

# Tunstall Sound Boost Installation Guide

Version 1.5



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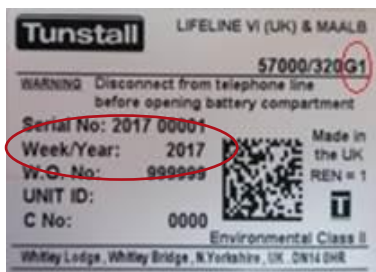
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## 1. Features and Introduction

The Sound Boost enhances speech audibility and clarity throughout a dwelling when an alarm call is raised via a Lifeline Vi, Vi+ or Smart Hub home alarm unit.

### Compatibility

All models and revisions of Lifeline SmartHub 3G and SmartHub 4G.



Specific revisions of Lifeline Vi and Lifeline Vi+ with Week/Year date code before 3819 (38 = week number, 19 = year number). The compatible example shown is Week/Year: 2017 (20 = week number, 17 = year number).

Compatibility can also be determined using the Revision number depicted by 'G1' with the example shown above. Please refer to the appendix for the list of compatible home alarm units.

### Your Sound Boost Kit

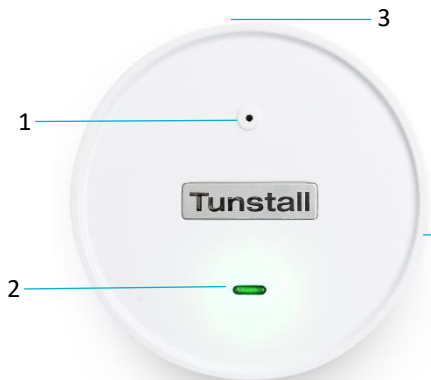
The Sound Boost features an integrated microphone and speaker. The Booster transmits the audio from the home alarm unit to the Sound Boost allowing the resident to hear the same audio from the home alarm unit in more locations within their home.

During a call, the connection between the Sound Boost and Booster enables two-way communication within the home environment between the resident and the monitoring centre.

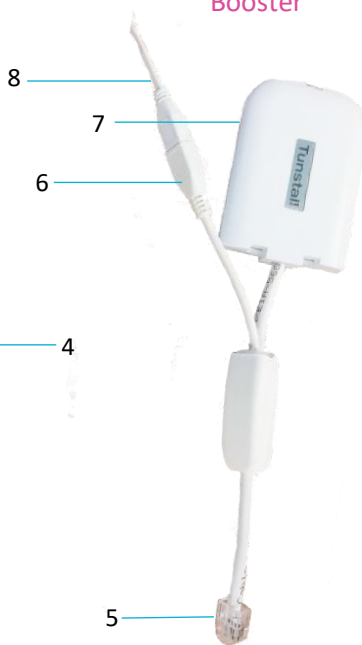
Audio volume is controlled by the monitoring centre, and changes to sound levels made by the monitoring centre are accurately replicated within the Sound Boost. A test call should be made as part of the installation process to ensure that the audio level is satisfactory; a volume of Level 7 is required for a Smart Hub home unit and recommended for Vi and Vi+.

## Illustrations

Sound Boost



Booster



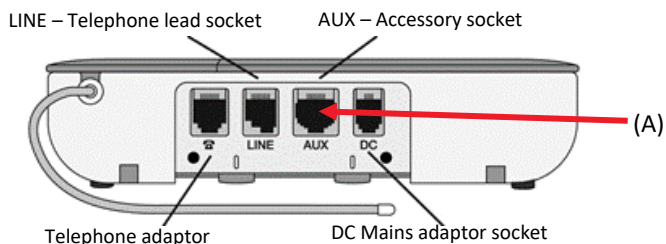
Sound Boost Kit			
1	Microphone	5	RJ45 Connector
2	Status LED	6	Power Socket
3	Power Socket (Rear)	7	Status LED (underside)
4	Speaker Grille	8	Power Supply Connection

## 2. Getting Started

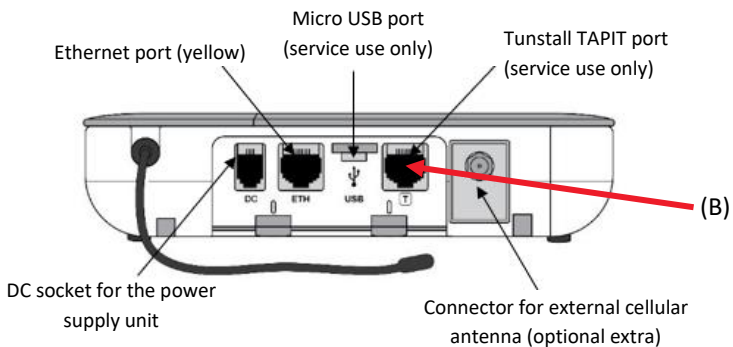
### What's in the Box?

Box 1:	Sound Boost	Box 2:	Booster
	USB Power Supply		USB Power Supply
	Quick-Start Guide		Quick-Start Guide
	PSU Identification Guide		PSU Identification Guide

Note: The equipment requires independent access to the mains power supply. A mains socket splitter can be ordered from Tunstall quoting part number: GS854 (UK) or GS986 (EURO) if an additional power supply access points is needed.



Lifeline Vi and Vi+ - Rear View



Smart Hub – Rear View

## How to Install

1. Ensure that the Tunstall home alarm unit is powered on. Plug the Booster into the available black RJ45 port on the rear of the home alarm unit (A) or (B) above.
2. Connect the Booster to the USB power supply. The LED on the underside of the Booster will turn green to confirm that it is powered and ready for operation.
3. Connect the Sound Boost to the USB power supply. The device LED will flash blue to indicate it has entered pairing mode.
4. Position the Sound Boost alongside the Booster to commence the automatic pairing process. The Sound Boost LED will constantly illuminate green when pairing is complete which may take up to three minutes.
5. The Sound Boost can now be located to the desired position within the property.
6. Once paired and for the next 10 minutes, the Sound Boost LED will indicate signal strength dependent on where it is positioned. To optimise signal strength ensure the LED is either a constant or flashing green. The Sound Boost must be positioned closer to the Booster if the LED displays a constant or flashing red.
7. The Sound Boost LED will display a constant green after 10 minutes to indicate the connection is maintained.

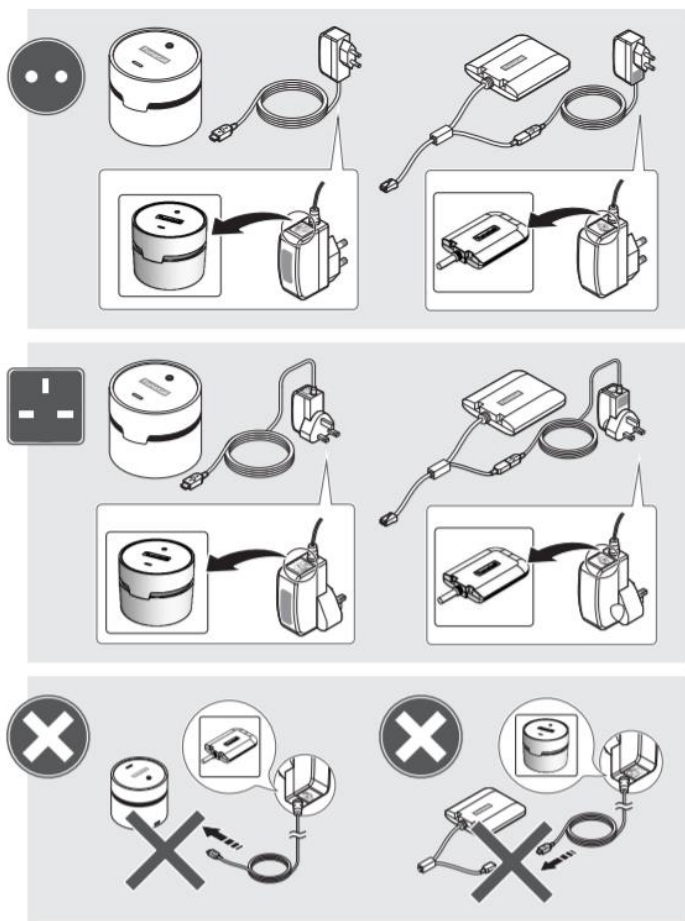
**Warning:** The home unit, Sound Boost, and Booster must remain connected to the mains power supply for the Sound Boost to function.

**Note:** If the Sound Boost and Booster units do not automatically pair, please power down the Sound Boost and restart the process.

**Warning:** A continuous flash of the Sound Boost LED after 10 minutes is indicative of a marginal connection between the Sound Boost and Booster. The Sound Boost should be placed in closer proximity to the home unit to strengthen the signal.

**Note:** Connect the Booster to the home unit before connecting the USB power supply

**Warning:** Only use the USB power supplies provided to ensure safe and correct function. The main body of the 2 Amp SoundBoost USB power supply has a sticker with an icon of the SoundBoost. The main body of the 1 Amp Booster USB power supply has a sticker with an icon of the Booster. See diagram below.



## Positioning the Sound Boost

- After pairing is complete, the Sound Boost should be placed away from the home alarm unit, ideally somewhere frequently used such as in the bedroom or kitchen.
- Take care when positioning the Sound Boost as signal strength can be adversely affected by the environment. The LED on the Sound Boost provides essential feedback when positioning.
- During the first installation, it is crucial to ensure that the Sound Boost LED remains either constant or flashing green. The green LED indicates that the Sound Boost has a secure connection with the Booster. A flashing red LED indicates a weak connection. A constant red LED indicates that the Sound Boost no longer has a connection and needs to be repositioned.

Note: If the Sound Boost disconnects for longer than three minutes after pairing the LED will alternate between constant red and flashing purple. In this state the Sound Boost automatically re-pairs with a Booster when placed in proximity.

### Points to Consider When Positioning the Sound Boost

- The LED must always be visible to verify that a secure connection to the Home Unit has been maintained for the product to function.
- Position away from objects which generate heat or are made of metal as these can interfere with signal quality. Examples include televisions, radios, washing machines, microwaves, Wi-Fi routers, mobile phones and computers.
- Consider positioning the Sound Boost away from other sources of noise such as TVs or radios; background noise reduces the effectiveness of the Sound Boost.
- Position the Sound Boost so that it is not directly exposed to sunlight as this can cause discolouration and will reduce the lifespan of the unit.
- Avoid placing the Sound Boost in damp environments or areas where exposure to excessive moisture may occur such as in a bathroom. Moisture can inhibit functionality and damage the Sound Boost.
- Do not cover the Sound Boost as this will inhibit performance



### 3. LED Indicators



Note: LED behaviour depends on how the Sound Boost is currently operating. If the LED display does not function as demonstrated below, please power down and restart the Sound Boost.

#### Sound Boost Initial Set-up Indication

Sound Boost LED Display	Indication
White LED	Sound Boost is powered on.
Flashing Blue	Unpaired Sound Boost Ready to pair
Constant Green	Sound Boost and Booster paired

#### Sound Boost Connection Status Indication (First 10 minutes)

Sound Boost LED Display	Indication
Constant Green	Connected with a strong signal
Flashing Green	Connected with medium signal strength
Flashing Red	Connected with a weak signal – should be repositioned
Constant Red	Disconnected
Flashing Purple	Disconnected from Booster for approx 3 mins. Attempting to re-pair devices

## Sound Boost Connection Status Indicator (After 10 minutes)

Sound Boost LED Display	Indication
Constant Green	Connected
Constant Red	Disconnected
Flashing Purple	Disconnected from Booster for approximately 3 minutes Attempting to repair device

## Booster LED Indication



Note: The LED is positioned under the label on the underside of the Booster but is visible when illuminated

Booster Status LED	Indication
Constant Green	The Booster is ready for operation
Flashing Green: 1 second interval	Connected to the Sound Boost
Flashing Green: 2 second interval	Connection lost

Note: If the LED continues to flash on the Sound Boost after 10 minutes of initial operation this indicates that the connection is weak and the system is resetting. Position the Sound Boost in closer proximity to the Home Unit to rectify this.

## 4. Resetting the Sound Boost

A red LED displayed on the Sound Boost indicates that the network connection to the Booster has been lost. In this instance:

1. Power the Sound Boost off and on again at the Mains socket.
2. If the LED does not turn green, place the Sound Boost in closer proximity to the Booster and power it up.
3. After the LED has turned green the Sound Boost can be repositioned however ensure that the green LED is maintained in the new location.

**Note: If the green LED is not displayed, power the Sound Boost off and on again to repeat the resetting procedure.**

### Sound Boost Automatic Reset

After the initial installation process the Sound Boost automatically resets in the following circumstances:

- Every seven days (automatic).
- The system has identified and connects to a higher quality radio channel.
- If the connection quality between the Sound Boost and Booster is poor.

During the automatic reset process, the LED flashes red and green.

## 5. Maintaining the Sound Boost

To ensure the correct function and maximise the lifespan of the Sound Boost and Booster, adhere to the following points:

- Position the Sound Boost so that it is not exposed to direct sunlight. This exposure causes discolouration and reduces the lifespan of the unit.
- Avoid placing the Sound Boost in damp environments, or areas where exposure to excessive moisture may occur such as in a bathroom. Moisture can inhibit the function and damage the Sound Boost.
- The microphone hole on the Sound Boost should be checked and cleaned regularly to ensure the correct function. To clean the Sound Boost, use a soft cloth which can be moistened with a gentle detergent as required. Ensure that no moisture goes into the microphone hole.
- Items should not be placed on top of the Sound Boost as this can interfere with the Sound Boost's ability to function correctly.
- Avoid positioning the Sound Boost where heat exposure can occur.

## 6. Standards and Compliance

Area of Use:	UK and Europe
Social Alarm	N/A
Radio:	EN 300 328
EMC:	EN 301-489-1 EN 301 489-17 EN 55035
Safety:	EN 62368-1
Design, Manufacture, Installation and Service:	ISO 9001:2015

### Declaration of Conformity

Tunstall declares 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/declaration-of-conformity/](http://www.tunstall.co.uk/declaration-of-conformity/)

## 7. Appendix – List of Supported Home Units

SoundBoost is compatible with all models of Lifeline SmartHub however Sound Boost is only compatible with certain revisions of Lifeline Vi and Lifeline Vi+; This can be determined from the label on the underside of the home unit by the Week/Year date code which must be before 3819 (38 = week no, 19 = year number). Also, the revision as circled with the example shown can be referenced with the following table.



Part No	Description	Supported Revisions	Unsupported Revisions
57000/320	Lifeline Vi (UK) & MAALB	Up to and including M1	N1 onwards
57001/920	Lifeline Vi LITE (BEN) & MAAP	Up to and including N1	P1 onwards
57008/620	Lifeline Vi Classic	Up to and including P1	Q1 onwards
57008/621	Lifeline Vi MHD I	Up to and including P1	Q1 onwards
57008/622	Lifeline Vi MHD II	Up to and including P1	Q1 onwards
57008/623	Lifeline Vi Blue	Up to and including M1	N1 onwards
57008/624	Lifeline Vi Taris	Up to and including N1	P1 onwards
57013/629	LL Vi Televida (E)& MAALB	Up to and including N1	P1 onwards
57100/320	Lifeline Vi+ (UK)& MAALB	Up to and including N1	P1 onwards
57101/620	Lifeline Vi+ (BEN) & MAAP	Up to and including P1	Q1 onwards
57108/620	Lifeline Vi+	Up to and including M1	N1 onwards
57116/624	Lifeline Vi+ (YL) & MAAP	Up to and including M1	N1 onwards
57000/622	Lifeline Vi PPP Taking Care	Up to and including A1	B1 onwards
57013/620	Lifeline Vi (E)& MAALB	Up to and including J1	K1 onwards
57013/627	LL Vi Televida CAT (E)& MAALB	Up to and including F1	G1 onwards
57100/323	Lifeline Vi+ STMF (UK)& MAALB	Up to and including B1	C1 onwards
57102/321	Lifeline Vi+ (ERL)& MAALB	Up to and including L1	M1 onwards
57113/624	Lifeline Vi+ ASSDA (E) & MAALB	Up to and including G1	H1 onwards
57113/629	LL Vi+ Televida (E)& MAALB	Up to and including G1	H1 onwards
57116/621	Lifeline Vi+ BIOTEL (F) & MAAP	Up to and including L1	M1 onwards
57116/622	Lifeline Vi+ HG (F) & MAAP	Up to and including L1	M1 onwards
57116/626	Lifeline Vi+ BdR (F) & MAAP	Up to and including F1	G1 onwards





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