

Tunstall

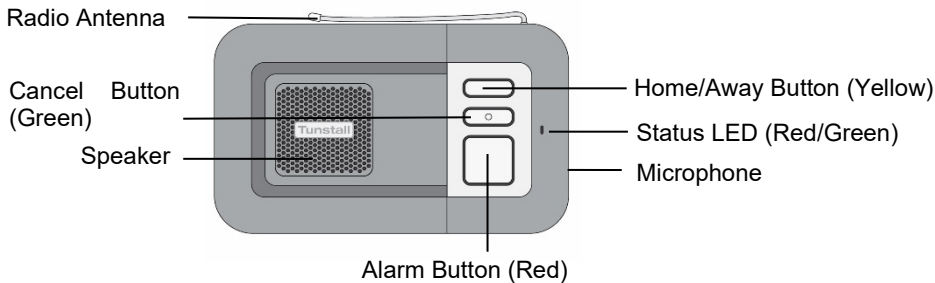
Lifeline Vi and Vi+™



Lifeline Vi and Vi+ User Guide

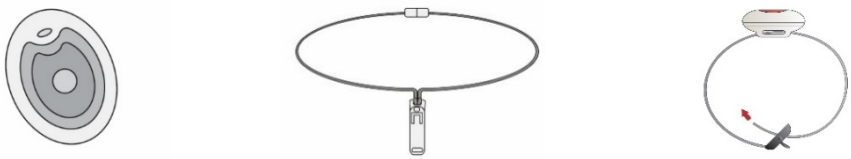
1 Your Lifeline Vi or Vi+ home unit

The Lifeline home unit is connected to the mains power supply and your telephone line. It enables you to generate a call for help if and when you need it by immediately contacting a monitoring centre who will be able to provide you with the assistance that you require.






1.1 Your personal radio trigger

Your personal radio trigger is wirelessly connected to your Lifeline Vi or Vi+ home unit, enabling you to generate a call for help from anywhere in your home or garden. The personal trigger should be worn at all times and can be worn around the neck or on the wrist using the attachments supplied. Personal radio triggers are water resistant (to IP67 standard) up to 1m. They can be worn in the shower, however, wearing them in the bath should be avoided where possible.



The personal radio trigger has the below features:

| | | | | | |
|--|-----------------|---|---------------------------------|---|-------------------|
|  | Water resistant |  | Up to 50m radio range (typical) |  | Auto Low Battery* |
|--|-----------------|---|---------------------------------|---|-------------------|

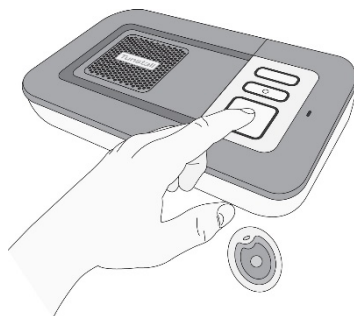


NOTE: *The trigger will automatically send a notification call via the home unit to the monitoring centre when its battery is low.

1.2 Using the home unit

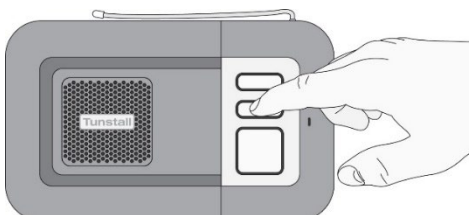
1.2.1 Making an alarm call

Press the red button on either the personal radio trigger or the home unit. The home unit will announce 'Do not worry, your alarm telephone is dialling for assistance'. The call will be answered by an operator at the monitoring centre. Tell the operator why you have generated the alarm call and they will arrange for assistance.



1.2.2 Cancelling an alarm call

Wait 5 seconds after the alarm button is pressed, then press the green cancel button. The home unit will announce 'The alarm call has been cancelled'. This inbuilt delay prevents accidental cancellation of an alarm.



1.2.3 Answering telephone calls

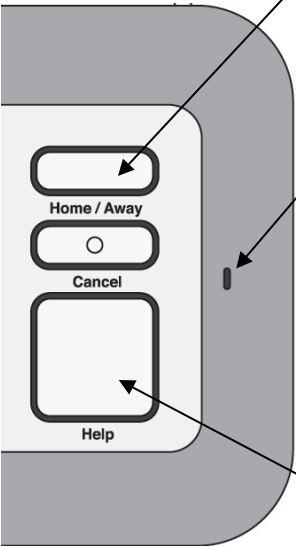
Personal radio triggers can be used to answer incoming telephone calls by pressing the personal radio trigger button while the telephone is ringing. When pressed, the home unit will answer the call in handsfree mode using the loudspeaker. To revert to handset mode, just pick up the handset of a connected telephone. To end a handsfree call, press the button on the personal radio trigger again, or press the cancel button. Calls can also be answered in handsfree mode at the home unit by pressing the cancel button.

1.2.4 False alarms

If you accidentally raise a false alarm, please do not worry. 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.

1.3 What the warning/status lights on the home unit indicate

The home unit features warning and status lights to clearly indicate its status based on the below:



| Home/Away Button (Yellow) | Home Unit Status |
|---------------------------|---------------------------------|
| On | Away mode |
| Off | Home mode |
| Flashing | Intruder entry/exit time period |

| Status LED (Green/Red) | Home Unit Status |
|--|-----------------------------|
| Green LED on | Normal mode |
| Red LED flashing (1 flash every 4 seconds) | Low battery |
| Red LED flashing (1 flash every second) | Telephone line disconnected |
| Red/green flashing | Radio blocking detected |

| Alarm Button (Red) | Home Unit Status |
|------------------------------------|--------------------------------|
| On | Normal mode |
| Flashing (1 flash every 4 seconds) | Normal mode running on battery |
| Flashing (1 flash every second) | Alarm mode |

1.4 What 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 requires replacement.

2 How to respond to announcements

| Announcement | What to do |
|---|--|
| ‘Warning – telephone line disconnected.’ | Check that the home unit is plugged into a working telephone socket. |
| ‘Warning – there is no mains power.’ | Check that the home unit is plugged into a working electrical socket. |
| ‘Warning – Radio blocking detected.’ | Check that the home unit is not close to any other electrical devices such as a computer, television, fan or mobile phone. If so, turn off or move the equipment away from the home unit and check whether this stops the warning. |
| ‘Warning – battery low.’ | Check that the home unit is plugged into a working electrical socket. |
| ‘The mains power is restored.’ | Nothing - power has been reconnected to the home unit. |
| ‘Test reminder – please press personal trigger.’ | Press your personal radio trigger and follow the next announcement. |
| ‘Press the green cancel button to complete the test.’ | Press the cancel button on the home unit, which will then announce ‘test completed’. |
| If the warnings persist, please contact your supplier. | |

3 Help and advice

Dos

- Wear your personal radio trigger at all times.
- Test your home unit on a regular basis.
- Keep the home unit connected to the mains power at all times.
- Dust the home unit and personal radio trigger with a soft cloth which can be slightly moistened with a gentle detergent if required.

Don'ts

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit.
- Move the home unit from the location in which it was originally installed.
- Move objects that create lots of noise and/or heat, or that are made of metal, close to the home unit. Examples of such objects are televisions, radios, washing machines, microwaves, WiFi routers, mobile phones and computers.

For full installation instructions, please read the Lifeline Vi and Vi+™ Installation and Programming Guide.

4 Technical Details

| | |
|------------------------|--|
| Weight: | 572g (939g packaged) |
| Dimensions: | 185mm x 122mm x 41mm (WxLxD) |
| Mains power: | 230v ac 13A electrical socket (3 Watts) |
| Standby battery: | 2500mAh capacity (continually internally charged) |
| Backup time: | 40 hours of standby operation with one 30 minute alarm call (minimum expected at date of purchase and when fully charged) |
| Radio frequency: | 869.2125MHz, the European Social Alarm frequency band |
| Radio trigger power: | The transmitted power in this band is less than 1mW e.r.p. |
| REN: | 1 |
| External connections: | Telephone line cord with type BS6312 plug and 3m cable DC power adapter with 3m cable |
| Radio trigger battery: | 3V Lithium (not changeable) |

4.1 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% |

4.2 Battery information

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

4.3 Standards

| | |
|--|---|
| EMC: | EN55032, EN50130-4, EN301 489-1, EN301 489-3 |
| Safety: | EN60950-1 |
| Radio: | EN300 220-2 Category 1 |
| CE: | Compliant |
| Social alarm: | EN50134-1:2002, EN50134-2:1999 (trigger device) |
| Design, Manufacture, Installation and Service: | ISO9001:2008 |



4.4 Declaration of Conformity

Tunstall declare that the radio equipment is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address:

www.tunstall.co.uk/approvals

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