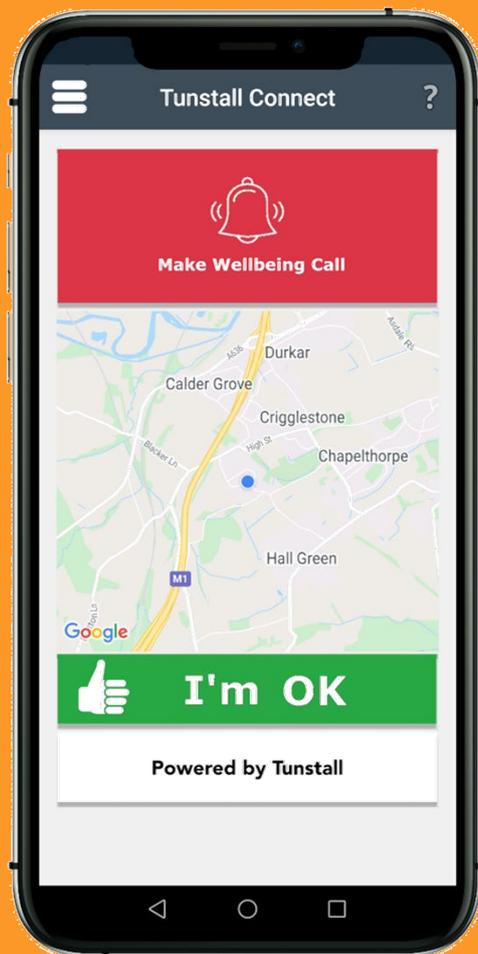


# Tunstall Connect

## User Guide



## Available 24/7, we are here to help whenever you need us.

In the morning, let us know you are well by pressing the 'I'm OK' button on the app. If we do not get this confirmation you will receive a call from a Tunstall Response consultant. You can also contact Tunstall Response at any time by pressing the 'Make Wellbeing Call' button.

If you have not spoken with a Response consultant, you will receive a Wellbeing call, the frequency of which will be agreed by your Service Provider.

This guide will provide you with all the information you need to get started using Tunstall Connect; installing the app, steps on how to test, and how to use the service.

## Contents

<b>Apple iOS Instructions .....</b>	<b>3</b>
Downloading the Tunstall Connect app .....	3
Testing the app .....	5
Using the service .....	6
<b>Android Instructions.....</b>	<b>7</b>
Downloading the Tunstall Connect app .....	7
Testing the app .....	9
Using the service .....	10

# Apple iOS Instructions

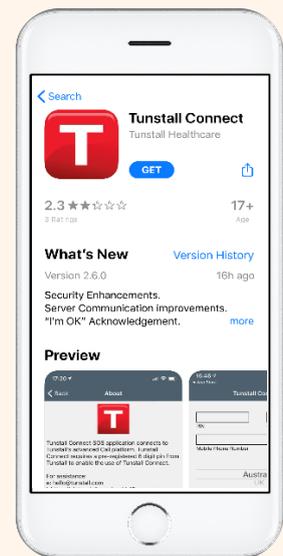


## Downloading the Tunstall Connect app

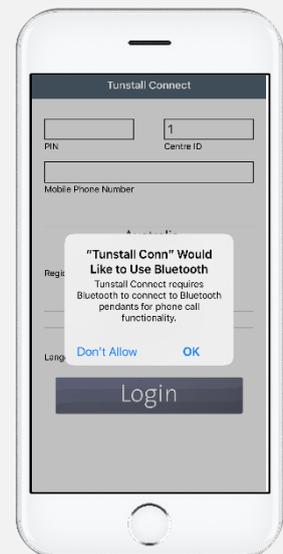
For Apple users, the Tunstall Connect app should be installed only on an iPhone, not an iPad. This will ensure that our Tunstall Response consultants can safely call you on the device that the app is installed on.

The following instructions are based on the latest version of iOS at the time of writing.

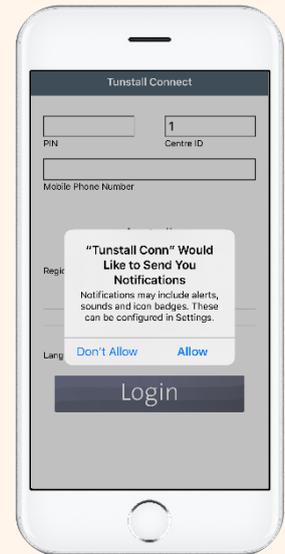
- Download the Tunstall Connect app for iOS by searching the App Store for "Tunstall Connect"



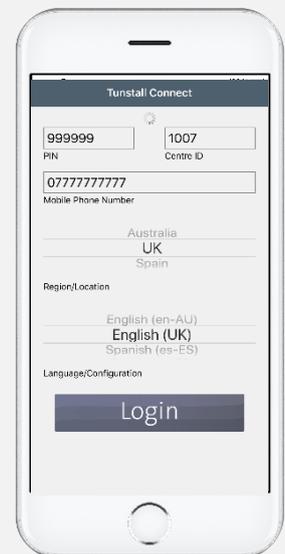
- When you open the app for the first time, the Bluetooth usage message will appear
- Select '**Don't Allow**' as there is no pendant to connect with the phone



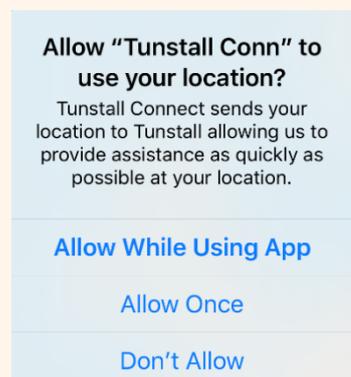
- Next, select '**Allow**' so that Tunstall Connect can send alerts and notifications



- The Login Screen is now displayed:
  - **PIN:** In here, enter your unique 6-digit PIN provided by your Service Provider
- Tap next
  - **Centre ID:** Enter 1007
  - **Mobile Phone Number:** Enter your mobile phone number with no spaces
  - **Region:** Select UK
  - **Language:** Select English (UK)
- Tap Go or Login



- When prompted to allow "Tunstall Conn" to access your location
  - Select '**Allow While Using App**'



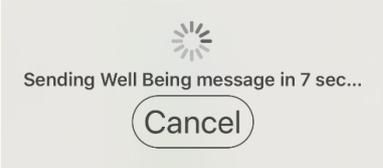
It is important to have your caller ID enabled on your smart phone for Tunstall to receive your information.

Please make sure your call settings have the Caller ID set to 'Show Number'.

- Go to **Settings** 
- Scroll down and select **Phone** 
- Select **Show My Caller ID**  
• Make sure it is enabled 

### Testing the app

Once you have downloaded and set up the app, please test that everything works correctly.

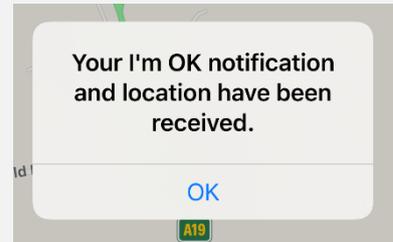
- Tap the Green **I'm OK** button 
- Next, tap the red **Make Wellbeing Call** button 
- A 10 second delay allows you to cancel in the event of accidental activation  
• Wait for the countdown to reach zero  
• **Do not tap Cancel** 
- A Tunstall Response consultant will immediately call you back  
• Let them know that you are doing an initial test call

## Using the service

- When you get up in the morning, tap the Green I'm OK button



- You will receive a message confirming that you have notified Tunstall Response that you are OK

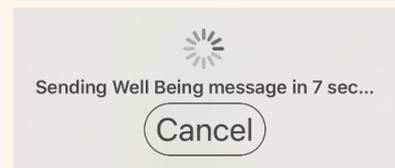


If you have not tapped the green, I'm OK button during the last day, the Tunstall Response team will be alerted and will call you

- You can raise a call to the Tunstall 24-hour Response team by tapping the red **Make Wellbeing Call** button
- A Tunstall Response consultant will immediately call you back



- When the red **Make Wellbeing Call** button is tapped, a 10 second delay allows you to cancel in the event of accidental activation by tapping the **Cancel** button on the screen



- Tap the ? button for Tunstall contact details



- Tap and hold the **Powered by Tunstall** button for three seconds to access the Tunstall UK website



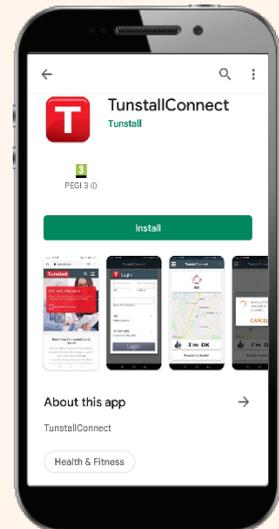
# Android Instructions



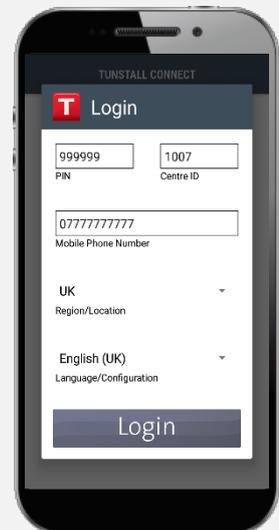
## Downloading the Tunstall Connect app

The following instructions are based on a Samsung Galaxy S7 phone and, as such, are for illustration purposes only. As other Android phones may differ, you should refer to the specific instructions for your make and model of Android phone.

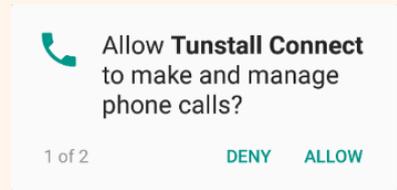
- Download the Tunstall Connect app for Android by searching the Google Play store for “Tunstallconnect”



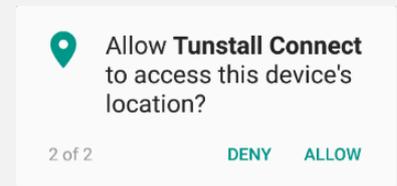
- When you open the app for the first time the Login Screen is displayed.
  - **PIN:** In here, enter your unique 6-digit PIN provided by your Service Provider
- Tap Next
  - **Centre ID:** Enter 1007
- Tap Next
  - **Mobile Phone Number:** Enter your mobile phone number with no spaces
- Tap Done
  - **Region:** Select UK
  - **Language:** Select English (UK)
- Tap Login



- When prompted to allow “Tunstall Connect” to make and manage phone calls
- Select ‘**ALLOW**’



- When prompted to allow “Tunstall Connect” to access this device’s location
- Select ‘**ALLOW**’



It is important to have your caller ID enabled on your smart phone for Tunstall to receive your information. Please make sure your call settings have the Caller ID set to ‘Show Number’.

As other Android phones may differ, you should refer to the specific instructions for your make and model of Android phone before making any changes to the ‘Show my caller ID’ settings.

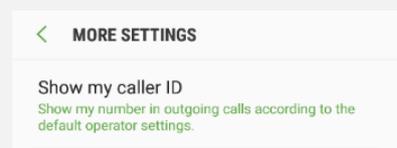
- Tap the **Phone** button



- Tap the **More** button (3 dots)



- Select **Settings**
- Select **More settings**



- Tap on **Show my caller ID**
- Select **Show number**



## Testing the app

Once you have downloaded and set up the app, please test that everything works correctly.

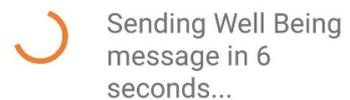
- Tap the Green I'm OK button



- Next, tap the red Make Wellbeing Call button

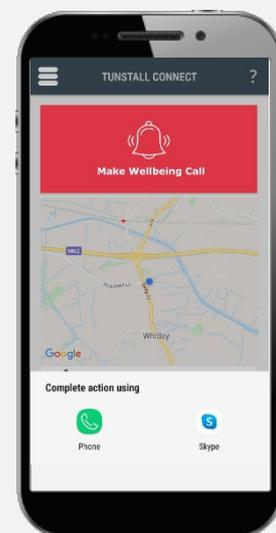


- A 10 second delay allows you to cancel in the event of accidental activation
- Wait for the countdown to reach zero
- Do not tap CANCEL WELLBEING CALL



**CANCEL  
WELLBEING CALL**

- Depending upon your make of android phone and the apps installed you may get a **Complete action using** instruction
- Tap **Phone**



- Your phone will dial Tunstall Response
- Once answered by a Response consultant, let them know that you are doing an initial test call

## Using the service

- When you get up in the morning, tap the green, I'm OK button



- You will receive a message confirming that you have notified Tunstall Response that you are OK

Your I'm OK notification and location have been received.

OK

If you have not tapped the green, I'm OK button during the last day, the Tunstall Response team will be alerted and will call you.

- You can raise a call to the Tunstall 24-hour Response team by tapping the red **Make Wellbeing Call** button



- When the red **Make Wellbeing Call** button is tapped, a 10 second delay allows you to cancel in the event of accidental activation by tapping the **Cancel Wellbeing Call** button on the screen

 Sending Well Being message in 6 seconds...

**CANCEL WELLBEING CALL**

- Tap the ? button for Tunstall contact details



- Tap and hold the **Powered by Tunstall** button for three seconds to access the Tunstall UK website

**Powered by Tunstall**



To ensure we can always provide you with the best assistance, it's important to keep us updated. If any of your details change, please advise us.

Remember, we are always here to help. If you have any questions or comments, please do not hesitate to call our Response team or simply tap your Make Wellbeing call button to talk to one of our Response Consultants.

## CONTACT US

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**Tunstall**