses in heartbeat chart.
- Fixed grey bar in heartbeat chart.

What's New in 2.6:

- Updated reports showing the time a unit has had a certain status. See section Mail reports.
- Signal Strength (RSSI) is now shown as five dots instead of four.

What's New in 2.5:

- Stability and speed improvements.
- Two-step verification for critical changes.
- Device Settings (Requires correct permissions).

What's New in 2.4:

- General UI improvements.
- Stability and speed improvements.
- Advanced Filter in the device list.
- Support for printing the device list by using stylesheets
- System messages now has support for three different types of messages.

1.3 Permission profiles

There are several permissions profiles in DMP. A user must have at least a Base profile on at least one customer to be able to log in.

Base Profile:

- Can log in and change account settings.
- All devices and districts are hidden.

Customer Basic:

- All permissions from Base profile.
- Can see and edit devices.
- Can see campaigns.
- Can migrate devices to different district using operations.
- Can see templates

Customer Advanced:

- Can do everything a Customer Basic can do.
- Can see, edit, and update firmware.
- Can see and edit users.
- Can add new users.
- Can see and edit districts.
- Can add new districts.
- Can see and edit campaigns.
- Can end campaign.
- Can see and edit templates.
- Can add new templates.

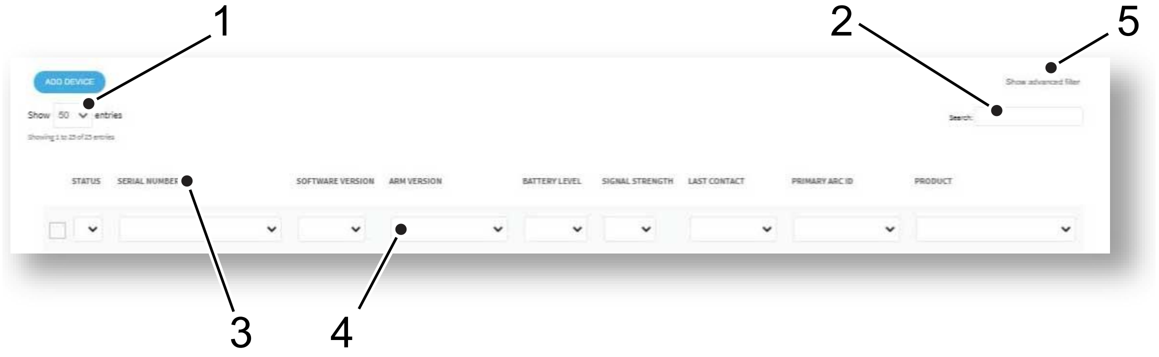
1.4 Reading this document

All information in this document is not be relevant for all permission profiles. Your screen may differ from the illustrations in this document.

1.5 List actions: search, sort, and filter

In DMP, you can **search, sort,** and **filter** most lists and tables. You can expand the list view by clicking the **Show entries** drop-down list (1). If a search returns more results than can be shown on one page, you can browse between the result pages.

- **Search** by entering a search term in the search field (2). To restore the search field, delete the search term.
- **Sort** by a column by clicking the column header (3). Click again to toggle between ascending and descending order.
- **Filter** a column by selecting a value from the drop-down list under the column header (4). It is possible to combine filter on several columns. Deactivate the filter by selecting the blank space in the drop-down list.
- **Advanced filter** can be used in some contexts to enhance the search, click **Show advanced filter** (5) to enable.



Showing 1 to 25 of 25 entries

1.6 Device status

The main function of DMP is to monitor that all the devices are functioning correctly. DMP constantly monitors the heartbeats sent from each registered device. When a heartbeat is received by DMP, the status of the device is displayed with a colored icon:

Note! The interval listed is the range for the frequent monitoring function.

🟢 Green = Everything is OK

🟡 Yellow = The status of the device is unclear. This can be a temporary communication problem, or that the device has never been connected correctly.

- Yellow occurs when no heartbeat is received within the time defined for the "Device status warning interval (minutes)". "Device status warning interval (minutes)" can only be set to a multiple of the "heartbeat interval" and must be minimum "heartbeat interval" + 2 minutes long. The 2-minute limit is necessary to filter out situations where the heartbeat is delayed, for example because of delays in GSM / GPRS networks. The traffic light should not switch between yellow and green because of very short-term communication problems.
- A registered device that has never submitted a heartbeat is marked as yellow. This applies, for example, if you register a serial number, but never turned on the carephone.

🔴 Red = Something is wrong, and actions should be taken. This may be because the device is switched off or has lost connection with the outside world.

- Changeover to red occurs when no heartbeat is received within the time defined for the "Device status error interval (minutes)". "Device status error interval (minutes)" can only be set to a multiple of the "heartbeat interval" and should always be longer than the "Device status warning interval (minutes)".

🔵 Blue = The device sends heartbeats but has a technical status.

- A technical status could be that the signal strength is too low, low battery level or accumulator error.
- A technical status could also mean that the device is in the process of updating its firmware or settings.
- A quick way to get information about what causes the technical status is to hover with the mouse pointer above the status point.

⚪ White = The device is marked as inactive.

2 Access DMP

To access DMP you need a username and a password. Every customer has at least one administrator account that can add new users. If you have any problems accessing DMP, contact your administrator.

Tunstall recommends the following browsers: Google Chrome, Firefox, or Edge. Make sure the browsers are up to date, old browsers are a security risk.

2.1 Password

You receive an email inviting you to generate a password whenever:

- your administrator creates a user account for you.
- you click **Forgot password?** on the login page.
- your password is close to expiring.

2.1.1 Generating a password

When you receive an email from DMP inviting you to generate a password:

a. Click on the link in the email or copy and paste the link into the address bar of your browser and press **Return/Enter.** This redirects you to the *Change Password* page.

b. On the *Change Password* page, chose a password and enter the password in both fields (minimum 8 characters).

c. Click **Save.**

2.2 Logging in

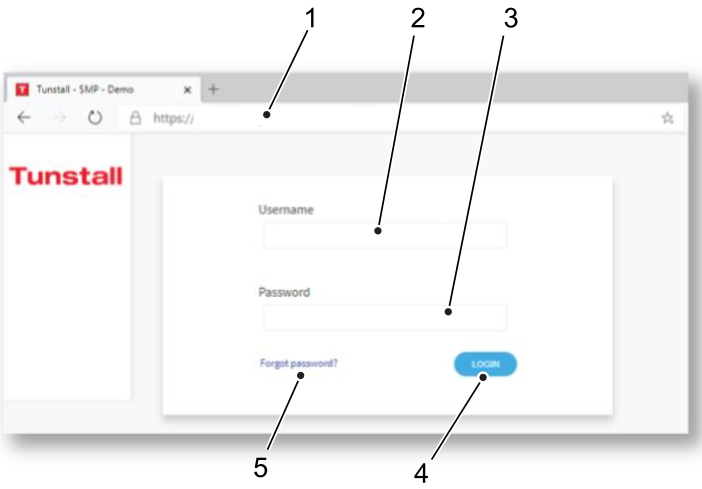
To log in to DMP:

a. Enter DMP's web address (URL) in the address bar of your browser (1) and press **Return/Enter**. This opens the *DMP login* page.

> **Note!** Save the address in the browser's bookmarks for faster access in the future.

b. Enter your *username* (your email) (2) and *password* (3) and click **Login** (4). This opens the Start page.

c. If you forgot your password, click **Forgotten password?** (5). This redirects you to the *Password reset* page; enter your username (email) and click **Submit.** DMP sends an email inviting you to generate a new password (see *Generating a password*).

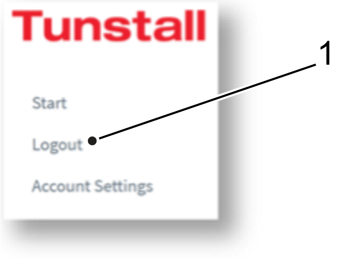


2.3 Logging out

To log out from DMP:

a. Click **Logout** (1) in the sidebar menu on the *Start* page.

b. Close the browser after you have been logged out from DMP.

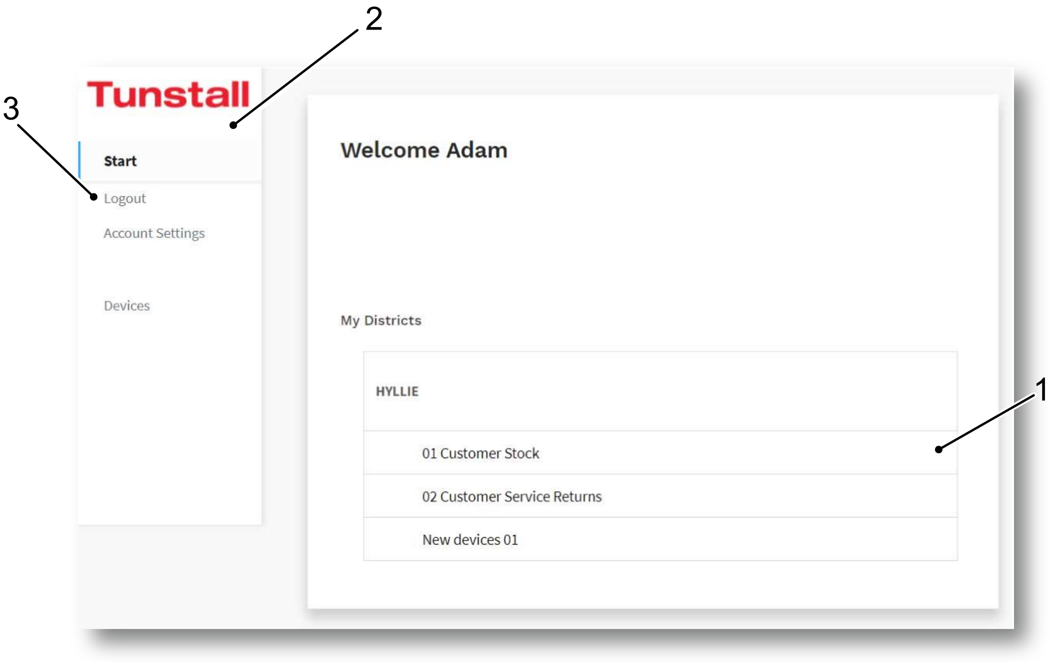


3 Start page

DMP displays the *Start* page whenever you log in. The *Start* page contains a list of the customers and districts you have access to. The sidebar menu lists the types of information and settings you can access, based on your permission profile.

On the *Start* page you can:

- Click on any of your districts to view devices (1).
- Click on any of the options in the sidebar menu (2).
- Log out (3).



Welcome Adam

My Districts

HYLLIE

01 Customer Stock

02 Customer Service Returns

New devices 01

3.1 Viewing districts and devices

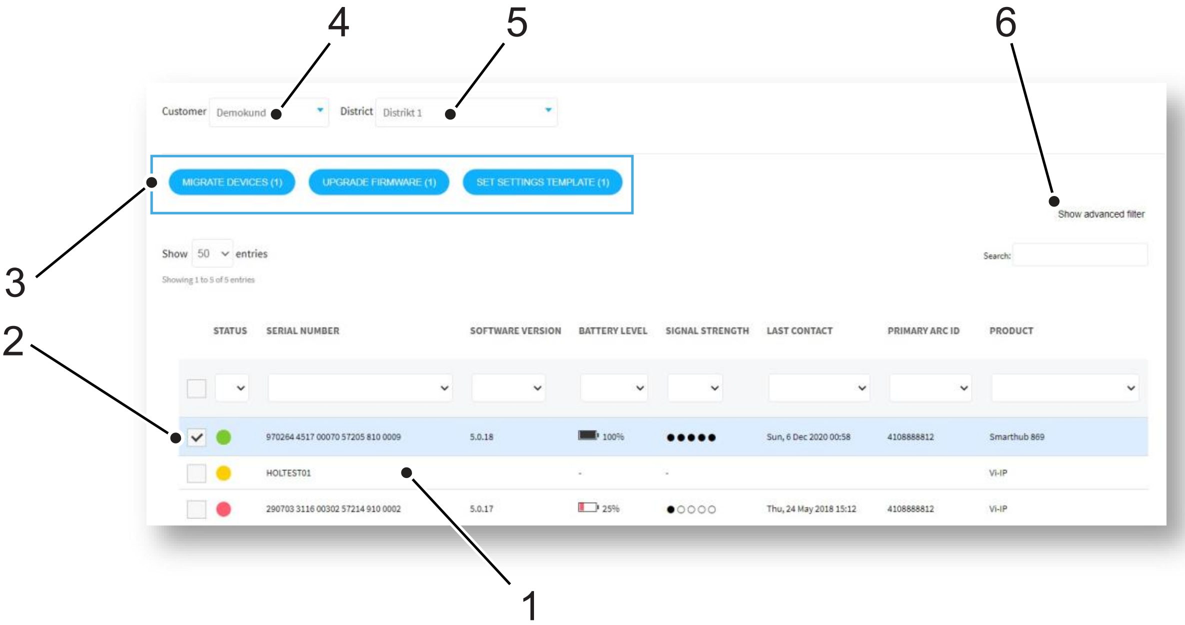
To view districts and devices:

- Go to the **Start** page and click the district you want view or click **Devices** in the sidebar menu, either opens the *Devices* page.

The *Devices* page shows a list of devices. The list contains information about device status, signal strength and last contact.

On the *Devices* page, you can:

- Click on a device in the list to view detailed information (1).
- Select one or more checkboxes to enable **Migrate device, Upgrade Firmware** and **Set Templates** options (3).
- Change customer in the drop-down list if you have access to more than one customer (4).
- Change district in the drop-down list if you have access to more than one district (5).
- **Search**, **sort** and **filter** the list using the list actions (See *List actions: search, sort, and filter*).
- Use **Show advanced filter** (6) to search for devices with a specific status, devices that has not been in contact with DMP for a certain time or for serial numbers.



Customer Demokund

District Distrikt 1

Show 50 entries

Showing 1 to 5 of 5 entries

	STATUS	SERIAL NUMBER	SOFTWARE VERSION	BATTERY LEVEL	SIGNAL STRENGTH	LAST CONTACT	PRIMARY ARC ID	PRODUCT
☑	🟢	970264 4517 00070 57205 810 0009	5.0.18	100%	●●●●●	Sun, 6 Dec 2020 00:58	4108888812	Smarthub 869
□	🟡	HOLTEST01		-	-			Vi-IP
□	🔴	290703 3116 00302 57214 910 0002	5.0.17	25%	●○○○○	Thu, 24 May 2018 15:12	4108888812	Vi-IP

3.1.1 Viewing detailed device information

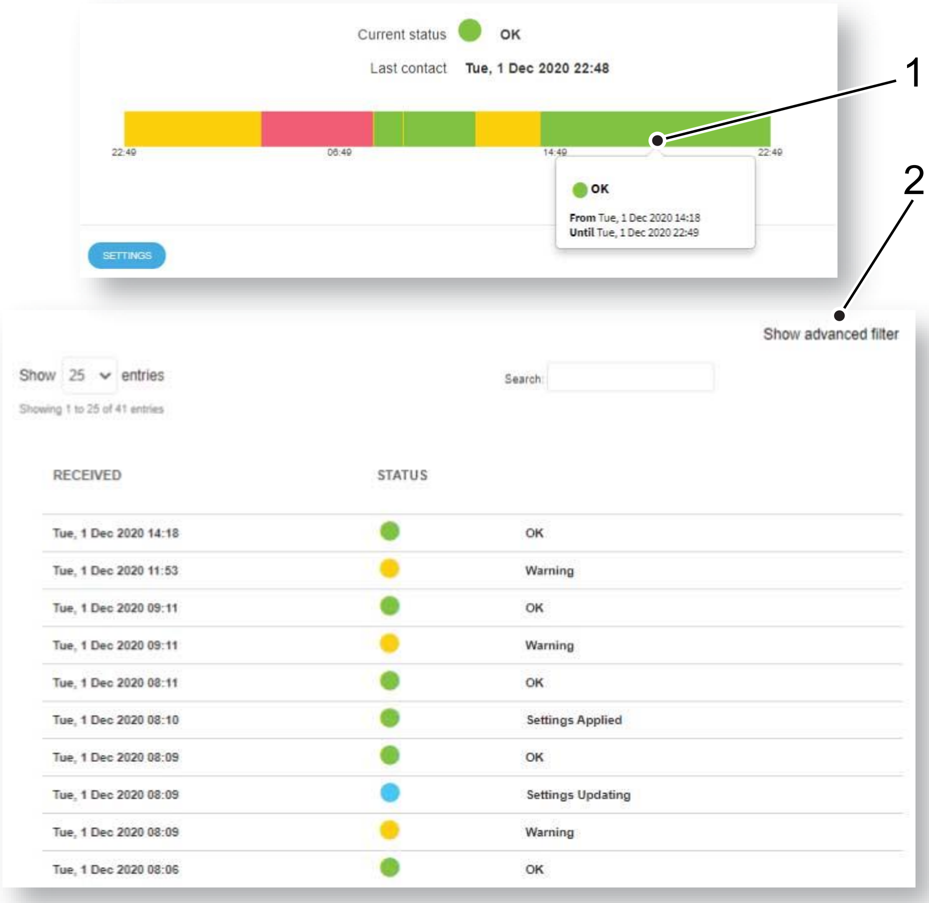
To view detailed device information:

a. Go to **Devices** to view the list of devices. Use list actions to search, sort and filter the list.

b. Click on the device you want to view. This opens the *Device information* window.

- The *Overview* tab shows a status summary (see *Device status*), the last recorded status (i.e., *Current status*) and a time stamp. The time bar shows any status changes over the last 24 hours. Hover the mouse cursor over the different sections of the time bar to view detailed information (1).
- The *Heartbeats* tab shows a list of heartbeats received over the past 7 days. By default, the list only shows heartbeats associated with status changes. You can change list criteria in **Show Advanced filter** (2).

c. Click **X** to close the window.



Current status ● OK

Last contact Tue, 1 Dec 2020 22:48

● OK

From Tue, 1 Dec 2020 14:18
Until Tue, 1 Dec 2020 22:49

Show 25 entries

Search:

Showing 1 to 25 of 41 entries

RECEIVED	STATUS	
Tue, 1 Dec 2020 14:18	●	OK
Tue, 1 Dec 2020 11:53	●	Warning
Tue, 1 Dec 2020 09:11	●	OK
Tue, 1 Dec 2020 09:11	●	Warning
Tue, 1 Dec 2020 08:11	●	OK
Tue, 1 Dec 2020 08:10	●	Settings Applied
Tue, 1 Dec 2020 08:09	●	OK
Tue, 1 Dec 2020 08:09	●	Settings Updating
Tue, 1 Dec 2020 08:09	●	Warning
Tue, 1 Dec 2020 08:06	●	OK

4 Account settings

DMP allows you to view and change your personal data. You can, for example, change name, account language, and password. It is not possible to change the e-mail address you use to log in to DMP.

If your organization use two-step verification, you must register DMP with Google Authenticator under Account Settings.

4.1 Changing your account settings

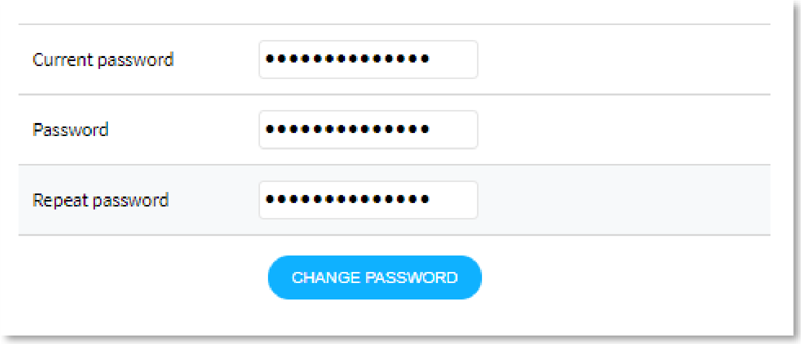
To view and change your account settings:

a. Click the **Account settings** option in the side menu.
b. On the *Account settings* page you can change:
   - **First** and **Last name.**
   - **Language.**
   - **Email format** for reports.
   - **Password** (See *Changing your password*).
   - **Two-step verification** (See *Two-step verification*).
c. Click **Save**.

4.2 Changing your password

To change your password:

a. Click the **Account settings** option in the side menu to access the *Account settings* page
b. Enter your current password.
c. Enter the new password (min. 8 characters) in the **Password** and **Repeat password** fields.
d. Click **Change Password.** DMP displays a confirmation message.
e. Click **Close**.



Current password	••••••••••••••
Password	••••••••••••••
Repeat password	••••••••••••••

4.3 Two-step verification

This tutorial describes how to set up your account and your phone to use two-step verification. Two-step verification increases safety and is used by DMP for an example when changing settings on a device.

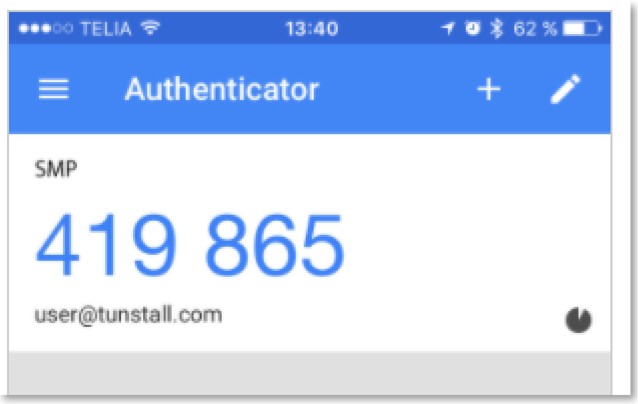
There are several applications that can handle two-step verification. This guide describes the process of Google Authenticator.

To be sure that the logged-on user is who he claims to be a code is sent to the registered email address.

4.3.1 Preparation

Google Authenticator generates codes DMP requires at certain critical moments. The app is available for iPhone and Android.

a. Download Google Authenticator app from your app store
b. Open the app



SMP

419 865

user@tunstall.com

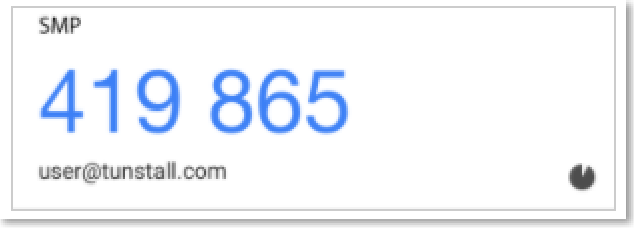
4.3.2 Creating two-step verification

a. Select Account Settings
b. Press the Configure button at Two-step verification
c. Follow the wizard

4.3.3 Using two-step verification

When a box of two-step verification pops up, turn on your Google Authenticator app. Enter the code generated by the app.

The code is changed every 30 seconds.



SMP

419 865

user@tunstall.com

5 Users

In DMP, a user account contains:

- General information and data about the user, for example name, password, and email.
- A permission profile that defines what information and operations the user can access. A permission profile can also define for how long a user has access, using a time limit setting.

5.1 Viewing Users page

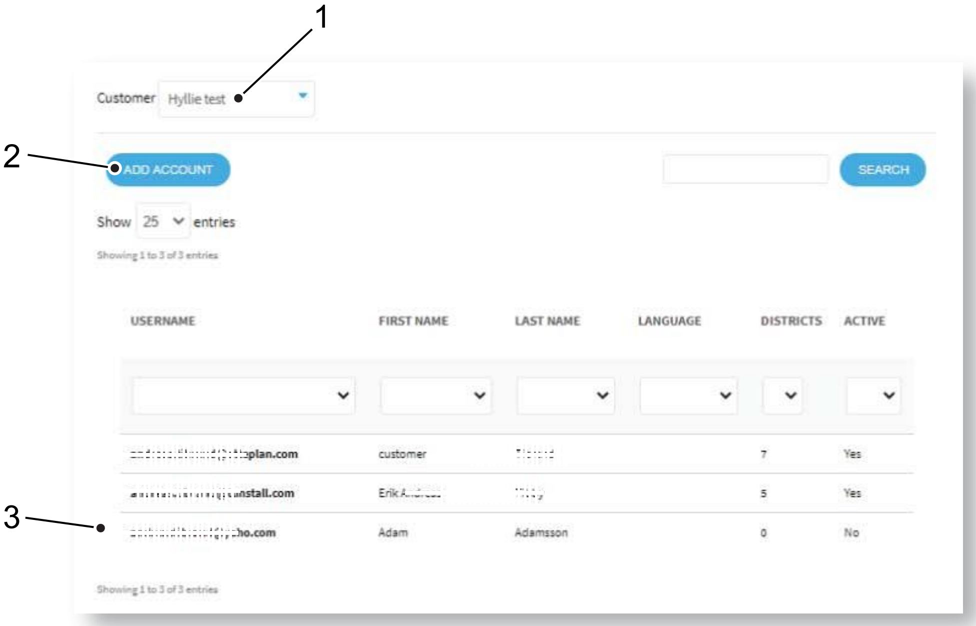
To view *Users* page:

- Click the **Users** option in the sidebar menu.

The *Users* page shows a list of users. If you have access to more than one customer, select customer in the drop-down list (1).

On the *Users* page:

- Add a new user account (2).
- Click on a user to view and edit (3).
- **Search**, **sort** and **filter** the list using the list actions (see *List actions: search, sort, and filter*).



Customer Hyllie test

Show 25 entries

Showing 1 to 3 of 3 entries

USERNAME	FIRST NAME	LAST NAME	LANGUAGE	DISTRICTS	ACTIVE
[redacted]plan.com	customer	[redacted]		7	Yes
[redacted]nstall.com	Erik A[redacted]	[redacted]		5	Yes
[redacted]ho.com	Adam	Adamsson		0	No

Showing 1 to 3 of 3 entries

5.2 Adding a new user account

To add a new user account:

a. Go to **Users** and click on **Add account** to access the *Add new account* window.

b. In the *Overview* tab (1), enter the new user's (2):
   - **Email** address, this is also the username.
   - **First** and **Last name**.
   - **Language**.
   - **Email format** for emails sent from DMP.

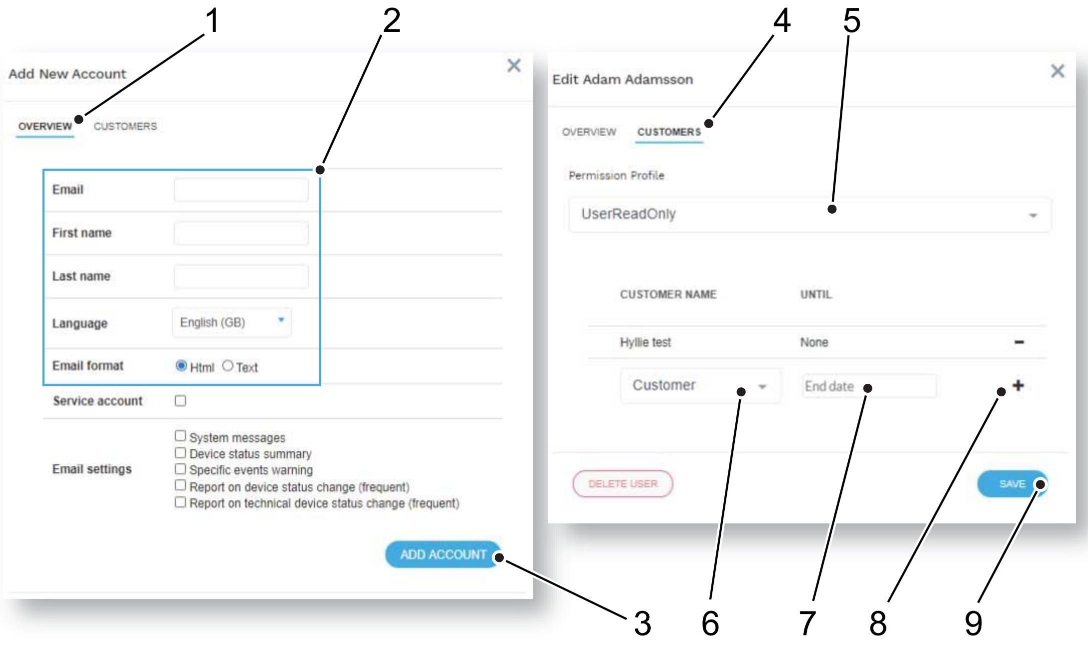
c. Click **Add account** (3). This opens the *Permissions* tab (4).

d. Select **Permission profile** (5) in the drop-down list, applies to all customers.

e. Select **Customer** (6) and optionally time limitation in the **End date** field (7). Leave the **End date** field blank if you do not want to apply a time limit.

f. Click the + button to add selection (8).

g. Click **Save** (9). DMP automatically sends an email inviting the user to generate a password (see *Generating a password*).



Email
First name
Last name
Language English (GB)
Email format ● Html ○ Text
Service account □
Email settings
□ System messages
□ Device status summary
□ Specific events warning
□ Report on device status change (frequent)
□ Report on technical device status change (frequent)

Permission Profile
UserReadOnly

CUSTOMER NAME	UNTIL	
Hyllie test	None	−
Customer	End date	+

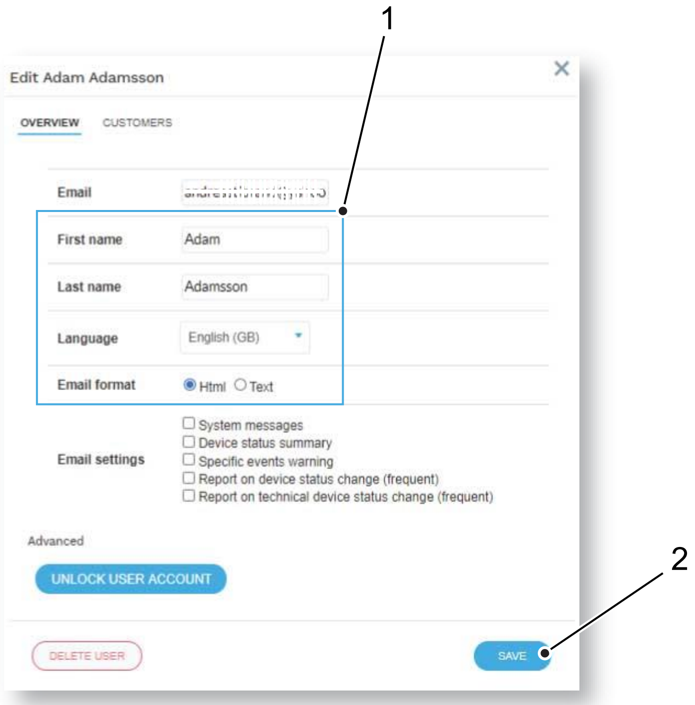
5.3 Editing a user account

Note! Do not change an existing user’s email and username.

To edit an existing user account:

a. Go to **Users** to view the list of users. Use list actions to search, sort and filter the list.
b. Click on the user you want to edit. This opens the *Edit user* window.
c. In the *Overview* tab, you can edit (1):
   - **First** and **Last name.**
   - **Language.**
   - **Email settings** for emails sent from DMP.

d. Click **Save** (2).



Edit Adam Adamsson

Email: [redacted]

First name: Adam

Last name: Adamsson

Language: English (GB)

Email format: ● Html ○ Text

Email settings:
□ System messages
□ Device status summary
□ Specific events warning
□ Report on device status change (frequent)
□ Report on technical device status change (frequent)

5.4 Changing Permission profile

To change a user's permission profile:

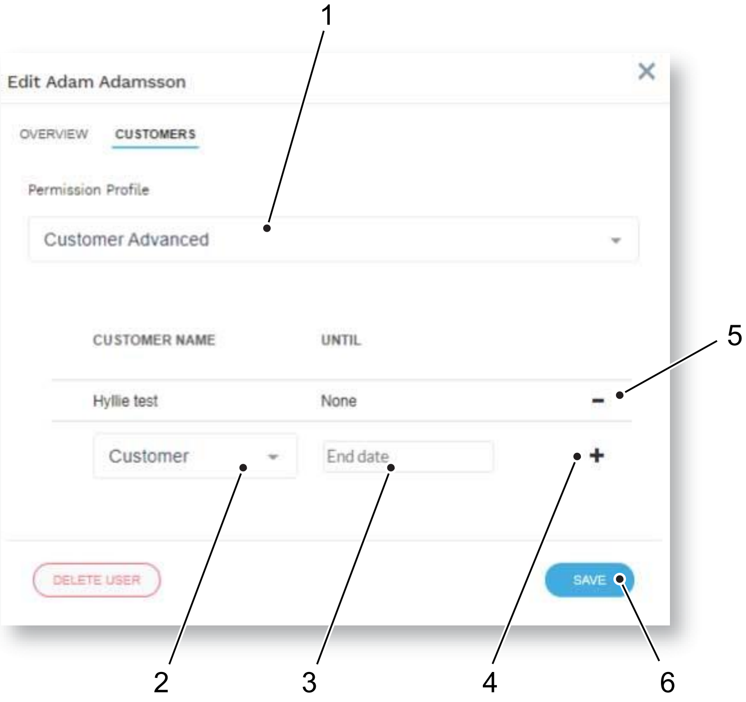
a. Go to **Users** to view the list of users. Use list actions to search, sort and filter the list.

b. Click on the user you want to edit. This opens the *Edit user* window.

c. In the *Permissions* tab, you can:

- Select **Permission profile** (1) in the drop-down list, applies to all customers.
- Add a new **Customer** (2), and optionally add time limitation in the **End date** field (3), click the + button (4) to add the selection.
- Remove access to a customer by clicking the - button (5).

d. Click **Save** (6).



Edit Adam Adamsson

OVERVIEW CUSTOMERS

Permission Profile

Customer Advanced

CUSTOMER NAME	UNTIL
Hyllie test	None

Customer

End date

5.5 Delete a user account

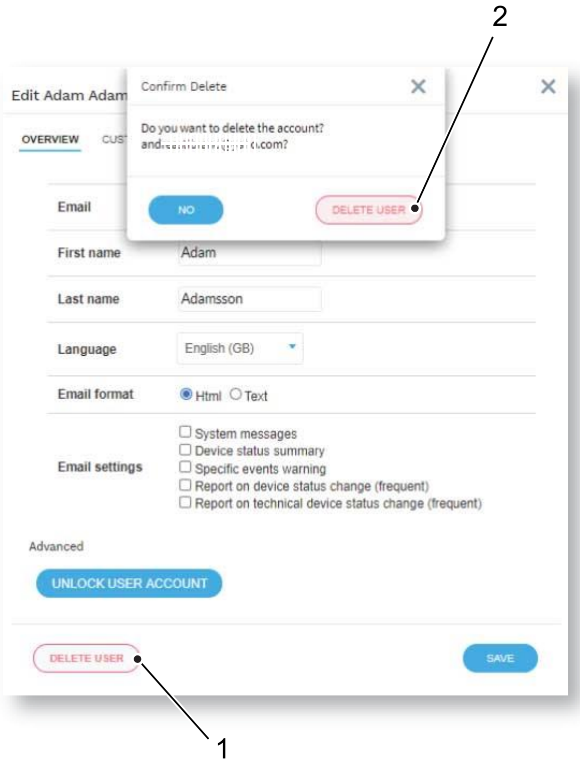
To delete a user account:

a. Go to **Users** to view the list of users. Use list actions to search, sort and filter the list.

b. Click on the user you want to edit. This opens the *Edit user* window.

c. Click **Delete user** (1). This opens *Confirm Delete* window.

d. Click **Delete user** (2) to confirm.



Do you want to delete the account?
and[redacted].com?

Email

First name: Adam

Last name: Adamsson

Language: English (GB)

Email format: ● Html ○ Text

Email settings:
□ System messages
□ Device status summary
□ Specific events warning
□ Report on device status change (frequent)
□ Report on technical device status change (frequent)

Advanced

6 District

In DMP, a district is a group of devices. Using districts simplifies monitoring and administration of devices.

By default, every customer has the following districts:

Note! Do not delete or edit these districts.

- 01 Customer Stock
- 02 Customer Service returns

6.1 Viewing Districts page

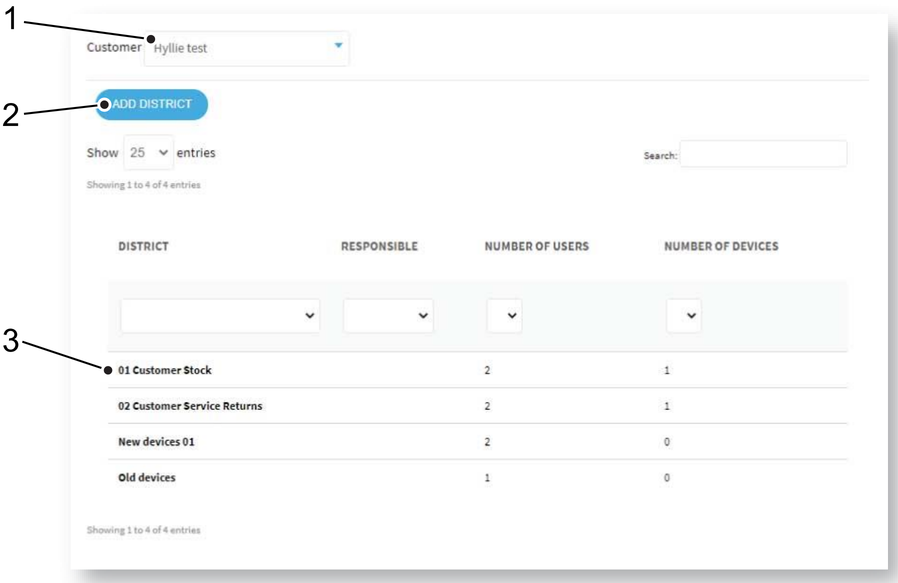
To view the *Districts* page:

- Click on **Districts** option in the sidebar menu.

The *Districts* page shows a list of the districts you have access to. If you have access to more than one customer, select customer in the drop-down list (1).

On the *Districts* page, you can:

- Add a new district (2).
- Click on a district to view and edit (3).
- **Search**, **sort** and **filter** the list using the list actions (See *List actions: search, sort, and filter*).



Showing 1 to 4 of 4 entries

DISTRICT	RESPONSIBLE	NUMBER OF USERS	NUMBER OF DEVICES
01 Customer Stock		2	1
02 Customer Service Returns		2	1
New devices 01		2	0
Old devices		1	0

Showing 1 to 4 of 4 entries

6.2 Adding a new district

To add a new district:

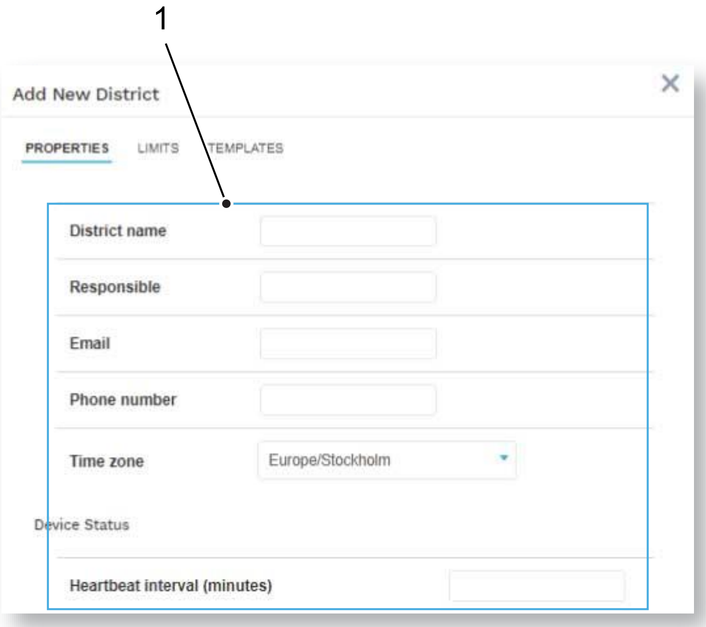
a. Go to **Districts** and click **Add district.** This opens the *Add new district* window, it contains several tabs:
   - Properties.
   - Templates.

6.2.1 Configuring district properties

To configure district properties:

a. In the *Properties* tab, enter the following information (1):
   - **District name.**
   - **Responsible**, the name of the person responsible for the district.
   - **Email** to which DMP sends system-generated reports.
   - **Phone number** to the person responsible for the district.
   - **Time zone.**
   - **Heartbeat interval (minutes)** defines how often DMP expects heartbeats.

b. Click **Next**. This opens the *Templates tab*.



Add New District

District name

Responsible

Email

Phone number

Time zone: Europe/Stockholm

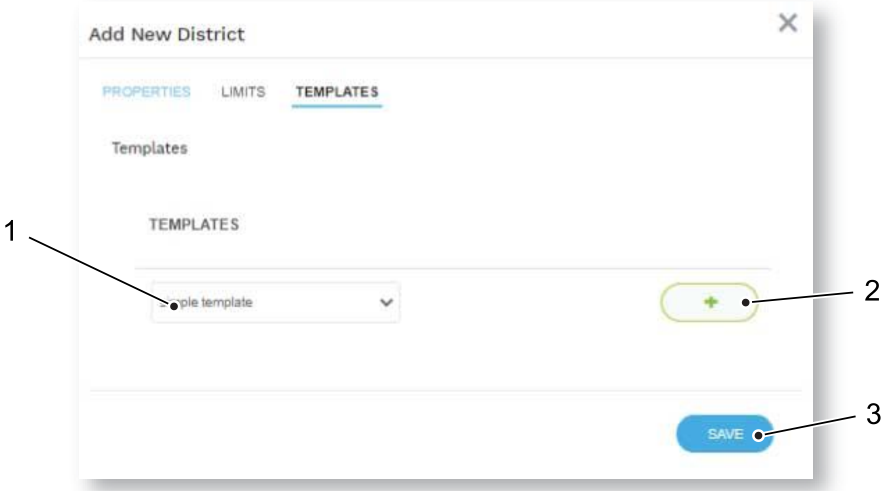
Device Status

Heartbeat interval (minutes)

6.2.2 Adding Templates to a district

To add a template to a district, if applicable:

a. In the *Templates* tab, select template in the drop-down list (1).
b. Click the + button (2) to add the template to the district. The template appears in a list of templates that can be applied to devices in the district.
c. Click **Save** (3).



6.3 Viewing and editing a district

To view and edit an existing district:

a. Go to **District** to view a list of districts.
b. Click on the district you want to view or edit. This opens the *Edit District* window; it contains several tabs:
    - Properties.
    - Recent history.
    - Templates.

6.3.1 Editing district properties

To edit district properties:

a. In the *Properties* tab, you can edit:
    - **District name.**
    - **Responsible**, the name of the person who is responsible for the district.
    - **Email** to which DMP sends system-generated reports.
    - **Phone number** to the person responsible for the district.
    - **Time zone.**
    - **Heartbeat interval (minutes)** defines how often DMP expects heartbeats from the devices in the district.
b. Click **Next** and click **Save** in the tab that opens to save changes.

6.3.2 Viewing recent history

The *Recent history* tab displays a list of status changes associated with the district's devices. In the *Recent history* tab, you can:

- **Search**, **sort** and **filter** the list using the list actions (See *List actions: search, sort and filter*).

6.4 Deleting a district

To delete a district:

a. Go to **Districts** and click on the district you want to delete. This opens the *Edit district* window.
b. Click **Delete district.** This opens the *Confirm delete* dialogue box.
c. Click **Delete district** to confirm.

7 Devices

In DMP a device is defined as a carephone unit. DMP constantly monitors the heartbeats sent from each device. The heartbeats provide information about the device's status and are displayed in DMP.

7.1 Viewing Devices page

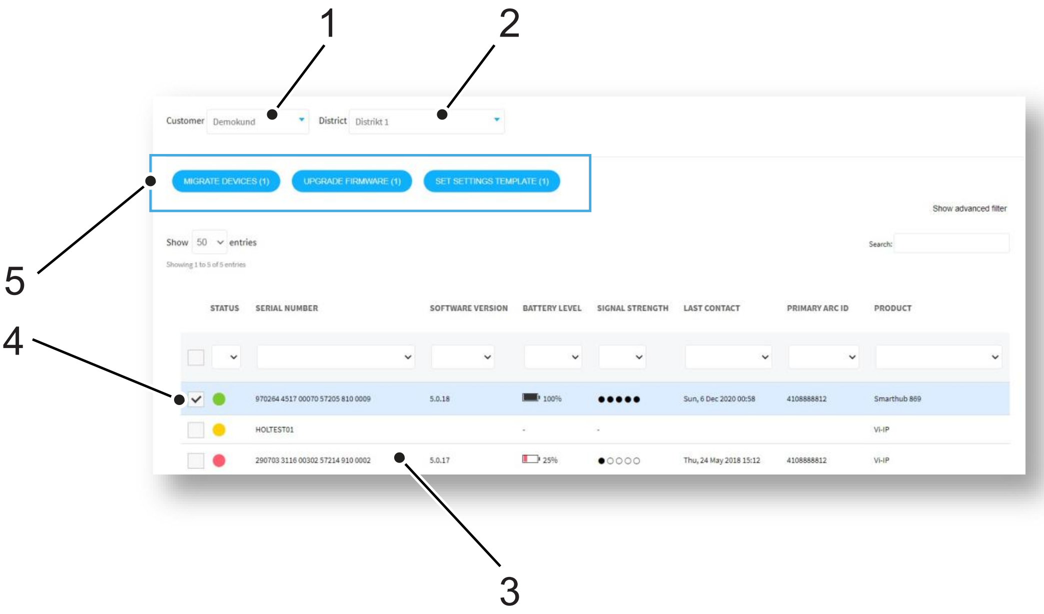
To view the *Devices* page:

- Click the **Devices** option in the sidebar menu.

The *Devices* page displays a list of the devices that you have access. The list shows the status and general information of the individual devices. If you have access to more than one customer (1) and district (2), select in respective drop-down list.

On the *Devices* page, you can:

- Click on a device to view and edit (3)
- Select one or more devices in the checkboxes (4) to enable **Migrate Devices, Upgrade Firmware** and **Set Templates** options (5).
- **Search**, **sort** and **filter** the list using the list actions (See [List actions: search, sort and filter]()).
- Use **Advanced filter** to search for devices with a specific status, devices that has not been in contact with DMP for a certain time or a serial number.



Customer: Demokund
District: Distrikt 1

Show 50 entries

Showing 1 to 5 of 5 entries

Search:

	STATUS	SERIAL NUMBER	SOFTWARE VERSION	BATTERY LEVEL	SIGNAL STRENGTH	LAST CONTACT	PRIMARY ARC ID	PRODUCT
☑	🟢	970264 4517 00070 57205 810 0009	5.0.18	100%	●●●●●	Sun, 6 Dec 2020 00:58	4108888812	Smarthub 869
□	🟡	HOLTEST01		-	-			Vi-IP
□	🔴	290703 3116 00302 57214 910 0002	5.0.17	25%	●○○○○	Thu, 24 May 2018 15:12	4108888812	Vi-IP

7.2 Migrating devices

To migrate one or more devices:

a. Go to **Devices** and select the device or devices you want to migrate in the checkbox. This enables the **Migrate devices** option.

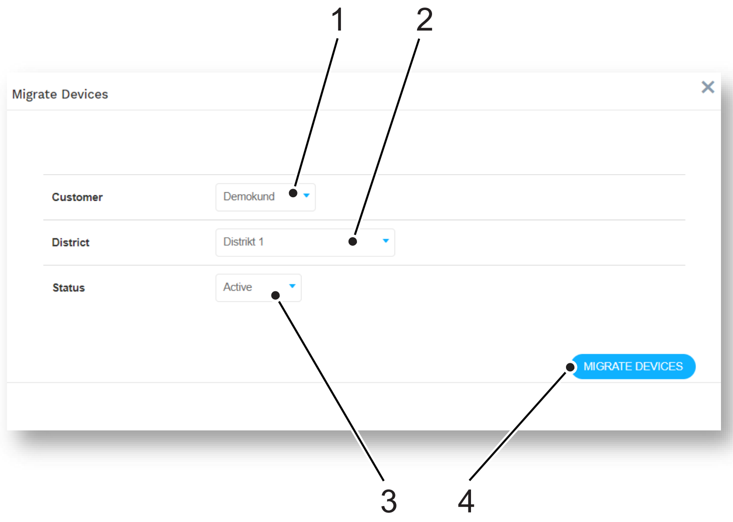
b. Click **Migrate Devices.** This opens the *Migrate devices* window.

c. Select target **Customer** (1).

d. Select target **District** (2).

e. Select device **Status** at target district (3).

f. Click **Migrate devices** (4).



Migrate Devices

Customer: Demokund

District: Distrikt 1

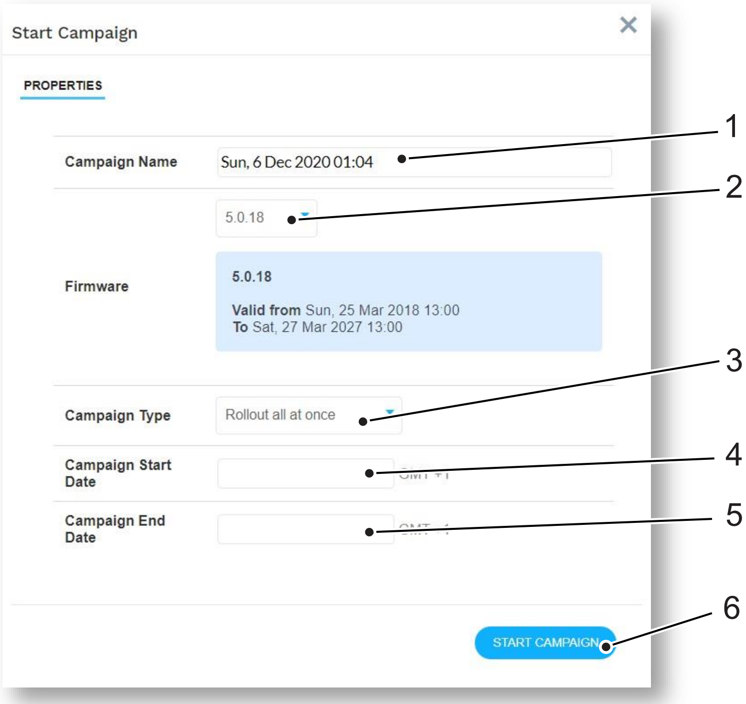
Status: Active

7.3 Upgrading Firmware

See chapter Campaigns before you start firmware upgrade.

To start a campaign:

a. Go to **Devices** and select the devices you want to upgrade in the check box. This enables the **Upgrade Firmware** option.
b. Click the **Upgrade firmware** button. This opens the *Start campaign* window.
c. In the *Start Campaign* window, enter a unique **Campaign name** (1) or keep default name.
d. Select **Firmware** in the drop-down list (2).
e. Select **Campaign type** (3):
   - *Roll out at once* downloads the firmware simultaneously to all selected devices.
   - *Start with 10* downloads the firmware in batches of 10 until all downloads are complete.
f. Click in the **Campaign Start Date** field to set start date and time (4).
g. Click in the **Campaign End Date** field to set end date and time (5).
h. Click **Start Campaign** (6). This opens the *Confirmation* window.
i. Click **Verify** in the confirmation window.



Start Campaign

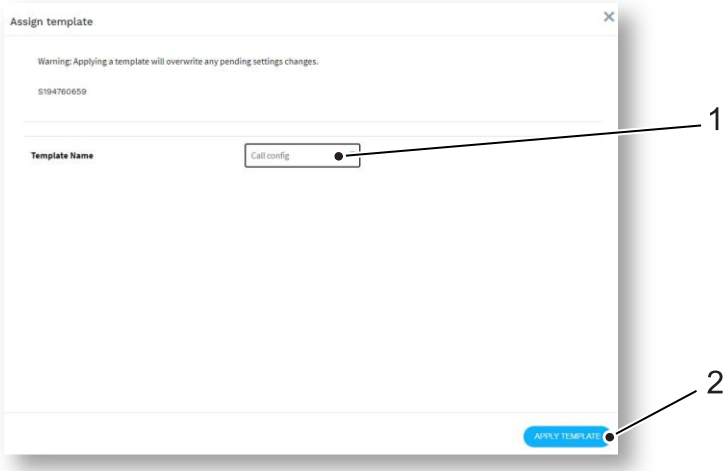
PROPERTIES

Campaign Name	Sun, 6 Dec 2020 01:04
Firmware	5.0.18 5.0.18 Valid from Sun, 25 Mar 2018 13:00 To Sat, 27 Mar 2027 13:00
Campaign Type	Rollout all at once
Campaign Start Date	GMT +1
Campaign End Date	GMT +1

7.4 Setting templates

To apply a template to one or more devices:

a. Go to **Devices** and select the devices you want to upgrade in the check box. This enables the **Set Templates** option.
b. Click **Set Template.** This opens the *Assign template* window.
c. Select the **Template name** (1) you want to apply.
d. Click **Apply template** (2).



Assign template

Warning: Applying a template will overwrite any pending settings changes.

S194760659

Template Name: Call config

7.5 Viewing Device information window

To view the Device information window:

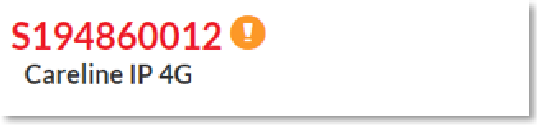
- Go to **Devices** and click on the device you want to view or edit. The *Device information* windows opens.

In the *Device information* window, there are several tabs:

- Overview
- Heartbeats
- Connected devices
- Cellular service
- Event log
- Preferences

7.5.1 Warning icon

If the status is updated while the *Device information* window is open, a warning icon appears next to the serial number.



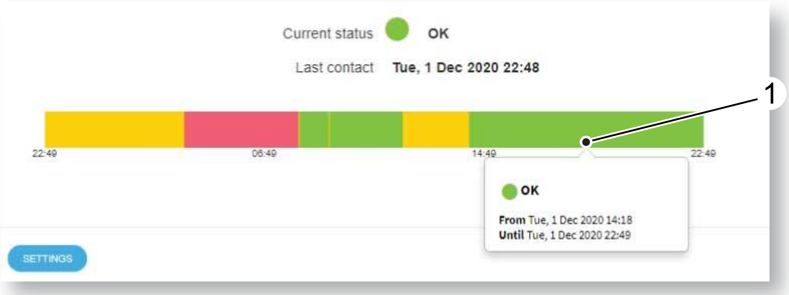
S194860012 !
Careline IP 4G

7.5.2 Overview tab

The *Overview* tab shows a status summary (see Device status), the last recorded status (i.e., *Current status*) and a time stamp. The time bar shows any status changes over the last 24 hours. Hover the mouse cursor over the different sections of the time bar to view detailed information (1).

On the **Overview** tab, you can

- Hover the mouse cursor over the different sections of the time bar to view more detailed information (1).


Current status ● **OK**

Last contact **Tue, 1 Dec 2020 22:48**

● **OK**

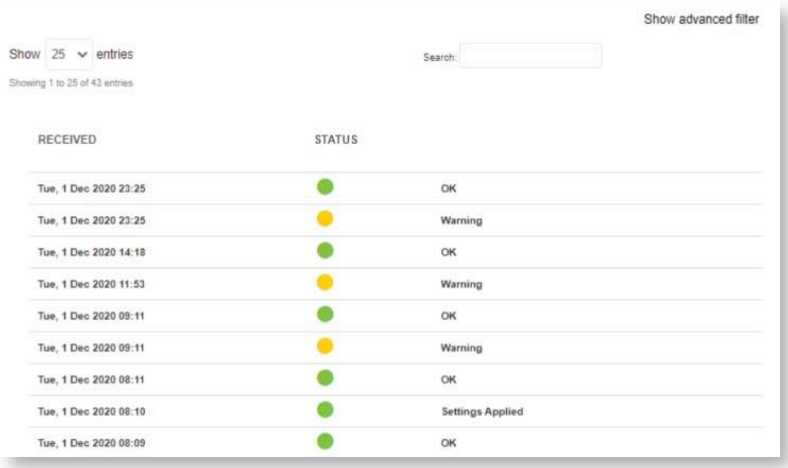
From Tue, 1 Dec 2020 14:18
Until Tue, 1 Dec 2020 22:49

7.5.3 Heartbeats tab

The *Heartbeats* tab displays a list of heartbeats received from the device over the past 7 days. By default, the list only shows heartbeats associated with status changes (see Device status). You can change the list view with the *Advanced filter*.

On the *Heartbeats* tab, you can:

- **Search**, **sort** and **filter** the list using the list actions
- Use **Advanced search,** to show all received heartbeats.



Showing 1 to 25 of 43 entries

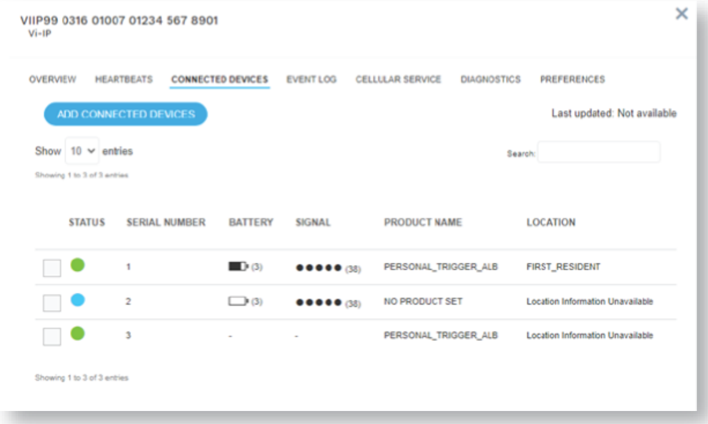
RECEIVED	STATUS	
Tue, 1 Dec 2020 23:25	●	OK
Tue, 1 Dec 2020 23:25	●	Warning
Tue, 1 Dec 2020 14:18	●	OK
Tue, 1 Dec 2020 11:53	●	Warning
Tue, 1 Dec 2020 09:11	●	OK
Tue, 1 Dec 2020 09:11	●	Warning
Tue, 1 Dec 2020 08:11	●	OK
Tue, 1 Dec 2020 08:10	●	Settings Applied
Tue, 1 Dec 2020 08:09	●	OK

7.5.4 Connected devices tab

The *Connected devices* tab displays a list of external connected devices, e.g., peripherals such as external radio sensors. The list displays the status, battery level, and signal strength of the connected device.

In the *Connected devices* tab, you can:

- Use list actions to search, sort and filter the list.



Showing 1 to 3 of 3 entries

	STATUS	SERIAL NUMBER	BATTERY	SIGNAL	PRODUCT NAME	LOCATION
□	●	1	(3)	●●●●● (38)	PERSONAL_TRIGGER_ALB	FIRST_RESIDENT
□	●	2	(3)	●●●●● (38)	NO PRODUCT SET	Location Information Unavailable
□	●	3	-	-	PERSONAL_TRIGGER_ALB	Location Information Unavailable

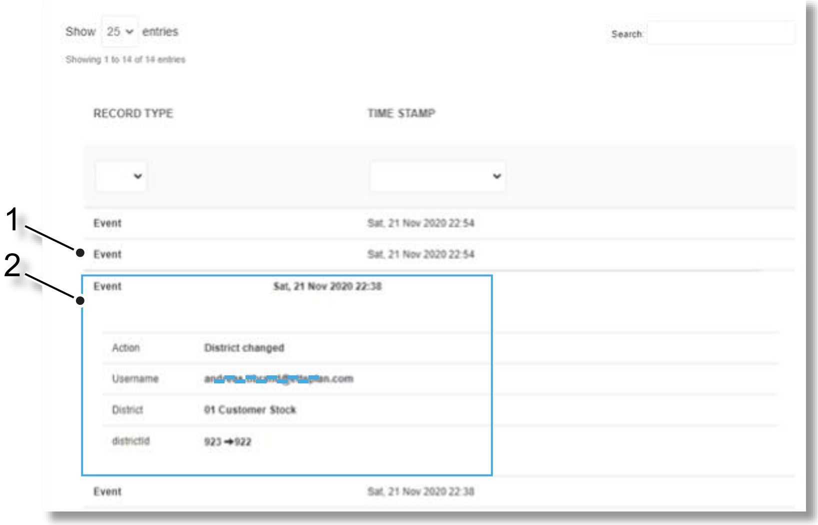
Showing 1 to 3 of 3 entries

7.5.5 Event log tab

The *Event log* tab displays a list of events, e.g., alarm events and device logs, with time stamps. You can view detailed information about each event in the list.

On the *Event log* tab, you can:

- Click on an event to expand the view (1). This shows details about the event (2).
- Use list actions to search, sort and filter the list.



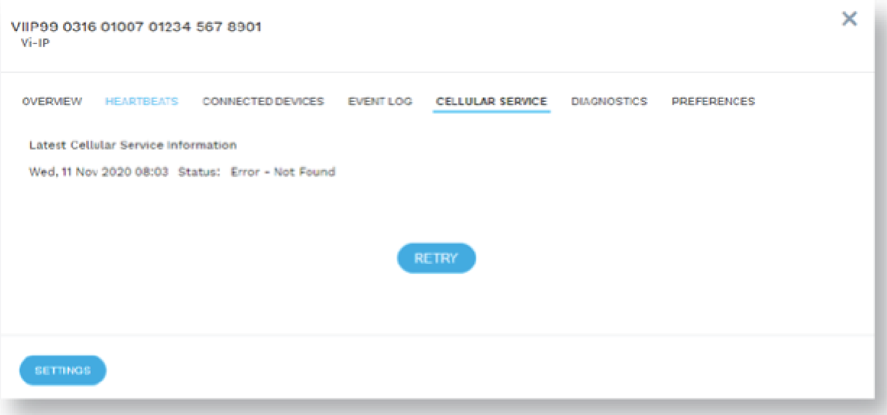
Showing 1 to 14 of 14 entries

RECORD TYPE	TIME STAMP
Event	Sat, 21 Nov 2020 22:54
Event	Sat, 21 Nov 2020 22:54
Event	Sat, 21 Nov 2020 22:38
Event	Sat, 21 Nov 2020 22:38

Action	District changed
Username	[redacted]
District	01 Customer Stock
districtid	923 → 922

7.5.6 Cellular service tab

The *Cellular service* tab displays information about the device's SIM card and associated cellular service.



VIIP99 0316 01007 01234 567 8901
Vi-IP

Latest Cellular Service Information

Wed, 11 Nov 2020 08:03 Status: Error - Not Found

7.5.7 Preferences tab

The *Preferences* tab contains information and options for the properties of the device.

On the *Preferences* tab, you can view and edit:

- District shows where the device is located.
- Status shows if the device is active or inactive, i.e., operational in DMP.
- Product shows product model.
- Notes, use to add information about the device. Do not enter details about the care recipient in this field.

7.5.8 Editing device preferences

To edit device preferences:

a. Go to **Devices** to view the list of devices. Use list actions to search, sort and filter the list.

b. Click on the device you want to edit. This opens the **Device information** window

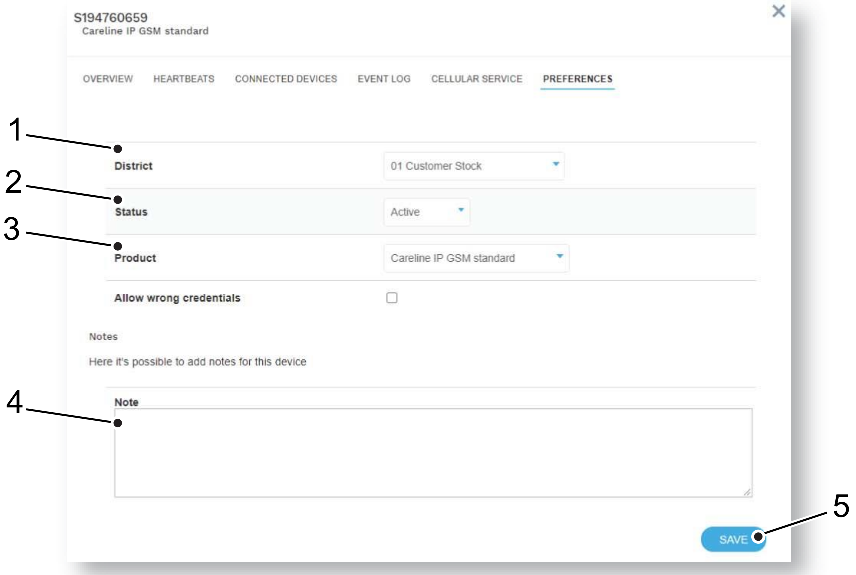
c. Click on the **Preferences** tab

d. Select options from the corresponding drop-down lists to edit:

- **District**, change to migrate the device to another district (1).
- **Status**, change to set active/inactive (2), i.e., if device is operational in DMP.
- **Product**, change product model (3).

e. Click in the **Note** field and type to add information about the device (4). **Do not** enter details about the care recipient in this field.

f. Click **Save** (5).



S194760659
Careline IP GSM standard

District: 01 Customer Stock

Status: Active

Product: Careline IP GSM standard

Allow wrong credentials □

Notes

Here it's possible to add notes for this device

Note

8 Device registration

New devices must be registered to become visible and operational in DMP. You can register a single device or a batch of devices.

8.1 Registering new devices

To register new device:

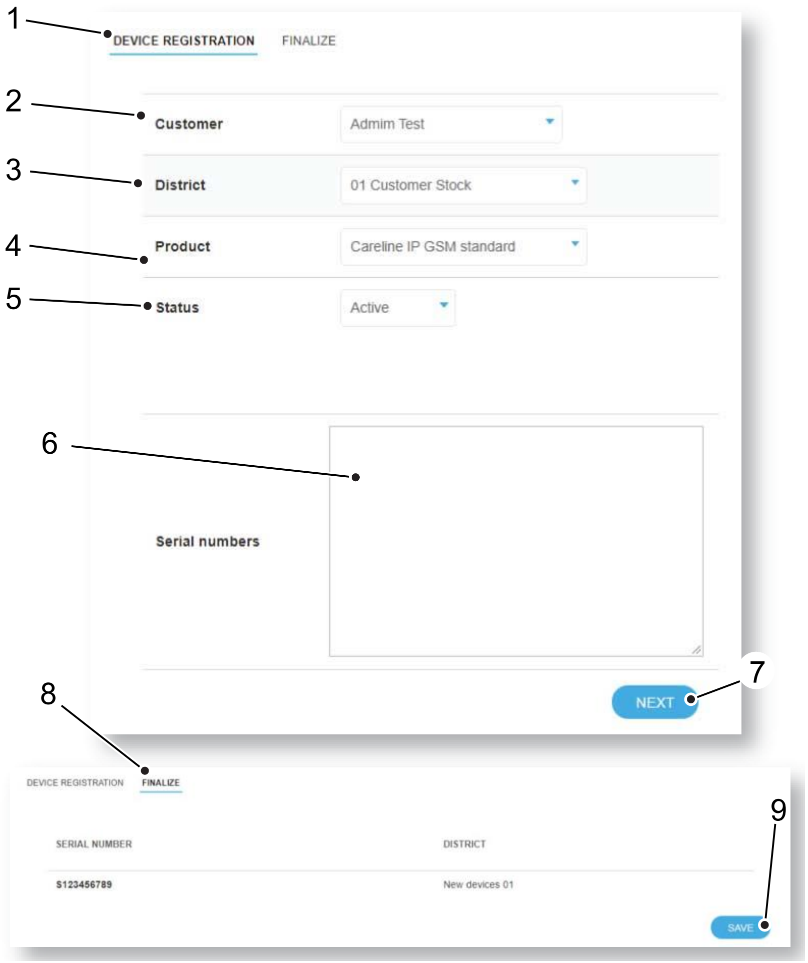
a. Click on **Device registration** in the sidebar menu to access the *Device registration* page.

b. In the *Device registration* tab (1), configure the registration options in the drop-down lists:
   - **Customer** (if applicable) (2).
   - **District** is the destination district (3).
   - **Product** (4).
   - **Status,** either active or inactive following registration (5).

c. Enter the device's serial number in the **Serial numbers** field by (6):
   - Typing the serial numbers.
   - Copy and paste the serial numbers from a document.
   - Using a compatible barcode scanner.

d. Click **Next** (7)**.** This opens the *Finalize* tab (8); it shows a list of the serial numbers you have entered.

e. Click **Save** (9) to register the devices to DMP.



Customer: Admim Test
District: 01 Customer Stock
Product: Careline IP GSM standard
Status: Active
Serial numbers

SERIAL NUMBER	DISTRICT
S123456789	New devices 01

9 Device settings

From DMP it is possible to view and change a device's settings. The changes are initially stored in DMP but are applied automatically to the device when the next heartbeat triggers an online poll.

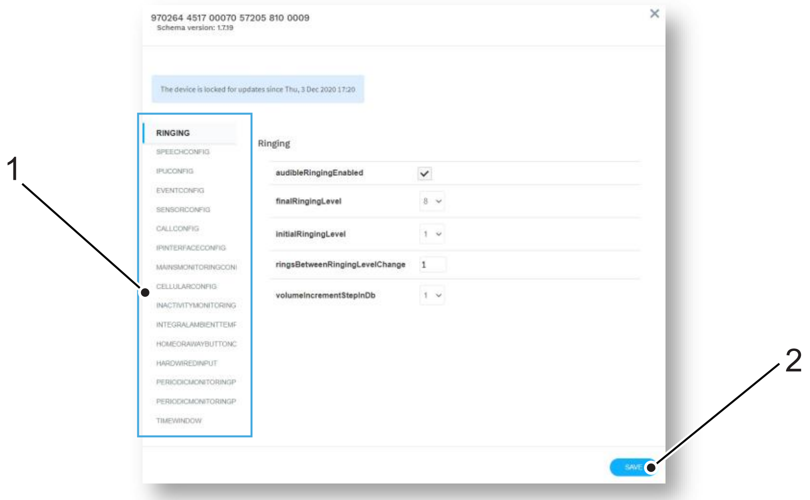
Two-factor verification must be enabled in your *Account Settings* to save new settings.

Refer to *DMP Reference Guide* for detailed information on device settings.

9.1 Edit Device settings

To edit a device setting:

a. Go to **Devices** to view the list of devices. Use list actions to search, sort and filter the list.
b. Click on the device you want to view or edit. This opens the *Device information* window.
c. Click **Settings.** This opens the *Device Setting*s window. This window contains several menu options (1).
d. Click on the menu options to display and edit settings (1).
e. Click **Save** (2).



970264 4517 00070 57205 810 0009
Schema version: 1.7.19

The device is locked for updates since Thu, 3 Dec 2020 17:20

Ringing

audibleRingingEnabled	✓
finalRingingLevel	8
initialRingingLevel	1
ringsBetweenRingingLevelChange	1
volumeIncrementStepInDb	1

9.1.1 Ringing

You use the *Ringing* menu option to control the device's ringing behaviour and volume when it receives an incoming call.

9.1.2 Speech

You use the Speech menu option to specify:

- the general attributes of the announcements played through the loudspeaker to the user
- the format of alarm call reassurance announcements and sensor registration announcements
- how faults such as power failure are to be communicated to the user.

9.1.3 Smart hub settings

You use the *Smart Hub Settings* menu option to configure the device's radio blocking interference reporting, GSM periodic call interval and the door lock release duration.

9.1.4 Event

You use the *Event* menu option to define how the device handles any event that occurs, for example, when the user presses the red Help button, or a sensor is activated. Each event has the same set of attributes, which DMP uses to define:

- the appropriate alarm, if any, including its route to the monitoring centre
- reassurance of the care recipient
- any output behaviour for the event, such as activating the hardwired output relay or resetting the inactivity timer.

9.1.5 Sensor

You use the *Sensor* menu option to register and maintain the telecare sensors and personal triggers associated with the device.

9.1.6 Calls

You use the *Calls* menu option to define the destinations of alarm calls, how they are to be routed and general management of the calls.

9.1.7 IP interface

You use the *IP Interface* menu option to register the preferred channel for communications between the device and DMP using digital internet protocols (IP). Communications may take place using fixed line broadband (Ethernet Interface) or cellular/mobile networks (Cellular IP Interface). You also use this menu option to define whether the device announces the failure and restoration of the preferred channel to the user.

9.1.8 Mains monitoring

You use the *Mains Monitoring* menu option to control how the device monitors a failure or restoration of the external power source, in conjunction with the attributes of the Mains Power Fail and Mains Power events and the device's fault monitoring settings.

9.1.9 Cellular

The *Cellular* menu option displays settings relating to the cellular communication channels used by the device. You should leave them unchanged, unless advised by your supplier.

9.1.10 Inactivity monitoring

You use the *Inactivity Monitoring* menu option to control how, if at all, the device monitors for user inactivity, in other words, an absence of user activity. User activity is inferred by the device whenever it detects an event that is defined as reporting activity.

9.1.11 Integral ambient temperature

You use the *Integral Ambient Temperature* menu option to control temperature detection, and any subsequent announcements and alarm calls. If a device or associated sensor detects a temperature outside the ambient temperature range, a Temperature Extremes Sensor (TES) High Temp or TES Low Temp event occurs, as appropriate, which the device handles as defined by the event's attributes.

9.1.12 Home or Away button

You use the *Home Or Away* menu option to specify the function of the yellow Home/Away button. Typically, this button is used to switch the unit between Home and Away mode. If you define the button for this use, the remainder of the fields configure the device's actions while in Away mode.

9.1.13 Hardwired input

Some sensors/triggers may need to be hardwired for them to be able to interface with the device, for example, a sip-blow tube. You use the *Hardwired* Input menu to set up such sensors/triggers, indicating the type of sensor and location and the input mode.

9.1.14 DMP

You use the *DMP* menu option to indicate whether the unit is to make or suppress announcements whilst receiving and installing firmware and configuration settings from DMP. Suppressing announcements avoids disturbing the care recipient.

9.1.15 Periodic monitoring Profile On Mains

You use the *Periodic Monitoring Profile On Mains* menu to set the frequency of the automated periodic test calls to the monitoring centre when the device is on mains power. These calls require the Periodic Call (IP) event to be correctly configured for it to have an appropriate call sequence index.

9.1.16 Periodic monitoring Profile On Battery

You use the *Periodic Monitoring Profile On Battery* menu to set the frequency of the automated periodic test calls to the monitoring centre when the device is on battery power. These calls require the Periodic Call (IP) event to be correctly configured, for it to have an appropriate call sequence index.

9.1.17 Time window

You use the *Time Window* menu to block a type of event that occurs within a specific time window so that alarms relating to the event are not raised during that period.

9.1.18 Property Exit Sensor

You use the *Virtual Property Exit Sensor* menu to configure the virtual property exit sensor so that it correctly triggers the device to take appropriate action, including raising an alarm to the monitoring centre.

9.1.19 Cancel At Source

Cancel At Source is a feature where an alarm is repeated until cancellation is made physically at the device. This can be used to ensure high dependency care recipients are visited by a carer, prior to an alarm being fully closed.

10 Campaigns

Firmware is software embedded on the device. Firmware controls how the devices behave. New firmware typically contains enhancements, new features, and protection from new security threats. DMP notifies you when new firmware updates are available. In DMP firmware updates are deployed using *Campaigns*. Campaigns defines when and how firmware updates are deployed.

10.1 Campaigns page

To view the Campaigns page:

- Click the **Campaigns** options in the sidebar menu.

The *Campaigns* page displays a list of campaigns associated to your customers and districts. The status of a campaign is indicated with a status icon:

🟢 Green = The campaign is complete and has successfully updated the firmware.

🔵 Blue = The campaign is wither waiting to start or is currently rolling out the updates.

🟡 Yellow = The campaign is complete but did not successfully update the firmware.

On the *Campaigns* page, you can:

- Click on a campaign to view details.
- **Search**, **sort** and **filter** the list using the list actions (See *List actions: search, sort, and filter*).

10.1.1 Starting a campaign

To start a campaign, see *Upgrading Firmware*.

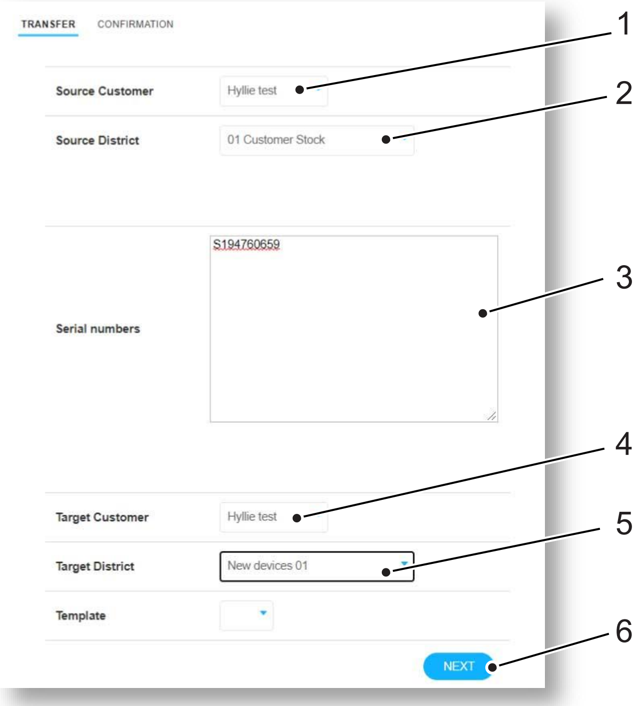
11 Operations

The *Operations* page is used to migrate one or more devices. As part of the migration, you can also apply a template to the devices.

11.1 Operations page

To start an operation:

a. Click **Operations** in the sidebar menu to access the *Operations* page.
b. In the *Transfer* tab, select **Source Customer** (1).
c. Select **Source District** (2).
d. Enter the **Serial numbers** (one serial number per line) of the device or devices you want to migrate by (3):
   - Typing the serial numbers.
   - Copy and paste the serial numbers from a document.
   - Using a compatible barcode scanner.
e. Select **Target customer** (4).
f. Select **Target district** (5).
g. Select a **Template** for the migrated devices, if applicable. Templates will download when a device sends a heartbeat.
h. Click **Next** (6). This opens the *Confirmation* tab.
i. In the *Confirmation* tab, check that the *Transfer state* of all devices in the list is "OK".
j. Click **Transfer.**



Source Customer	Hyllie test
Source District	01 Customer Stock
Serial numbers	S194760659
Target Customer	Hyllie test
Target District	New devices 01
Template	

12 Templates

Templates contain configuration attributes for devices. Templates allows you to apply consistent settings across multiple devices. This saves time compared to manual configuration and is subject to less "human error". Templates are typically used to preconfigure devices prior to installation.

12.1 Templates page

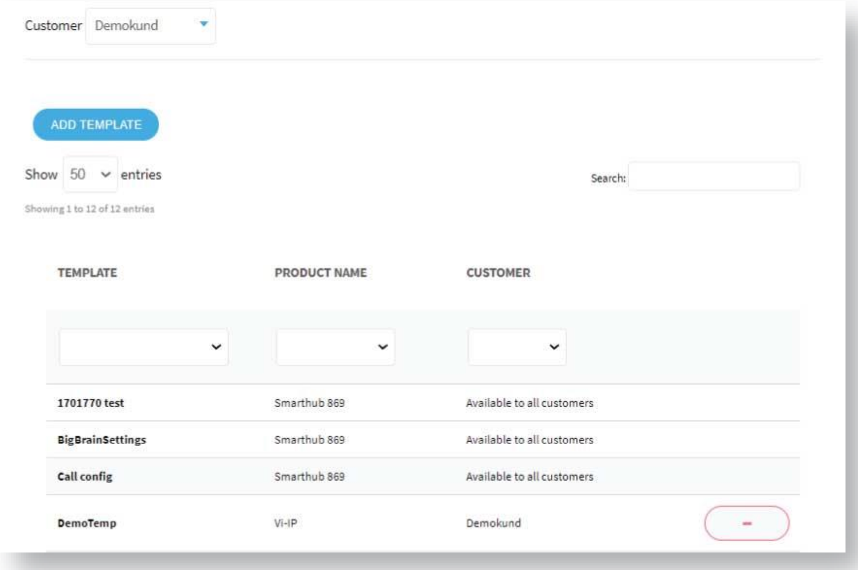
To view the *Templates* page:

- Click the **Templates** option in the sidebar menu.

The *Templates* page displays a list of available templates. There are two types of templates; standard templates that are created by your supplier and the templates you create. Templates created by you or your organization are displayed followed by a - button.

On this page, you can:

- **Search**, **sort** and **filter** the list using the list actions (See *List actions: search, sort, and filter*).



Customer: Demokund

Show 50 entries

Search:

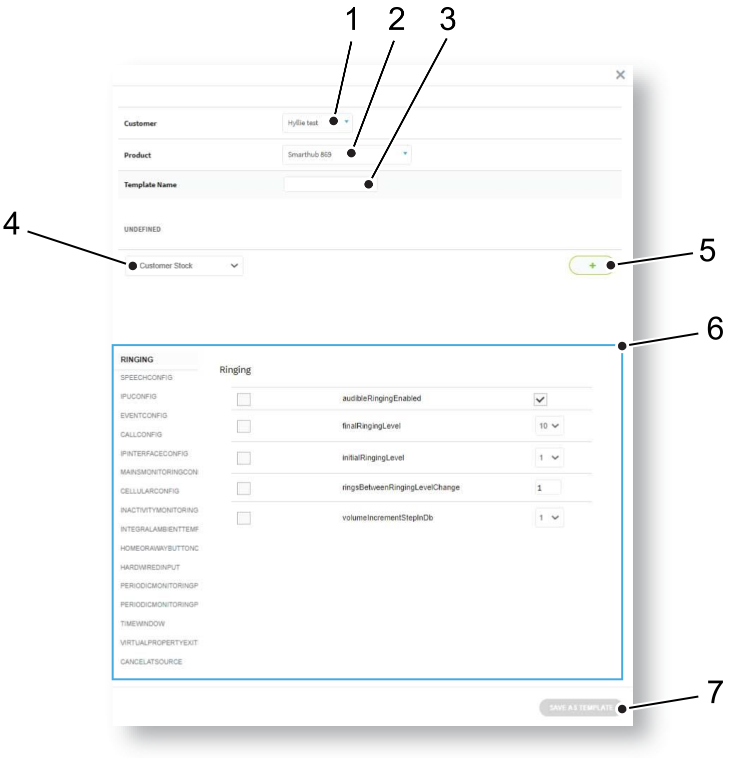
Showing 1 to 12 of 12 entries

TEMPLATE	PRODUCT NAME	CUSTOMER	
1701770 test	Smarthub 869	Available to all customers	
BigBrainSettings	Smarthub 869	Available to all customers	
Call config	Smarthub 869	Available to all customers	
DemoTemp	Vi-IP	Demokund	-

12.1.1 Adding a new template

To add a new template:

a. Go to **Templates,** click **Add Template** to access the *Add template* window.
b. Select **Customer** (1).
c. Select **Product** (2).
d. Enter **Template name** (3).
e. Select **District** in the drop-down list (4) and click + button to add the district (5).
f. **Edit** settings (6).
g. Click **Save As Template** (7).



Customer: Hyllie test
Product: Smarthub 869
Template Name:
UNDEFINED
Customer Stock

Ringing

□	audibleRingingEnabled	☑
□	finalRingingLevel	10
□	initialRingingLevel	1
□	ringsBetweenRingingLevelChange	1
□	volumeIncrementStepInDb	1

12.1.2 Deleting a template

You cannot delete a template that has been created by your supplier.

To delete a template:

a. Go to **Templates.**
b. Click the - button on the district you want to delete. This opens a confirmation window.
c. Click **Remove template** to confirm.

12.1.3 Adding a district to a template

To add a district to a template:

a. Go to **Templates** and click on the template you want to edit.
b. Select a district from the drop-down list and click the + button to add the selected district.
c. Click **Save as template.**

12.1.4 Removing a district from a template

To remove a district from a template:

a. Go to **Templates** and click on the template you want to edit. This opens the *Edit template* window.
b. Click the - button on the district you want to remove from the template.
c. Click **Save as template.**

13 Email reports

DMP generates and sends various reports.

13.1 Summary device status

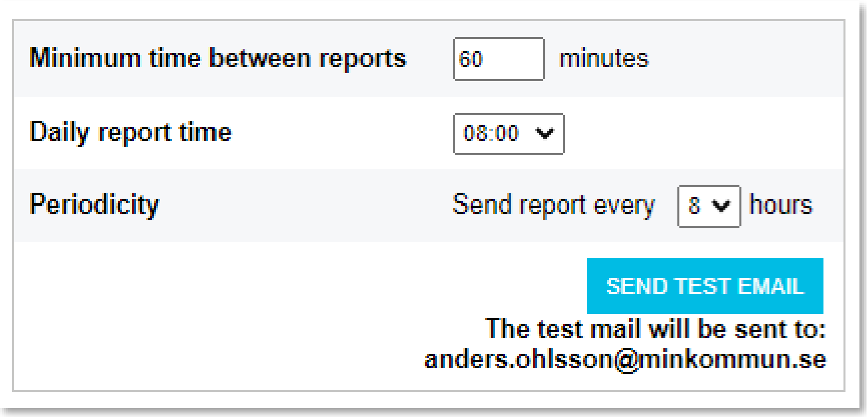
This report displays the device status of a district. The report is sent to the users who have Device status summary activated in account settings.

Configure the interval at the district settings. If you set Daily report time to 08:00 and to send a report every 8 hour a mail is sent:

- 8:00
- 16:00
- 0:00

The report can arrive a few minutes earlier or later.

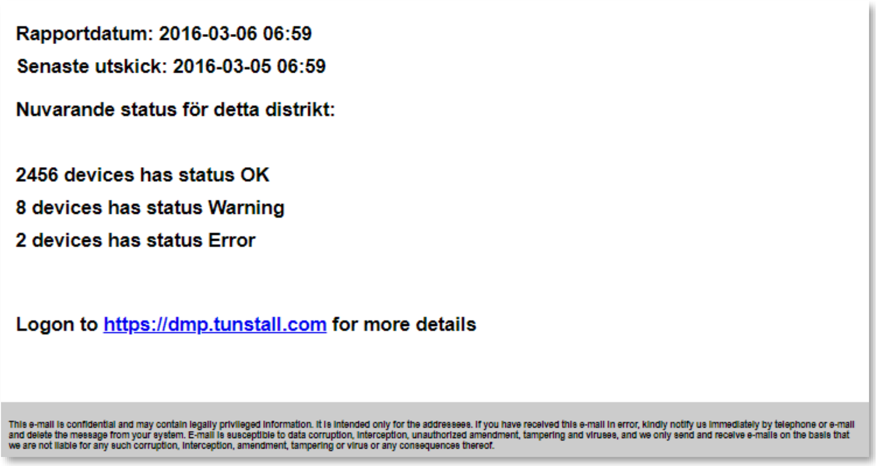
It is possible to send a test mail by pressing the test E-mail button. The report is sent only to the address shown below the button.



Minimum time between reports	60 minutes
Daily report time	08:00
Periodicity	Send report every 8 hours

The test mail will be sent to:
anders.ohlsson@minkommun.se

13.1.1 Example: Device status report



Rapportdatum: 2016-03-06 06:59
Senaste utskick: 2016-03-05 06:59

Nuvarande status för detta distrikt:

2456 devices has status OK
8 devices has status Warning
2 devices has status Error

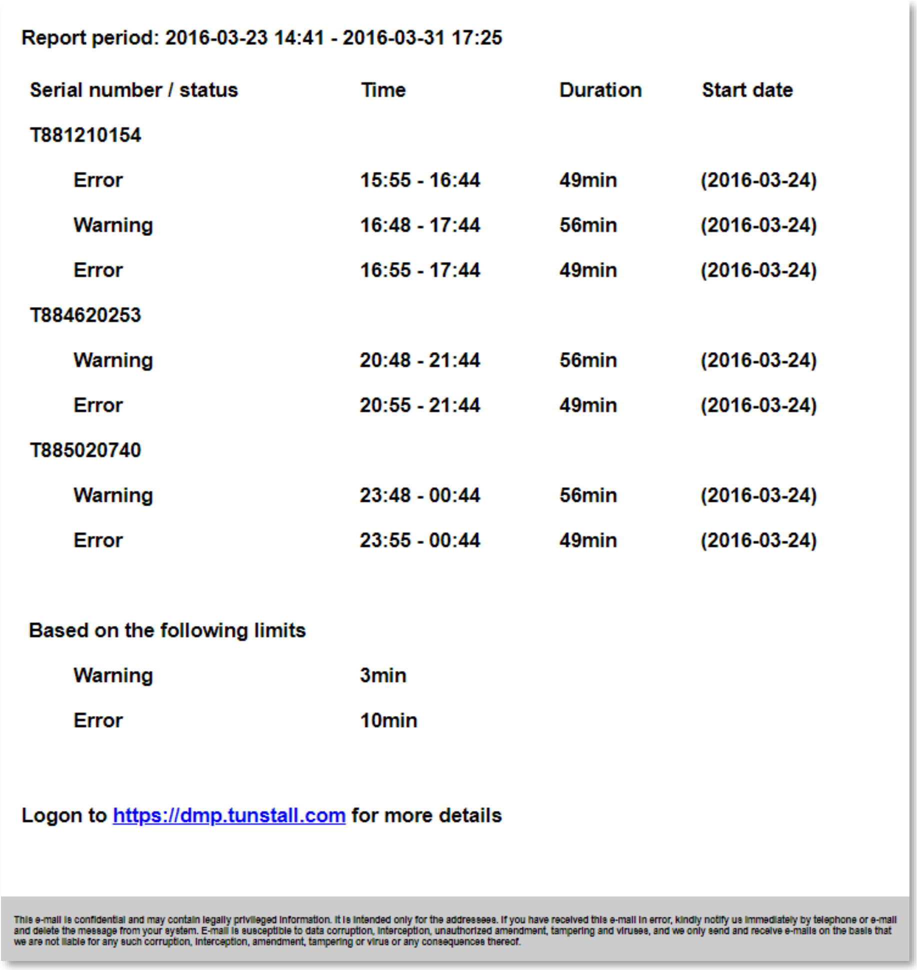
Logon to https://dmp.tunstall.com for more details

This e-mail is confidential and may contain legally privileged information. It is intended only for the addressees. If you have received this e-mail in error, kindly notify us immediately by telephone or e-mail and delete the message from your system. E-mail is susceptible to data corruption, interception, unauthorized amendment, tampering and viruses, and we only send and receive e-mails on the basis that we are not liable for any such corruption, interception, amendment, tampering or virus or any consequences thereof.

13.2 Report on device status change

DMP sends a report when status changes occurs, but limited to a maximum of 12 times per hour.

13.2.1 Example: Device status change report



Report period: 2016-03-23 14:41 - 2016-03-31 17:25

Serial number / status	Time	Duration	Start date
T881210154			
Error	15:55 - 16:44	49min	(2016-03-24)
Warning	16:48 - 17:44	56min	(2016-03-24)
Error	16:55 - 17:44	49min	(2016-03-24)
T884620253			
Warning	20:48 - 21:44	56min	(2016-03-24)
Error	20:55 - 21:44	49min	(2016-03-24)
T885020740			
Warning	23:48 - 00:44	56min	(2016-03-24)
Error	23:55 - 00:44	49min	(2016-03-24)

Based on the following limits

Warning	3min
Error	10min

Logon to https://dmp.tunstall.com for more details

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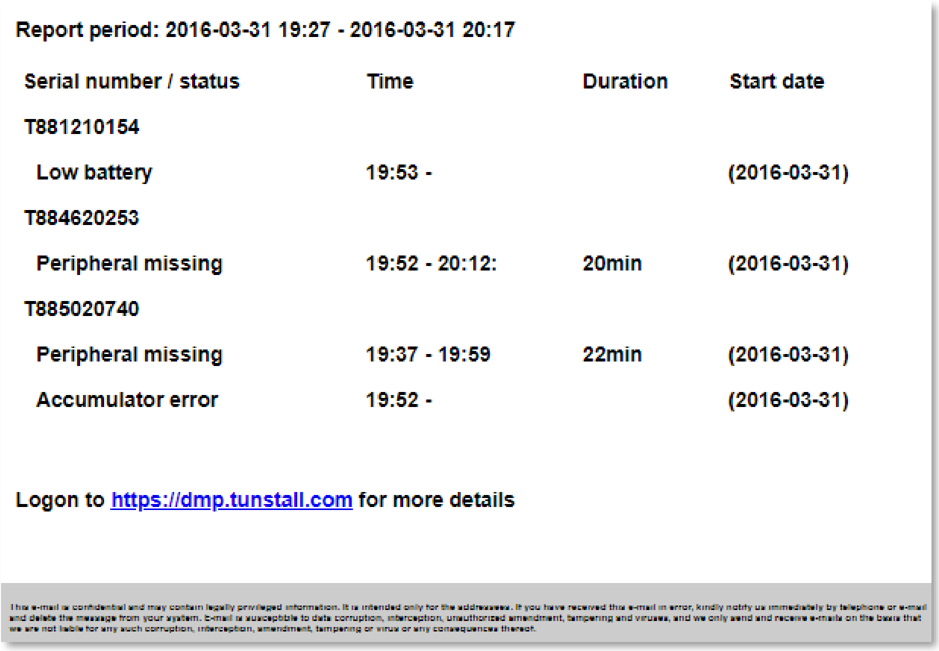
13.3 Report on technical device status change

DMP sends a report when technical status changes occurs. This report may require a higher permission level in the system.

13.3.1 Example



Report period: 2016-03-31 19:27 - 2016-03-31 20:17

Serial number / status	Time	Duration	Start date
T881210154			
Low battery	19:53 -		(2016-03-31)
T884620253			
Peripheral missing	19:52 - 20:12:	20min	(2016-03-31)
T885020740			
Peripheral missing	19:37 - 19:59	22min	(2016-03-31)
Accumulator error	19:52 -		(2016-03-31)

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14 Alarms and logs

14.1 Online poll

The devices regularly send online poll messages to DMP. An online poll is not the same as a heartbeat, it is sent less frequently and contains more data.

IMSI	ID number for the SIM card
Status	
Test Alarm Interval	Interval for test alarms
Alarm Code Test	The alarm code that sent the message
IMEI	ID number of the carephone
Embedded Voice Session Flags	
IP Test	
Dial Out Flags	
Online Poll	Interval for online Poll
Call Type	
IP Medical	Address where care alarm is sent

14.2 Alarm distribution

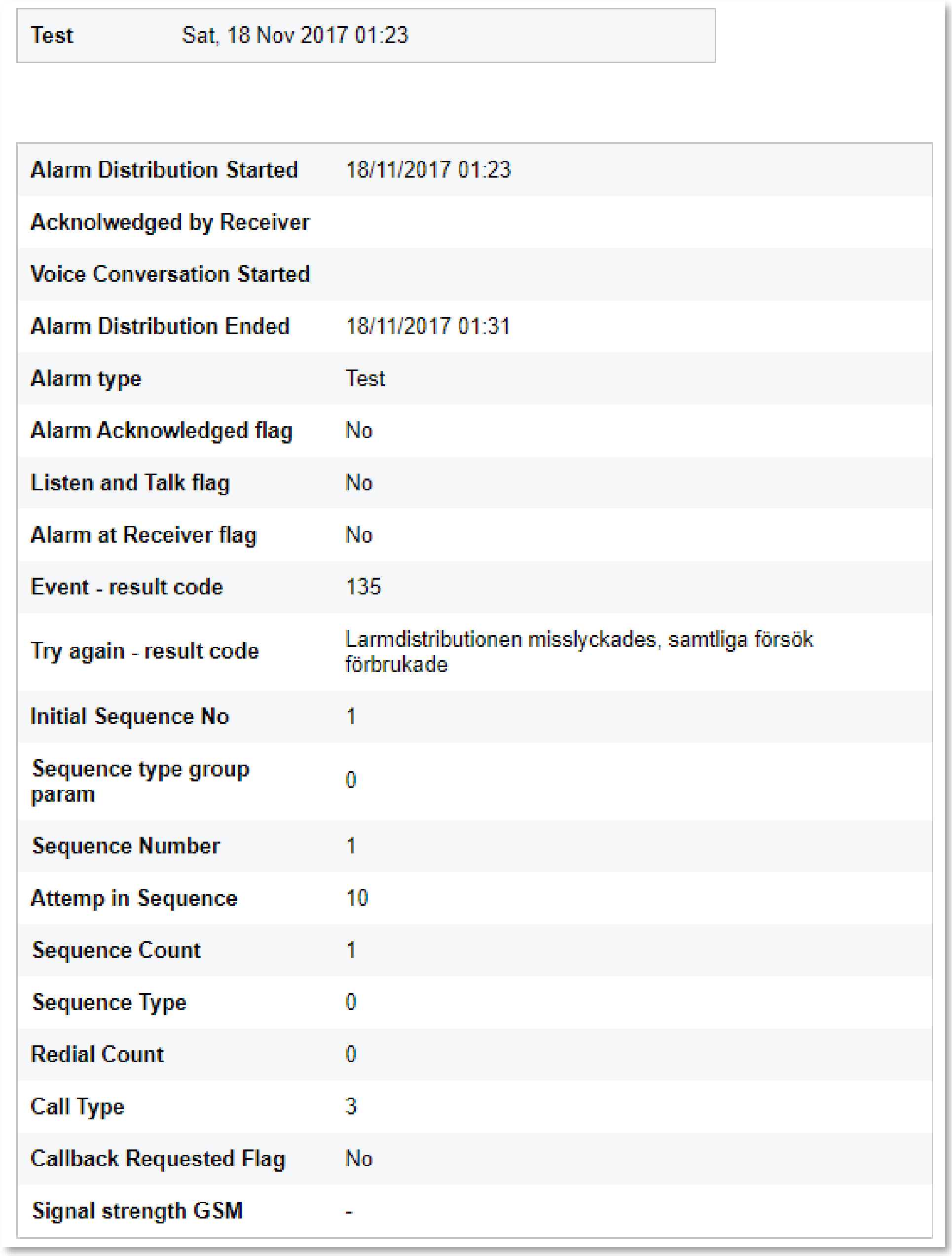
After alarm events have been sent, the events are securely logged in the device. These events are sent to DMP once per day. The detail sent in the log is outlined below and can be viewed by navigating to the device view.

Alarm Distribution Started	Time when the alarm distribution start / alarm was generated
Acknolwedged by Receiver	The time when the receiver acknowledged the alarm
Voice Conversation Started	The time when the call was connected (if the speech set up in the current emergency session for this alarm. Is it e.g. set to callback, speech will be connected separately)
Alarm Distribution Ended	The time when the alarm transmission ended.
Alarm type	Alarm type, that is, "What has happened".
Alarm Acknowledged flag	Indicates whether the alarm has been acknowledged by the alarm receiver
Listen and Talk flag	Indicates whether speech occurred.
Alarm at Receiver flag	Indicates whether the alarm was delivered to the emergency clinic. (Practically the same as Alarm Acknowledged)

Try again, resulting code	Indicates whether the alarm transmission was successful or failed.
Sequence type group param	Specifies the initially used sequence in the carephone
Sequence No	Specifies the last used sequence in the carephone.
Attempt in Sequence	Specifies the position in the sequence that the alarm distribution is made in. A 0-based index where position above 0 indicates that an alternative alarm route has been used (not the primary route).
Sequence Count	Specifies how many times the sequence has been run through.
Sequence Type	Specifies the address that has been used for the alarm distribution.
Redial Count	Specifies how many times the callback was made.
Callback Requested Flag	Indicates whether a callback was requested.
GSM RSSI	The strength of the signal from the GSM network

14.2.1 Example

Test alarm using primary route where sequence position is zero:



Test	Sat, 18 Nov 2017 01:23

Alarm Distribution Started	18/11/2017 01:23
Acknolwedged by Receiver	
Voice Conversation Started	
Alarm Distribution Ended	18/11/2017 01:31
Alarm type	Test
Alarm Acknowledged flag	No
Listen and Talk flag	No
Alarm at Receiver flag	No
Event - result code	135
Try again - result code	Larmdistributionen misslyckades, samtliga försök förbrukade
Initial Sequence No	1
Sequence type group param	0
Sequence Number	1
Attemp in Sequence	10
Sequence Count	1
Sequence Type	0
Redial Count	0
Call Type	3
Callback Requested Flag	No
Signal strength GSM	-