Tunstall+ Configuration App Android

User manual

Works with Lifeline Digital, Lifeline Smart Hub and Careline
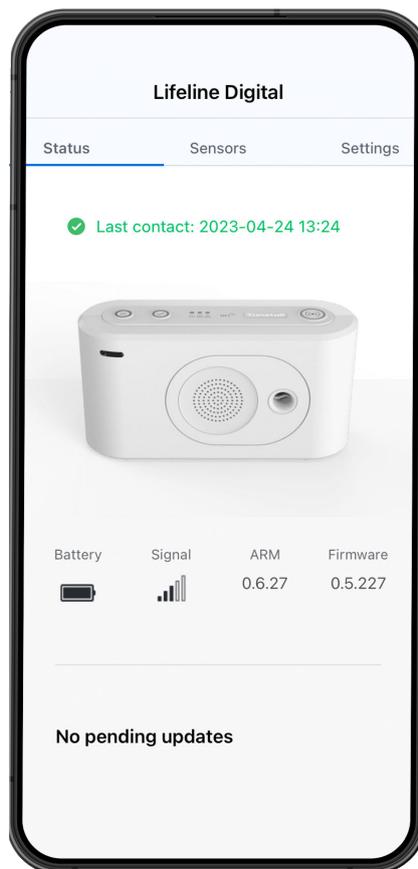
Lifeline Digital

| Status | Sensors | Settings |

✓ Last contact: 2023-04-24 13:24

Battery	Signal	ARM	Firmware
		0.6.27	0.5.227

No pending updates

Table of Contents

1. Introduction

The Tunstall+ app simplifies the installation and setup of Tunstall products, providing a method to easily configure and control your connected Tunstall devices and associated sensors.

The devices must be registered in DMP to be available in the Tunstall+ app. Tunstall+ uses the same login details as the DMP platform.

Tunstall+ is available for:

- iOS (15 and later)
- Android (7.0 and later)

Tunstall+ works with:

- Lifeline Digital
- Lifeline Smart Hub (Android only)
- Careline (Android only)

  To set up Careline refer to the section for Lifeline Digital. However, some screens and settings will differ from this document.

It is assumed that Tunstall+ users are familiar with telecare alarm devices and have received appropriate training for the relevant systems and products, including Lifeline Digital, Lifeline Smart Hub, or Careline.

1.1. Version

This document reflects Tunstall+ version 1.4.8 for Android.

1.2. Jailbroken devices

If you use a mobile device that has been Jailbroken, you will not be able to use the Tunstall+ app. To gain access to Tunstall+ on your jailbroken device, it must be reset to factory settings.

1.3. App permissions

Tunstall recommends that the Tunstall+ app is allowed permission to use:

- the mobile device's camera
- NFC (only relevant for Lifeline Digital)

The camera is required for scanning QR codes on devices and peripherals. The app will typically request permission to use the camera on first use.

NFC connectivity allows you to connect to a Lifeline Digital by positioning the mobile device directly above the NFC marking on a Lifeline Digital.

These features are used to simplify searching and selecting devices. If you do not want to use these features, it is possible to enter all the required information manually in the app.

Refer to the user manual of your specific mobile device for instructions on how to enable or disable these features.

1.3.1. CameraX
Tunstall+ uses CameraX for camera features.

To adjust CameraX settings:

a) Select a device and swipe right to open the side menu, then go to 🄰 **Account**.

b) Tap **Use CameraX** to enable or disable CameraX.

⟨ Account

User Name:

End User Licence Agreement (EULA)

1.4.7

Use CameraX   ✓
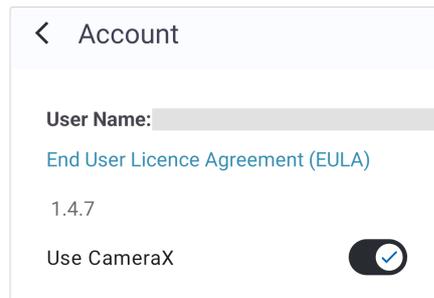
2. Getting Started

2.1. Download and install the app

a) On your mobile device, tap the Google Play icon to open the app.

b) When the page loads, search for 'Tunstall+'.
c) Select 'Tunstall+' from the search results.
d) Tap **Install** and follow the onscreen instructions.

2.2. Log in

a) On your mobile device, tap the Tunstall+ icon to open the app.

b) When the Login page appears, enter your username and password using your DMP login credentials.

    ⊙ **NOTE**
    If you have forgotten your password, tap **Forgotten password?** and follow the onscreen instructions to reset your password.

    The **Forgotten password?** link appears when you start to type your username.

Username

Password 👁

Forgot password?

Region

Europe ▾

Log in

c) Tap *Region* and select your region in the list.
d) Tap **LOGIN**.

2.3. EULA (End User Licence Agreement)

Prior to first time use you must read the End User Licence Agreement (EULA) and do one of the following:

- Tap **Accept** to agree with the EULA terms and start using the app.
- Tap **Decline** if you do not agree with the terms of the EULA. In this case, you will not be able to access the app and it will shut down.

3. Start page

The Start page loads whenever you log in to Tunstall+. Go to ☰ *Filter devices* and select which customer and districts to display. Tap any device in the list to access that device.
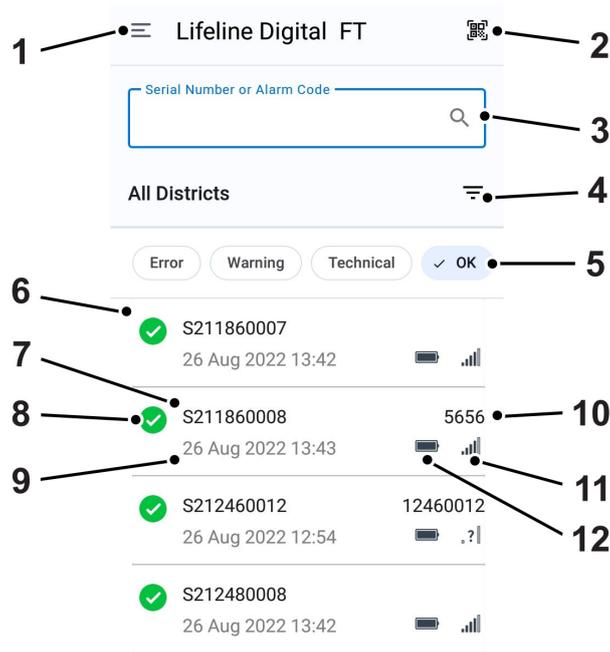
1. ☰ Side menu
2. ▦ Scan
3. 🔍 Search field
4. ☰ Filter devices
5. Quick filter buttons:

   - Error
   - Warning
   - Technical

   - OK
6. Device list
7. Device serial number[1]
8. Device status icons:

   ⚠ - Error status

   ⊘ - Warning status

   ⚙ - Technical status

   ✓ - OK

   ○ - Inactive
9. Time stamp of last contact with device
10. Alarm code / Unit ID
11. Device backup battery level
12. Device signal strength

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[1]For Lifeline Smart Hub only the unique part of the serial Number is shown here.

3.1. Side menu

The ☰ side menu contains the following items:

- Tap your username to view details about your account
- **Privacy policy** - Tap to review the privacy policy.
- **Logout** - Tap to logout from the app.
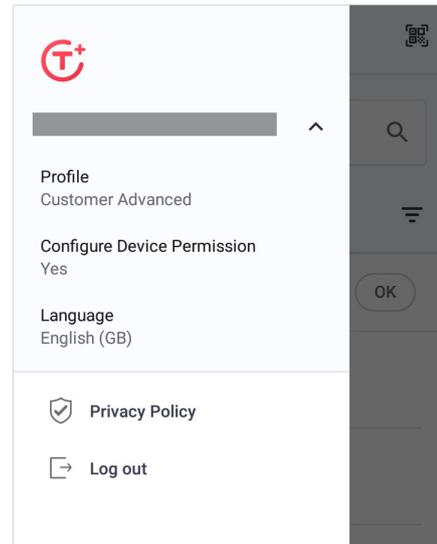
3.2. Filter devices

To filter devices on the Start page, tap the ⇶ *Filter devices* icon.

⇶ *Filter devices* contain the following options:

- If you have access to more than one customer, tap **Customer** and select a customer in the drop-down list.
- Tap **District** and select a district in the drop-down list.

Tap **Show results**.

When the Start page loads, the device list is displayed according to the selected filters.
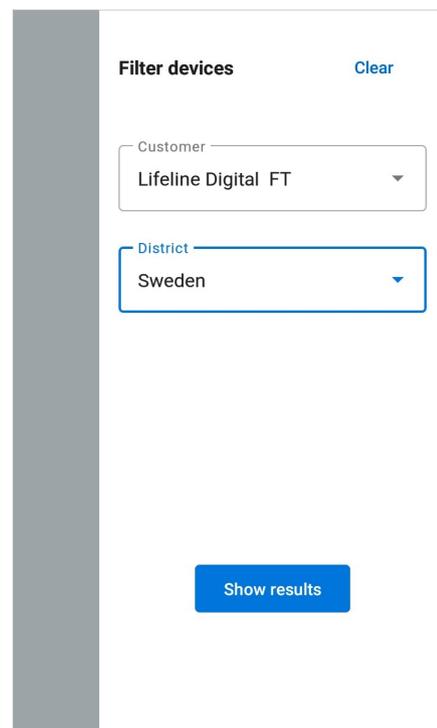
4. Searching for a device
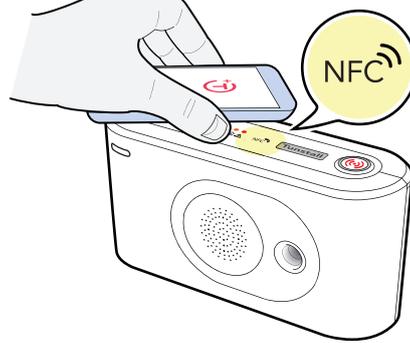
4.1. NFC connectivity

(!)	**NOTE**
	NFC connectivity is only supported by Lifeline Digital.

To connect to a device using NFC technology:

a) Position your mobile device above the NFC marking on the keypad.

b) When the *Connect device* dialogue appears in Tunstall+, tap **OK** to connect to the device.
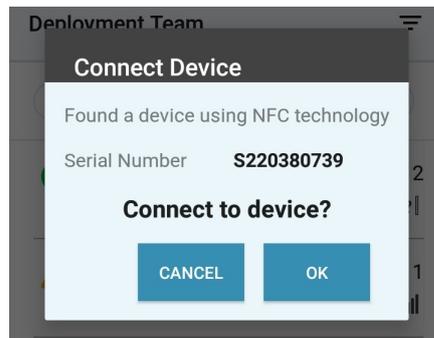
4.2. Search for a device

To search for a device, tap the ⌘ *Scan* icon on the Start page.

⌘ *Scan* has two search options:

- *Scan the barcode* - Point the camera at the barcode and make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
- *Enter manually* - Tap the search field and enter the serial number of the device then tap **Search**.

Tunstall+ opens the status view of the selected device.
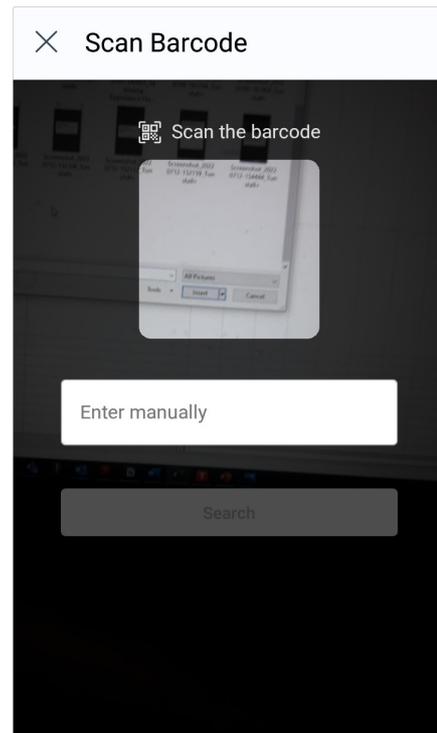
5. Lifeline Digital

5.1. Device status

1. Time stamp and status of last contact
2. Device image
3. Backup battery level
4. Signal strength
5. ARM version
6. Firmware version

Tap the device image ② to view additional details:

7. Device type name
8. Serial number
9. SIM (device telephone number)[2]
10. ICCID[2]

Tap and hold the serial number ⑧, SIM ⑨ or ICCID ⑩ to copy the text to the clipboard.
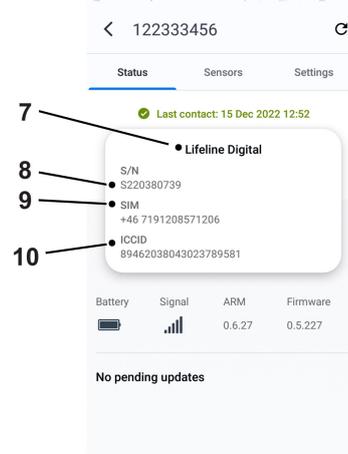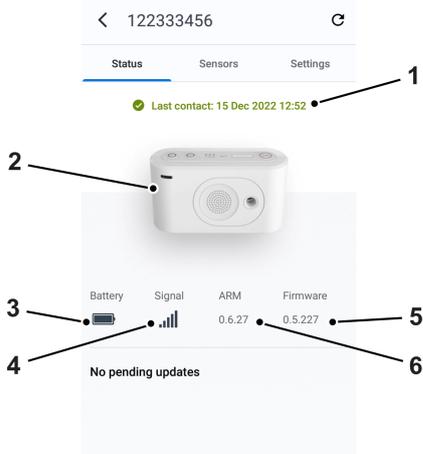
5.2. Lifeline Digital side menu

When a device has been selected, swipe right to view the device side menu. In this menu you can access:

- **Account** - Tap to review your account details.
- **Documentation** - Tap to view user documentation for the selected device.
- **Privacy policy** - Tap to review the privacy policy.
- **Logout** - Tap to logout from the app.

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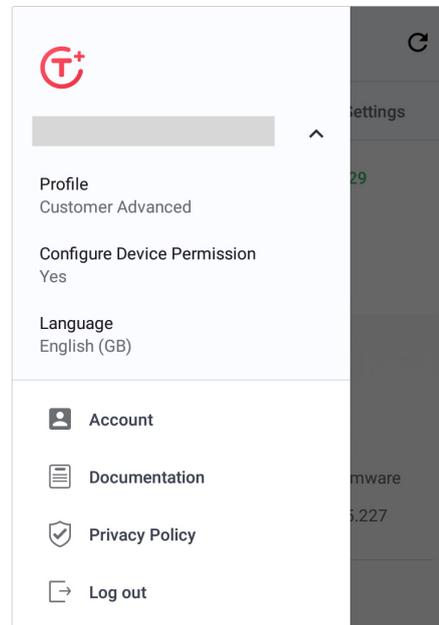
[2]Only available for SIM cards that have been provided by Tunstall.

5.3. Sensors

Sensors displays a list of any sensor that is paired with the selected device. If no sensors are associated with the device, the list is empty.
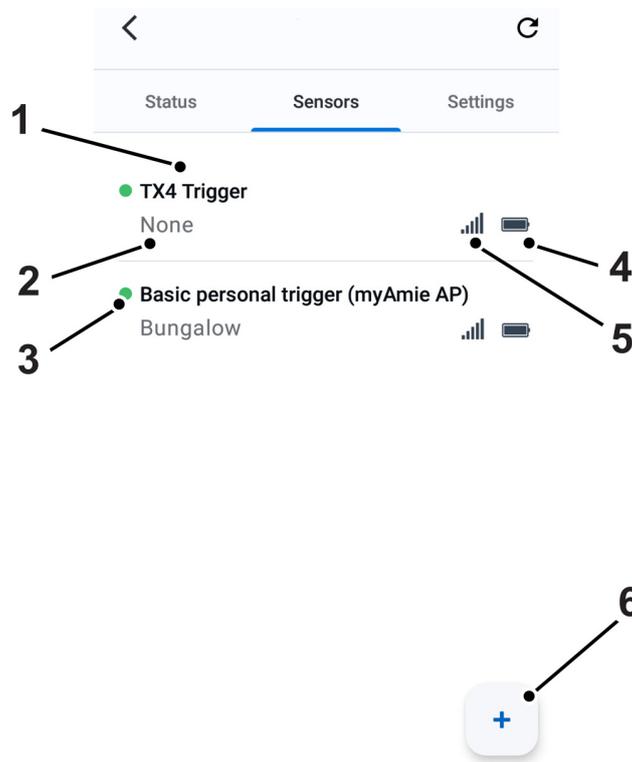
1. Sensor type
2. Location code
3. Sensor status:
   - 🟢 - OK
   - 🔴 - Error
   - 🟠 - Warning
   - 🔵 - Technical status
   - ⚪ - Inactive

4. Sensor battery level
5. Sensor signal strength
6. Add new sensor button

5.3.1. Add a sensor

To add a sensor:

a) Select a device and go to **Sensors**.

b) Tap the ⊕ icon.
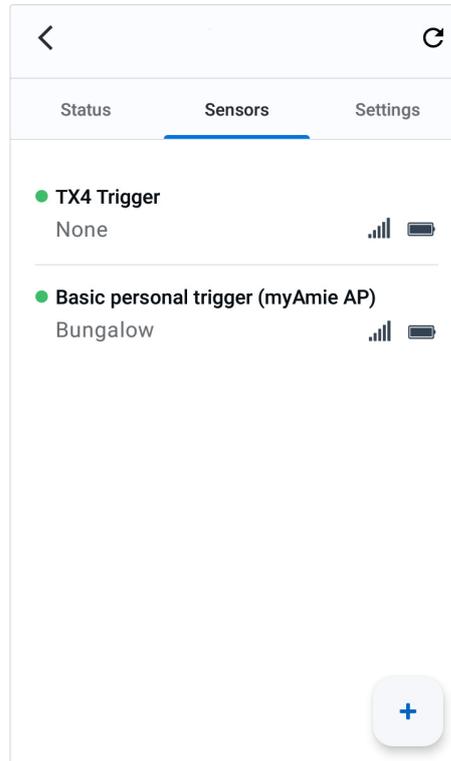
c) Configure the following sensor settings:

- *Radio code* - the sensor's radio code

    The radio code is typically printed on a label attached to the peripheral.
- *Sensor type* - radio sensor type
- *Event 1* - main event code
- *Location code* - the location of the sensor
- *Trigger type* - type of trigger or peripheral

Depending on your permission profile, some settings might not be accessible.
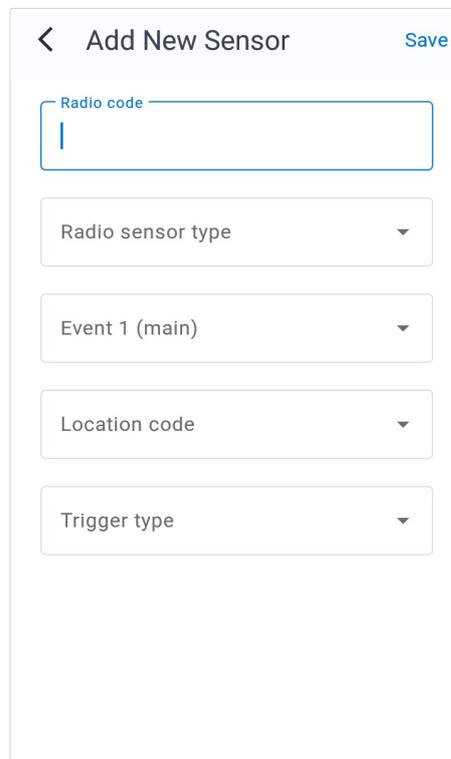
d) Tap **Save** to save sensor settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon ○ until it reports to the device for the first time.

5.3.2. Adjust sensor settings

To adjust sensor settings:

a) Select a device and go to **Sensors**.

b) Tap the sensor that you want to adjust.

c) A sensor has the following configurable settings:

- *Radio code* - the sensor's radio code

  The radio code is typically printed on a label attached to the peripheral.

- *Sensor type* - radio sensor type
- *Event 1* - main event code
- *Location code* - the location of the sensor
- *Trigger type* - type of trigger or peripheral

Depending on your permission profile, some settings might not be accessible.
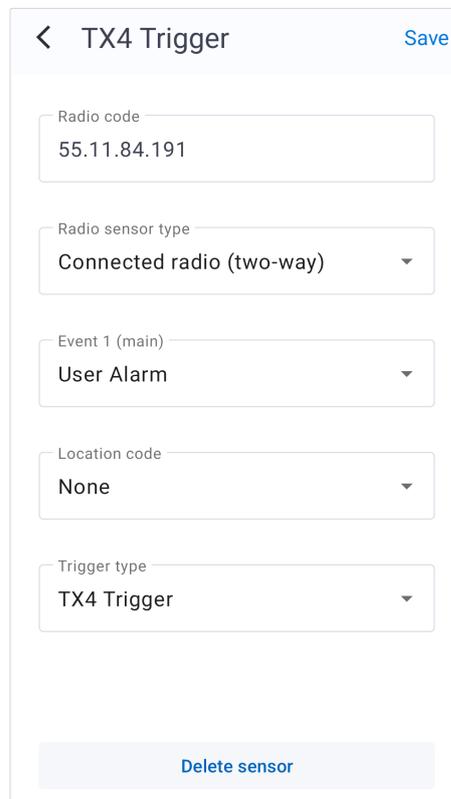
d) Tap **Save** to save sensor settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon ○ until it reports to the device for the first time.

5.3.3. Delete a sensor

To delete a sensor:

a) Select a device and go to **Sensors**.

b) Tap the sensor that you want to delete from the device.

4108888812		C
Status	**Sensors**	Settings

Passive infrared
Landing

Passive infrared
Living room

Bed or chair
Unspecified location 1

Door contact
Front door

Temperature extremes
Bathroom or toilet

Bogus caller
Second bedroom

    ＋

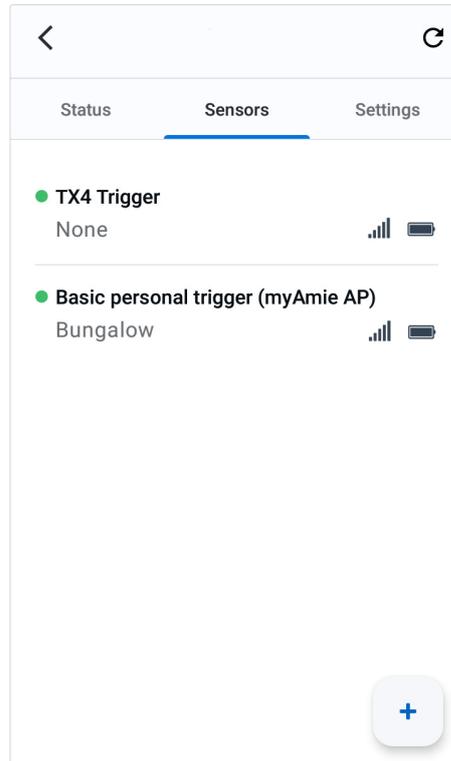c) Tap **Delete sensor** and confirm in the dialogue box.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

‹   Passive infrared   Save

Sensor ID
57431   ✕

Location
Landing ▾

Sensor
Passive infrared ▾

Delete sensor
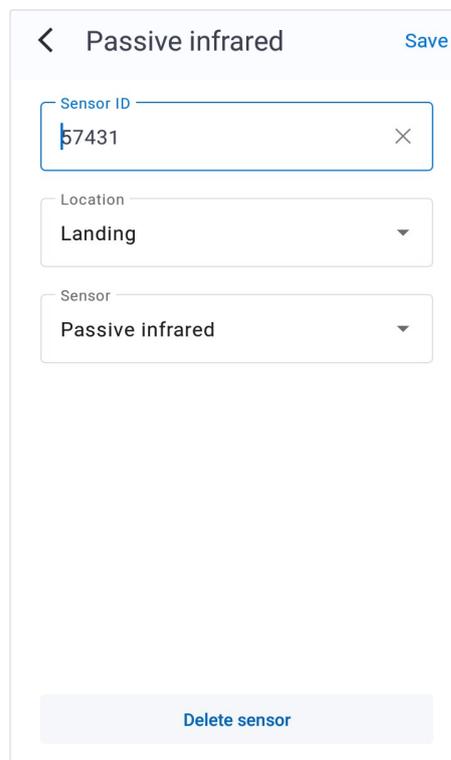
5.4. Settings

Settings contains the following settings and services:

- ⚙ **Common settings** - View or update basic device and connectivity settings.
- ⊡ **Migration** - Move this device to another customer or district.
- ⊞ **Template** - Apply a pre-configured settings template to this device.
- ((•)) **Sensor clone** - Import sensor settings from another device.
- ⌇ **Inactivity monitoring** - This feature monitors for resident inactivity and raises an alarm if no activity is detected.
- ☎ **Calls** - Manage call configuration.
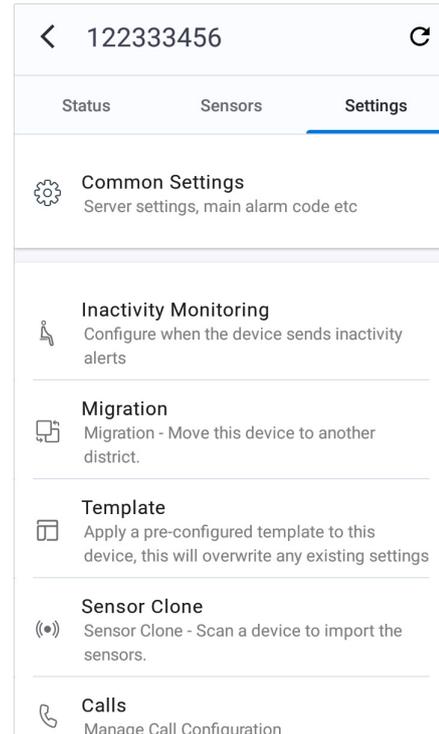
5.4.1. Common settings

⚙ *Common settings* contains general device and connectivity settings.

To view or change common settings:

a) Select a device and go to **Settings**.

b) Tap ⚙ **Common settings**.

c) *Common settings* contains the following settings:

- *Main alarm code* - this setting applies the same alarm code to all contacts. The alarm code is used by the ARC to identify the device
- *Main alarm code* - the alarm code is used by the ARC to identify the device
- *Speech messages language* - the language used for the device's announcements
- *Time zone* - the time zone of the device
- *APN* - the APN of your network provider

  ⊘ **NOTE**
  An incorrect APN setting will prevent the device from connecting to the internet and can cause the device to stop working correctly.

- *Callback phone number* - the telephone number used for callback
- *Speaker volume* - the main speaker volume
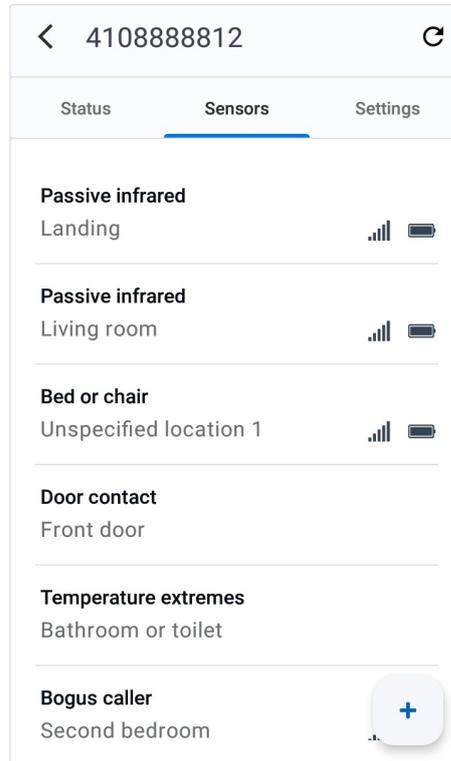
d) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.
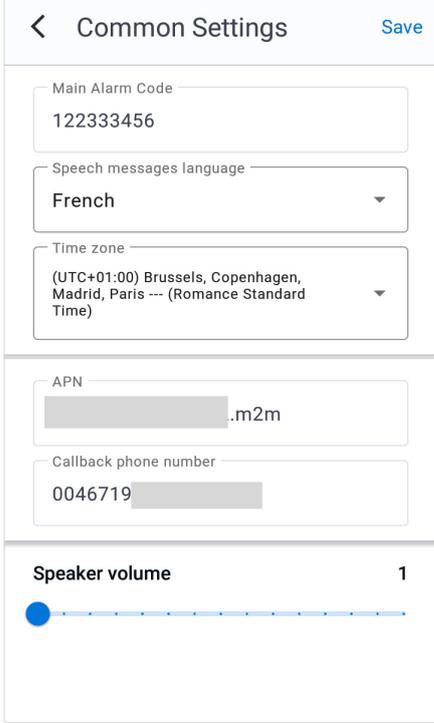
← Common Settings	Save

Main Alarm Code
122333456

Speech messages language
French ▾

Time zone
(UTC+01:00) Brussels, Copenhagen, Madrid, Paris --- (Romance Standard Time) ▾

APN
⬚⬚⬚⬚⬚.m2m

Callback phone number
0046719⬚⬚⬚

Speaker volume   1

5.4.2. Migration

The ⊞ Migration feature is used to transfer devices between customers and districts within DMP.

To transfer a device to another district or customer:

a) Select a device and go to **Settings**.
b) Tap ⊞ **Migration**.
c) Select a new location for the device using the following settings:

- *Customer* - destination customer
- *District* - destination district

‹ Migration	Save
Current Customer Lifeline Digital FT	
Current District Sweden	
Migrate to	
┌ Customer ─────────── Lifeline Digital FT ▾	
┌ District ─────────── Sweden ▾	

d) Tap **Save** to save changes.

A confirmation message is displayed to confirm the new location of the device.

5.4.3. Template

The ⊞ Template feature is used to apply a pre-configured settings template to a device. This will overwrite existing settings on the device.

(!) **NOTE**
The device must be switched on and online.

To apply a template to a device:

a) Select a device and go to **Settings**.
b) Tap ⊞ **Template**.
c) Tap to select the template that you want to apply.
d) Tap **Save**.

When the confirmation dialogue appears, tap **Apply template** to confirm selection.
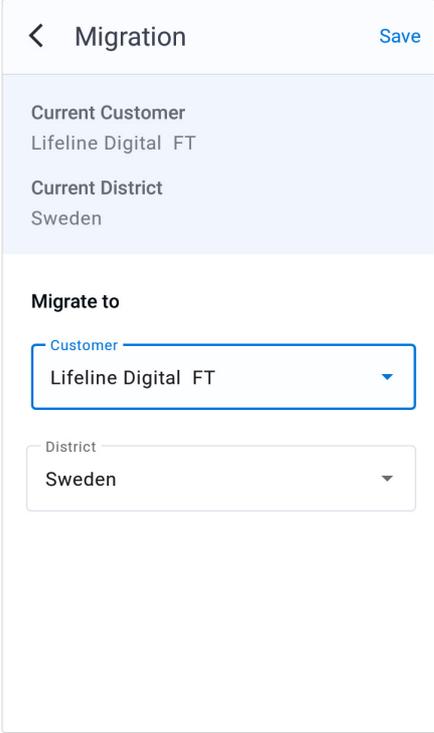
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

‹ Templates	Save
Apply a pre-configured template to this device, this will overwrite any existing settings	
LL Digital template test_Spain	⦿
TEST Denmark	○

5.4.4. Sensor Clone

The ⦿ Sensor Clone feature enables you to import sensor settings from another device. To use this feature, both the source device and the target device must be of the same type, it is not possible to clone sensors settings between different device types.

To import sensor settings from another device:

a) Select the device that you want to import sensor setting to, and go to **Settings**.

b) Tap ⦿ **Sensor Clone**.

c) Do one of the following to identify the source device that you want to clone the sensors from:

- To scan the barcode, point the camera at the barcode. Make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
- Tap **Enter manually** and enter the serial number of the device in the search field, then tap **Search**.

d) When the *Sensor clone* page loads, it displays a list of the sensors that are currently paired with the source device.

Swipe right on any sensor in the list that you do not want to include in the cloning process.

e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device, or wait for the device to send its next automatic heartbeat.
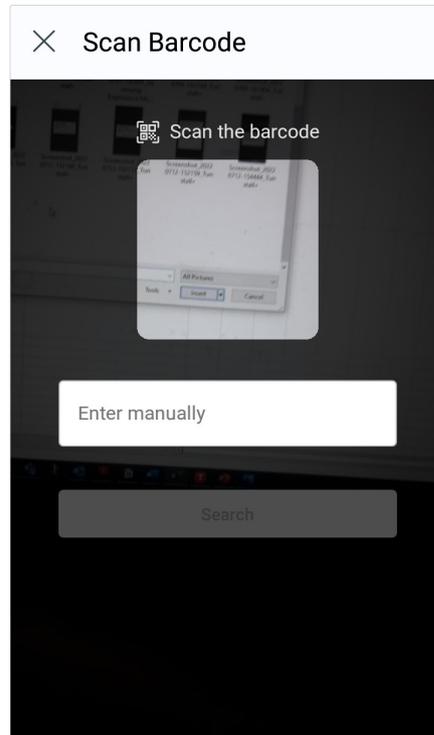
The sensors will have an inactive status icon ○ until they report to the device for the first time.

When all selected sensors have been successfully cloned to the destination device, they will be removed from the source device.

5.4.5. Inactivity monitoring

The ⚲ Inactivity Monitoring feature monitors resident activity and generates an alarm if no activity is detected within a predefined time period. If the device does not detect any activity before the inactivity timeout has expired, the device will alert the resident about the pending alarm. An inactivity alarm is generated if the resident does not cancel the alarm at this point.

To configure inactivity monitoring:

a) Select a device and go to **Settings**.

b) Tap ⚲ **Inactivity Monitoring**.

c) Tap **Active** to activate this feature.

d) Inactivity monitoring contains the following settings:

- *Enable inactivity input from event distribution system* - Enable to allow inactivity monitoring from customised sensors and events

  Customised sensors and events must be configured separately in DMP.

- *Basic inactivity timeout (hours)* - Timer for inactivity alarm. The input value is hours.

  The timer is reset when activity is detected or registered. An inactivity alarm is generated if no activity is detected or registered before the timer expires.
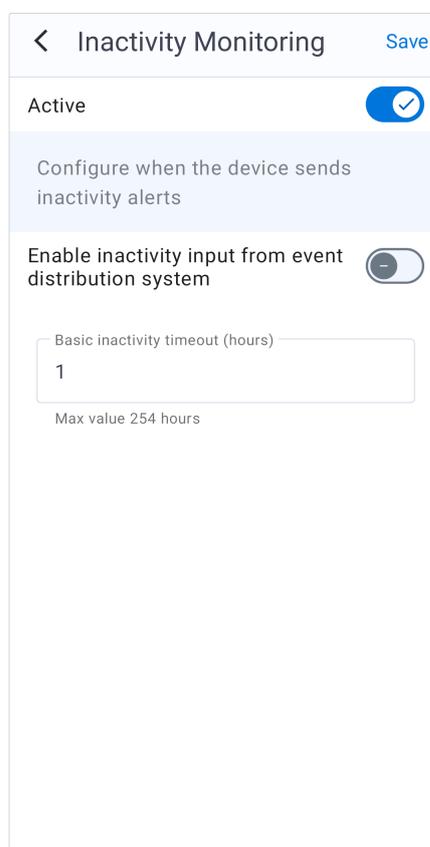
‹ Inactivity Monitoring	Save
Active	✓
Configure when the device sends inactivity alerts	
Enable inactivity input from event distribution system	—
Basic inactivity timeout (hours)	
1	
Max value 254 hours	

e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

5.5. Call configuration

Use the *Call configuration* page to set up the communication between the device and the Alarm Receiving Centre (ARC):

- *Contacts* - Call settings for the ARC and other alarm receivers
- *Sequences* - Defines which contacts to call and in which order
- *Events* - Which sequence to use for different alarm and event type groups

5.5.1. Contacts

Contacts contain call settings for the Alarm Receiving Centre (ARC) and other alarm receivers.

To configure contact settings:

a) Select a device and go to **Settings**.

b) Tap ✆ **Calls**.

c) On the *Call configuration* page, go to the *Contacts* tab and then tap the ✎ icon.

	Call Configuration	
Contacts	Sequences	Events

Defines the individual phone numbers and addresses that are to receive alarms. In the next step those must be ordered into sequences of phone numbers/addresses.

((IP)) Address IP alarm a   455
Tunstall IPACS

((IP)) Address IP alarm b   455
Tunstall IPACS

((IP)) Address IP alarm c   455
Tunstall IPACS

((IP)) Address IP alarm d   455
Tunstall IPACS

((IP)) Address IP alarm e   455
Tunstall IPACS

((IP)) Address IP alarm f
Tunstall IPACS
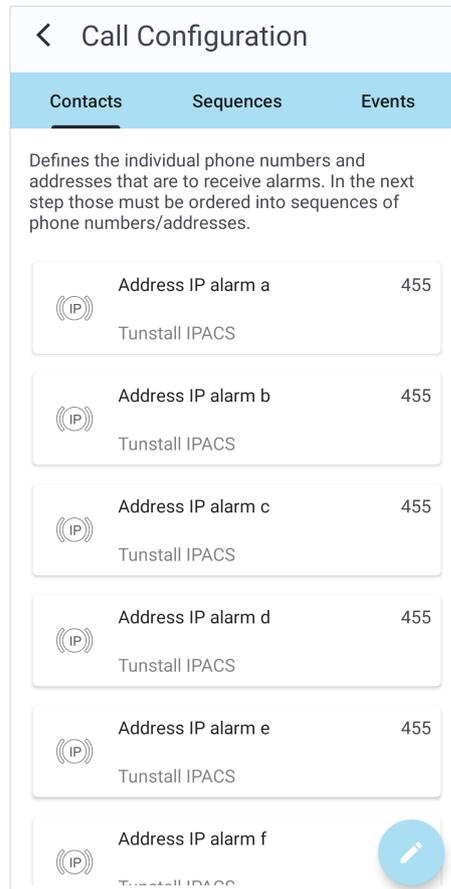
d) On the *Manage call configuration page*, tap on the contact that you want edit. There are two types of contacts:

- ((IP)) IP addresses, go to Step e)
- ☎ Telephone numbers, go to Step f)

(!) **NOTE**
Depending on your permission profile, some settings might not be accessible.

< Manage Call Configuration

((IP)) Address IP alarm a   455
Tunstall IPACS

((IP)) Address IP alarm b   455
Tunstall IPACS

((IP)) Address IP alarm c   455
Tunstall IPACS

((IP)) Address IP alarm d   455
Tunstall IPACS

((IP)) Address IP alarm e   455
Tunstall IPACS

((IP)) Address IP alarm f   455
Tunstall IPACS

((IP)) Address IP alarm g   455
Tunstall IPACS
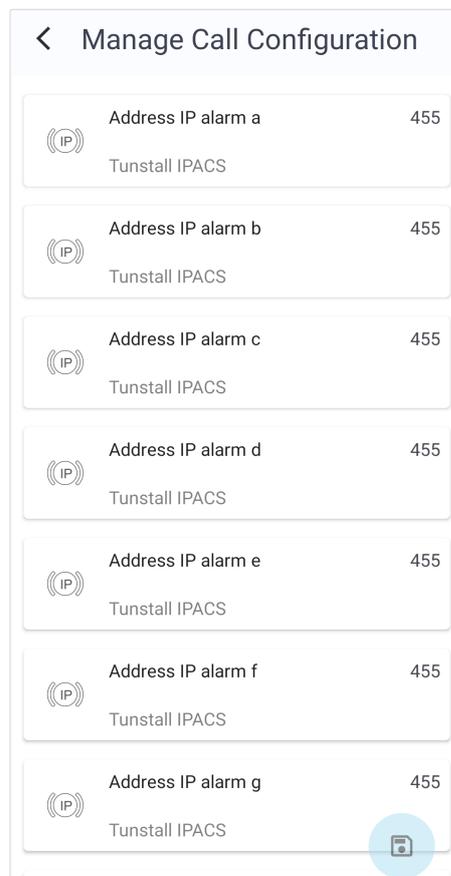
e) IP contacts contain the following settings:

- *Address* - the address of the alarm receiver
- *Protocol* - communication protocol
- *Connection type* - if **Auto** is selected, the ARC determines which option to use
- *No. of attempts* - the number of connection attempts to be made for his contact

  Tunstall strongly recommends that at least 5 connection attempts are set for each address to ensure stable operation in case of temporary interference.
- *Alarm code* - used by the ARC to identify the device
- *SIP account* - if required, select a preconfigured SIP account
- *Speech method* - if **Auto** is selected, the ARC determines which option to use and at least 5 connections attempts will be made regardless of the value in the *No. of attempts* field.

Tap **Continue** and go to step Step g)

‹ Address IP alarm a	
((IP))	
Address	—
Protocol	Tunstall I.. ▾
Connection type	Auto ▾
No. of attempts	10
Alarm code	455
SIP account	1 ▾
Speech method	Auto ▾
Continue	

f) Telephone contacts contain the following settings:

- *Number* - telephone number to the alarm receiver. Use international format, for example "0046[...]"
- *Protocol* - communication protocol
- *Connection type* -
- *No. of attempts* - the number of dial-up attempts for this contact
- *Alarm code* - used by the ARC to identify the device

Tap **Continue** and go to Step g)

‹ Address analog alarm B	
☎	
Number	—
Protocol	HomePh.. ▾
Connection type	GSM ▾
No. of attempts	5
Alarm code	455
Continue	

g) Tap the icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

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vice or wait for the device to send its next automatic
heartbeat.

5.5.2. Sequences

Sequences define which contacts to call and in which order to call them.

To configure sequences:

a) Select a device and go to **Settings**.

b) Tap ✆ **Calls**.

c) On the *Call configuration* page, go to the *Sequences* tab and then tap the ✏ icon.

d) On the *Manage Call Configuration* page, tap the Sequence that you want to edit.

Manage Call Configuration

Sequence 1
A A - - - - - - - -
Cascade No cascade

Sequence 2
a b - - - - - - - -
Cascade No cascade

Sequence 3
a b - - - - - - - -
Cascade No cascade

Sequence 4
a b - - - - - - - -
Cascade No cascade

Sequence 5
a b - - - - - - - -
Cascade No cascade

Sequence 6
a b - - - - - - - -
Cascade No cascade

Sequence 7
a b - - - - - - - -
Cascade No cascade

e) Each sequence contains the following settings:

- *Step 1-10* - Select a contact for each step that you want to include in the sequence.

  Lowercase letters refer to IP contacts, uppercase letters refer to GSM contacts.

- *Cascade* - If required, select a sequence in the dropdown list to extend the distribution if all call attempts in the current sequence fail.

  Tap **Continue**.
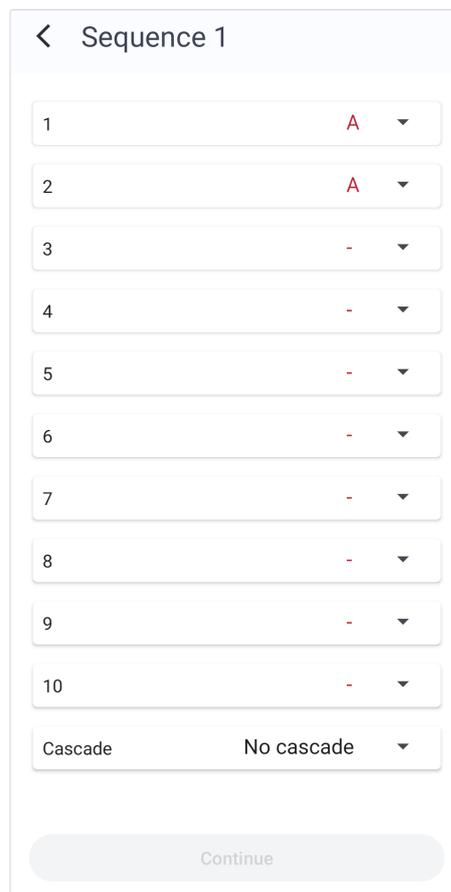
Sequence 1

1	A ▾
2	A ▾
3	- ▾
4	- ▾
5	- ▾
6	- ▾
7	- ▾
8	- ▾
9	- ▾
10	- ▾
Cascade	No cascade ▾

Continue

f) Tap the 🔲 icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-
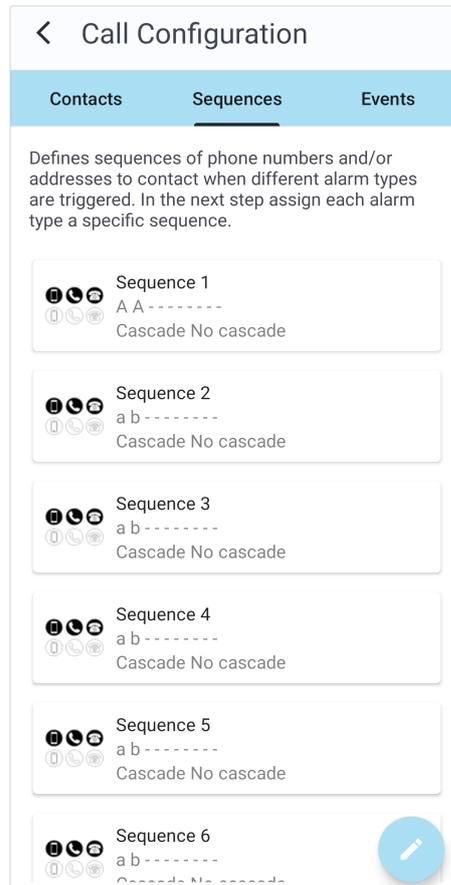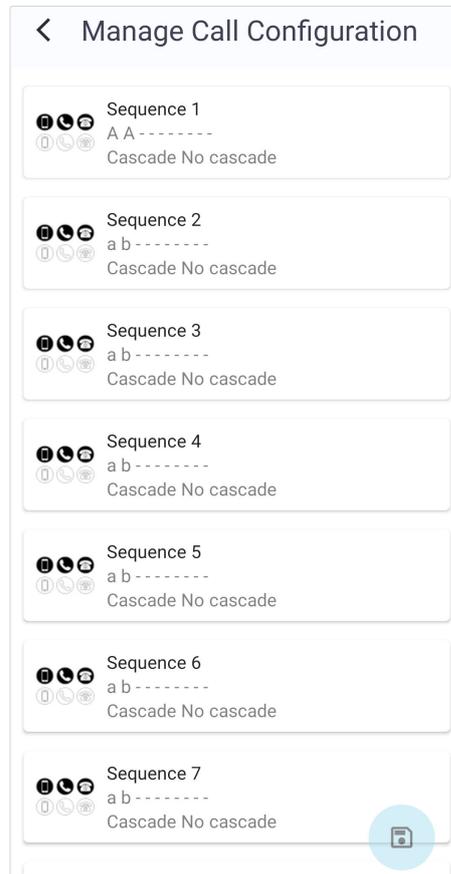
30

vice or wait for the device to send its next automatic heartbeat.

5.5.3. Events

Events defines which sequence to use for different alarm and event type groups.

a) Select a device and go to **Settings**.

b) Tap ✆ **Calls**.

c) On the *Call configuration* page, go to the *Event* tab and then tap the ✎ icon.
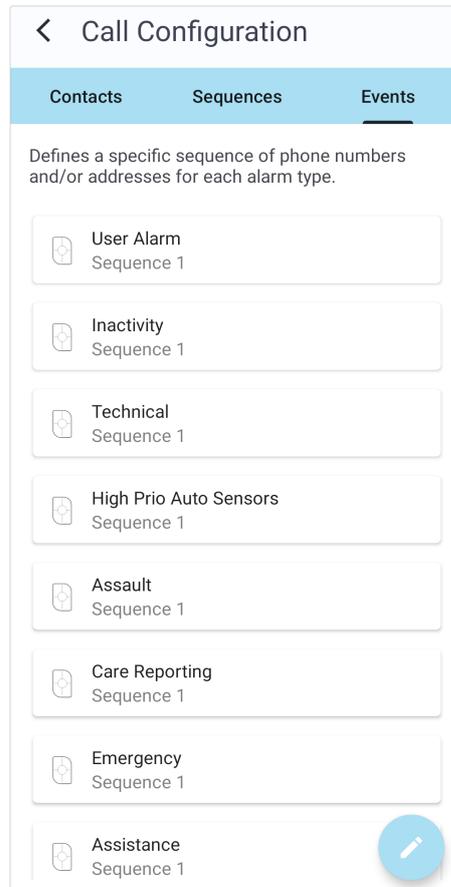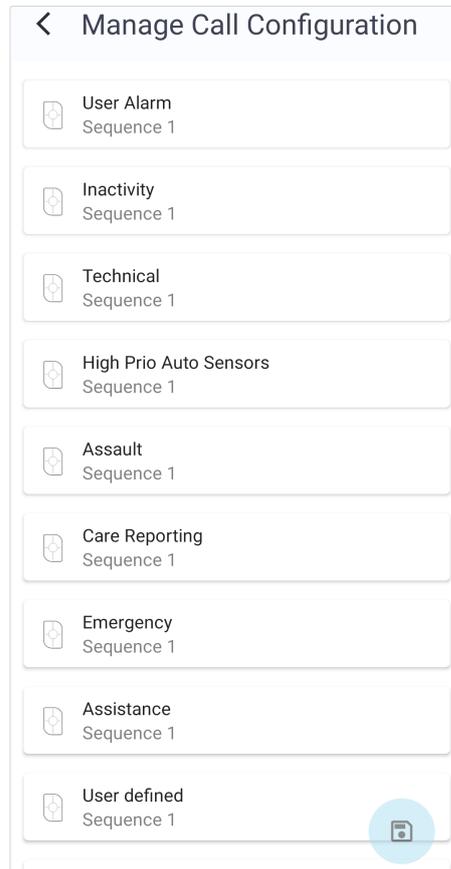
Call Configuration

Contacts　　　Sequences　　　**Events**

Defines a specific sequence of phone numbers and/or addresses for each alarm type.

	User Alarm Sequence 1
	Inactivity Sequence 1
	Technical Sequence 1
	High Prio Auto Sensors Sequence 1
	Assault Sequence 1
	Care Reporting Sequence 1
	Emergency Sequence 1
	Assistance Sequence 1

32

d) On the *Manage Call Configuration* page, tap the event group that you want to edit.

	Manage Call Configuration
	User Alarm Sequence 1
	Inactivity Sequence 1
	Technical Sequence 1
	High Prio Auto Sensors Sequence 1
	Assault Sequence 1
	Care Reporting Sequence 1
	Emergency Sequence 1
	Assistance Sequence 1
	User defined Sequence 1

e) For each event group you can select which sequence to use for alarm and event distribution.

Tap **Continue**.
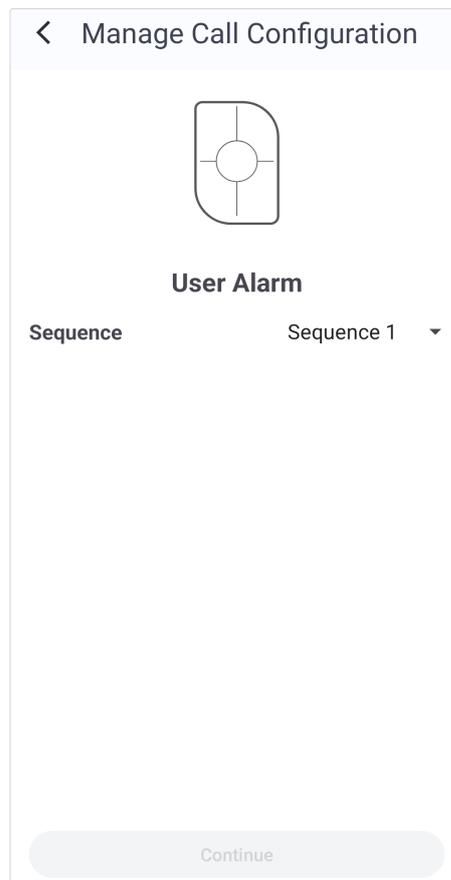
User Alarm

Sequence   Sequence 1 ▾

Continue

f) Tap the 🖫 icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

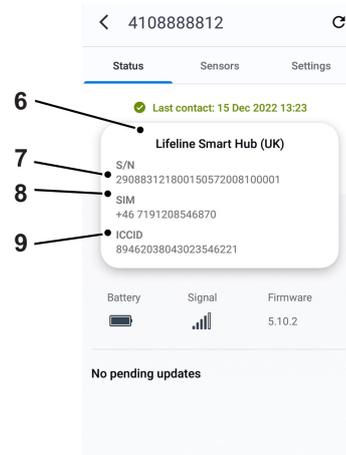vice or wait for the device to send its next automatic heartbeat.

6. Smart Hub

6.1. Device status

1. Time stamp and status of last contact
2. Device image
3. Backup battery level
4. Signal strength
5. Firmware version

Tap the device image ② to view additional details:

6. Device type name
7. Serial number
8. SIM (device telephone number)[3]
9. ICCID[3]

Tap and hold the serial number ⑦, SIM ⑧ or ICCID ⑨ to copy the text to the clipboard.

6.2. Lifeline Smart Hub side menu

When a device has been selected, swipe right to view the device side menu. In this menu you can access:

- **Account** - Tap to review your account details.
- **Documentation** - Tap to view user documentation for the selected device.
- **Troubleshoot** - Tap to access a step-by-step guide if you experience errors.
- **Clean-up** - Tap to select which programmed settings to remove from the device.
- **Logout** - Tap to logout from the app.

---
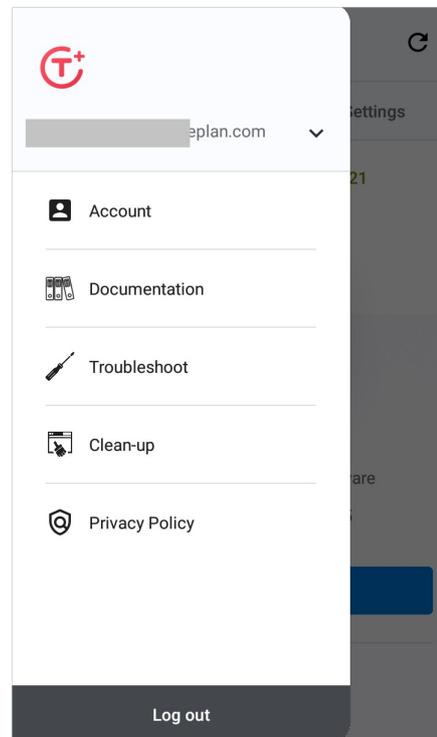
[3]Only available for SIM cards that have been provided by Tunstall.

6.3. Sensors

Sensors displays a list of any sensor that is paired with the selected device. If no sensors are associated with the device, the list is empty.
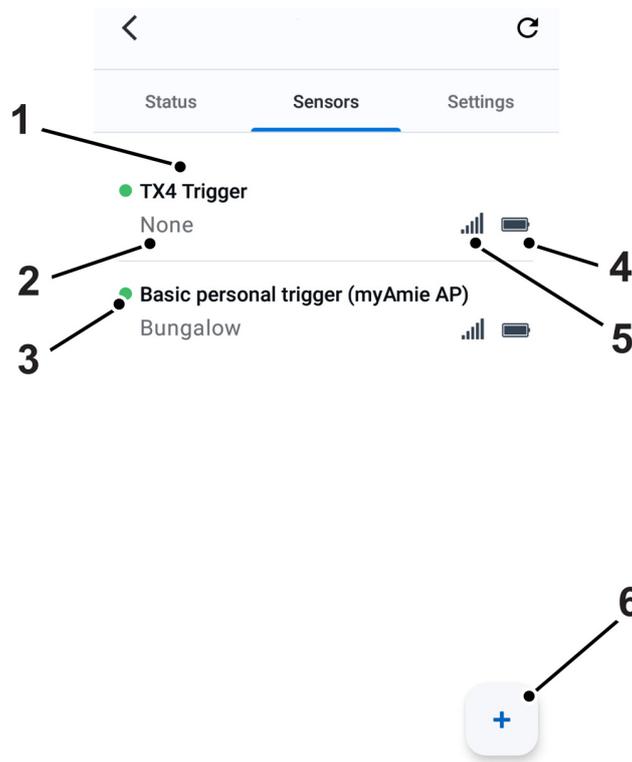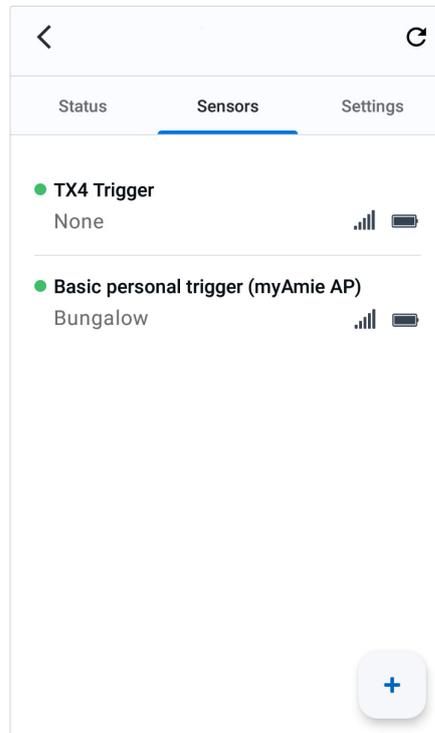

1. Sensor type
2. Location code
3. Sensor status:
    - 🟢 - OK
    - 🔴 - Error
    - 🟠 - Warning
    - 🔵 - Technical status
    - ⚪ - Inactive

4. Sensor battery level
5. Sensor signal strength
6. Add new sensor button

6.3.1. Add a sensor

To add a sensor:

a)   Select a device and go to **Sensors**.

b) Tap the ⊕ icon.

c) To identify the sensor that you want to add, do one of the following:

- Scan the QR code/barcode on the sensor or the using the camera. The serial number and product number will appear in respective field.

- Manually enter the serial number and product number in respective field.
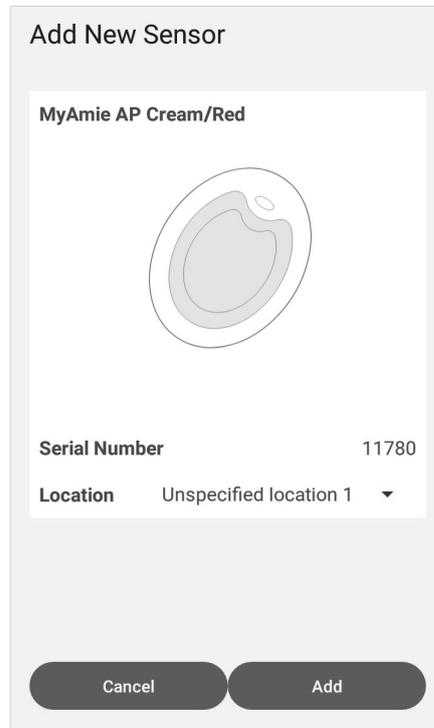
  Only the first seven digits of the product number and the last six digits of the serial number are required.

  Tap **Search**.
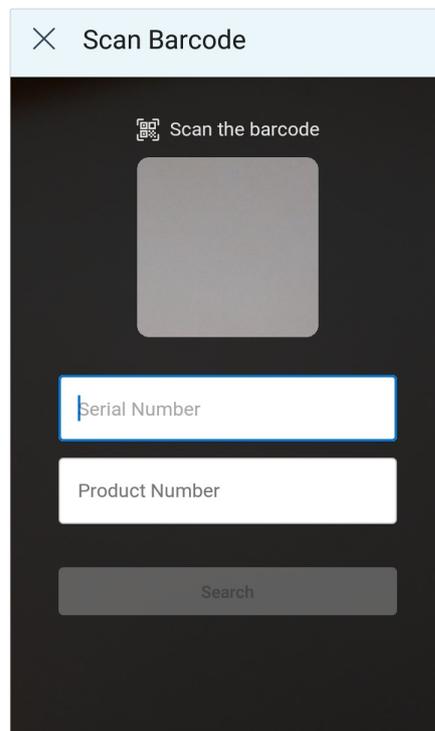
d) When the app displays the sensor data:

    i. Tap the *Location* drop-down list to select location of the sensor.

    ii. Tap **ADD** to add the sensor to the *Manage sensors* page.

Add New Sensor

MyAmie AP Cream/Red

Serial Number	11780
Location	Unspecified location 1 ▼

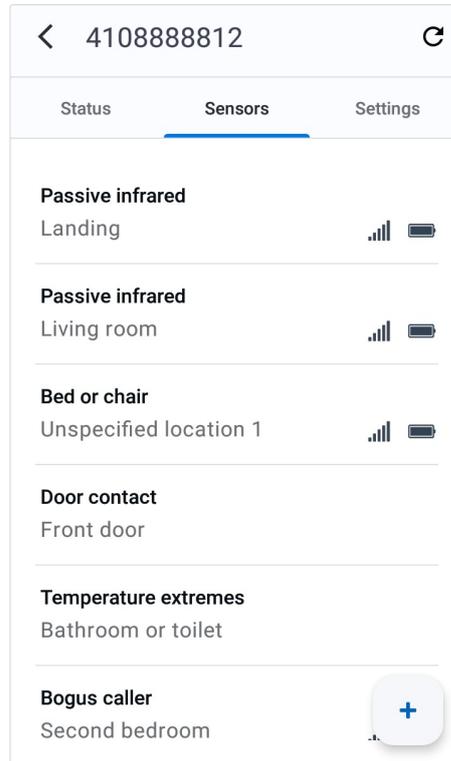Cancel | Add

e) Tap the 🔳 icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon ○ until it reports to the device for the first time.
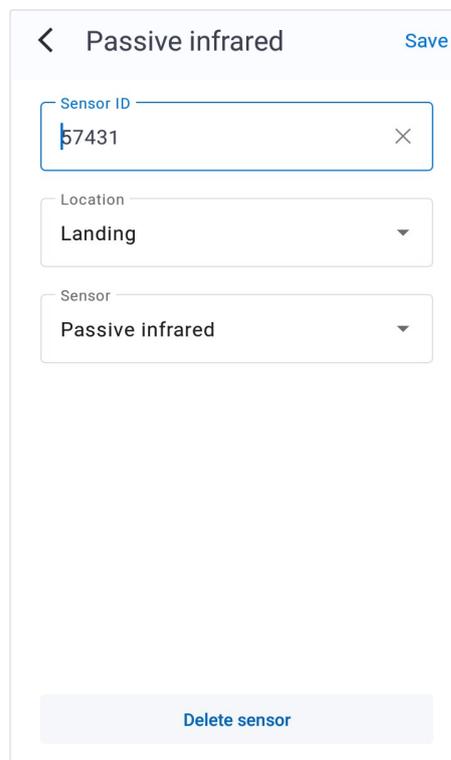
6.3.2. Delete a sensor

To delete a sensor:

a) Select a device and go to **Sensors**.

b) Tap the sensor that you want to delete from the device.

< 4108888812		C
Status	**Sensors**	Settings

Passive infrared
Landing

Passive infrared
Living room

Bed or chair
Unspecified location 1

Door contact
Front door

Temperature extremes
Bathroom or toilet

Bogus caller
Second bedroom   +

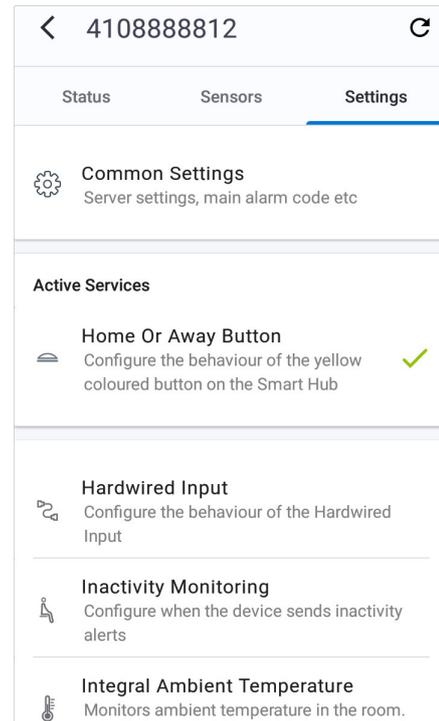c) Tap **Delete sensor** and confirm in the dialogue box.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

< Passive infrared	Save

Sensor ID
57431   ✕

Location
Landing   ▾

Sensor
Passive infrared   ▾

Delete sensor

6.4. Settings

Settings contains the following settings and services:

- ⚙ **Common settings** - View or update basic device settings.
- ⧉ **Migration** - Move this device to another customer or district.
- ▦ **Template** - Apply a pre-configured settings template to this device.
- ⦿ **Sensor clone** - Import sensor settings from another device.
- ☏ **GSM Periodic Calls** - Set the frequency of GSM test calls.
- ☏ **IP Periodic Calls** - Set the frequency of IP test calls.
- ⌦ **Hardwired Input** - Configure hardwired sensors and triggers.
- ▤ **Clean-up** - This feature automatically removes prorgamed settings from the device. This is useful if you want to refurbish a device for a new user.
- ⚐ **Inactivity monitoring** - This feature monitors for resident inactivity and raises an alarm if no activity is detected.
- 🌡 **Integral Ambient Temperature** - This feature monitors the ambient temperature and raises an alarm if the temperature is too low or too high.
- ⌚ **Time Windows** - This feature is used to suppress a type of event that occurs within a specific time window.
- 🏢 **Virtual Property Exit** - This feature is used to schedule monitoring to generate alarms when the resident has left the property.
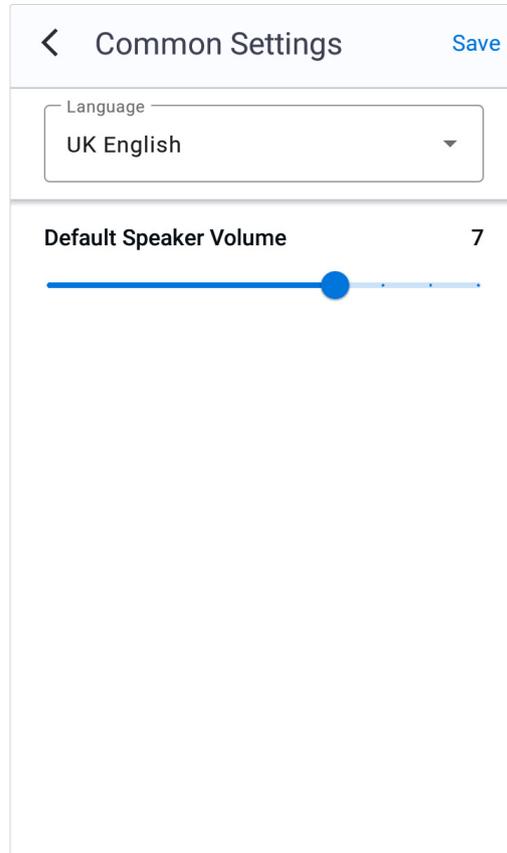- ☏ **Calls** - Manage call configuration.

6.4.1. Common settings

⚙ Common settings contain general device settings.

To view or change common settings:

a) Select a device and go to **Settings**.

b) Tap ⚙ **Common settings**.

c) The *Common settings* page contains the following settings:

- *Language* - the language used for the device's announcements
- *Speaker volume* - speaker main volume

‹ Common Settings	Save

Language
UK English ▾

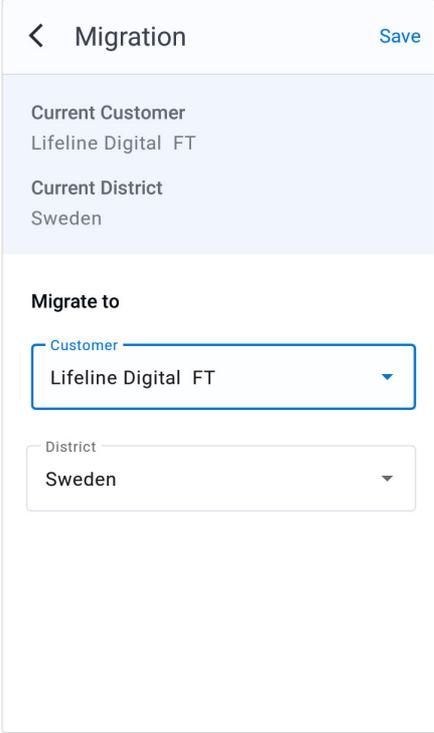**Default Speaker Volume**   7

d) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.4.2. Migration

The ⊡ Migration feature is used to transfer devices between customers and districts within DMP.

To transfer a device to another district or customer:

a) Select a device and go to **Settings**.
b) Tap ⊡ **Migration**.
c) Select a new location for the device using the following settings:

- *Customer* - destination customer
- *District* - destination district

‹ Migration	Save
Current Customer	
Lifeline Digital FT	
Current District	
Sweden	
Migrate to	
┌ Customer ─────────	
Lifeline Digital FT ▼	
┌ District ─────────	
Sweden ▼	

d) Tap **Save** to save changes.

A confirmation message is displayed to confirm the new location of the device.

6.4.3. Template

The ⊞ Template feature is used to apply a pre-configured settings template to a device. This will overwrite existing settings on the device.
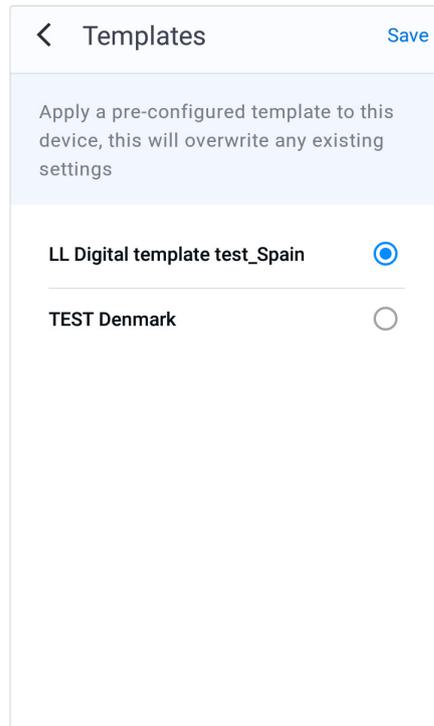
ⓘ **NOTE**
The device must be switched on and online.

To apply a template to a device:

a) Select a device and go to **Settings**.
b) Tap ⊞ **Template**.
c) Tap to select the template that you want to apply.
d) Tap **Save**.

When the confirmation dialogue appears, tap **Apply template** to confirm selection.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.
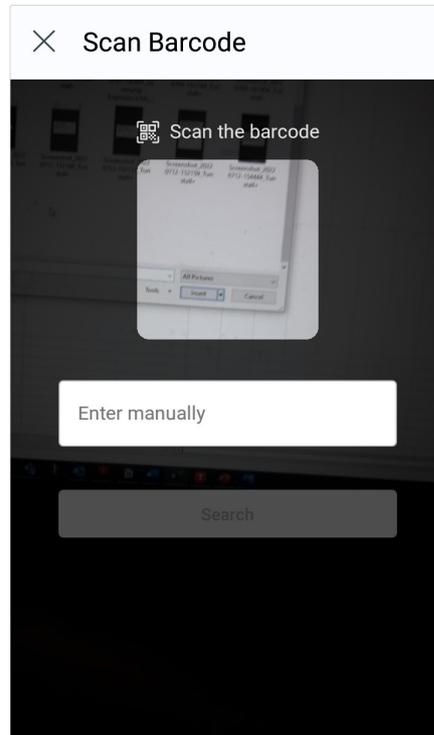
‹ Templates	Save
Apply a pre-configured template to this device, this will overwrite any existing settings	
LL Digital template test_Spain	◉
TEST Denmark	○

6.4.4. Sensor Clone

The ⦿ Sensor Clone feature enables you to import sensor settings from another device. To use this feature, both the source device and the target device must be of the same type, it is not possible to clone sensors settings between different device types.
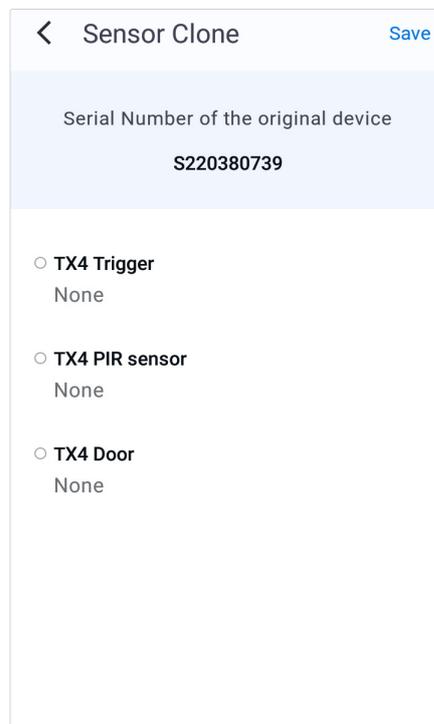
To import sensor settings from another device:

a) Select the device that you want to import sensor setting to, and go to **Settings**.

b) Tap ⦿ **Sensor Clone**.

c) Do one of the following to identify the source device that you want to clone the sensors from:

- To scan the barcode, point the camera at the barcode. Make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.

- Tap **Enter manually** and enter the serial number of the device in the search field, then tap **Search**.

d) When the *Sensor clone* page loads, it displays a list of the sensors that are currently paired with the source device.

Swipe right on any sensor in the list that you do not want to include in the cloning process.

e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device, or wait for the device to send its next automatic heartbeat.

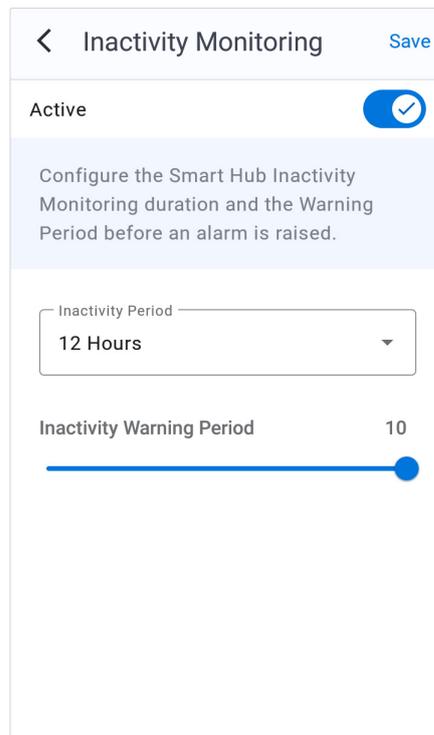The sensors will have an inactive status icon ◯ until they report to the device for the first time.

⊘ **NOTE**
The Sensor clone feature does not remove the sensor record from the source device.

6.4.5. Inactivity monitoring

The ⚲ Inactivity Monitoring feature is used to control how the device monitors for user inactivity. If the unit detects no activity for the inactivity monitoring time period, it continually announces: An inactivity alert is about to be made, please press cancel, for a defined time period, known as the inactivity warning period. If the user does not cancel the alarm during the inactivity warning period, the device then raises an alarm call to the monitoring centre.

To configure inactivity monitoring:

a)   Select a device and go to **Settings**.

b)   Tap ⚲ **Inactivity Monitoring**.

c)   Tap **Active** to activate this feature.

d)   Configure the following settings:

- *Inactivity Period* - is the time duration where if an activity event does not occur, the device enters an inactivity warning period and begins the pre-alarm announcements.
- *Inactivity Warning Period* - defines how long in minutes before an inactivity alarm is raised. This warning period informs the user that an inactivity alarm is about to be raised, giving them the opportunity to cancel the alarm.

‹ Inactivity Monitoring	Save
Active	✓

Configure the Smart Hub Inactivity Monitoring duration and the Warning Period before an alarm is raised.

Inactivity Period
12 Hours ▾

Inactivity Warning Period   10
●

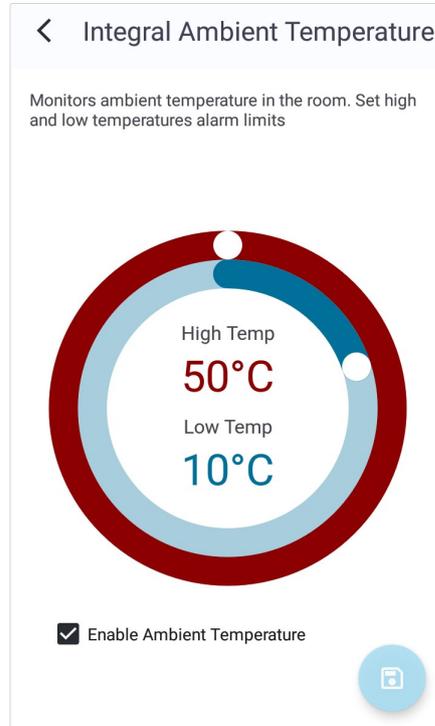e)   Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.4.6. Integral Ambient Temperature

The 🌡 Integral Ambient Temperature feature is used to set the environmental temperature thresholds which, if breached, will cause the device to send a high or low temperature event alert to the Alarm Receiving Centre (ARC).

To configure the Integral Ambient Temperature feature:

a) Select a device and go to **Settings**.

b) Tap 🌡 **Integral Ambient Temperature**.

c) Tap the *Enable Ambient Temperature* checkbox to enable this feature, then configure the following settings:

- Tap and slide the inner blue ring to set the low temperature limit.
- Tap and slide the outer red ring to set the high temperature limit.

d) Tap the 💾 icon to save settings.

   To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.
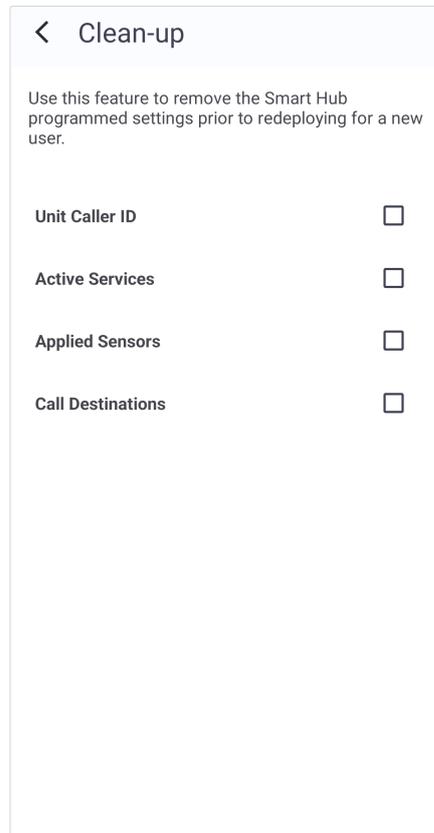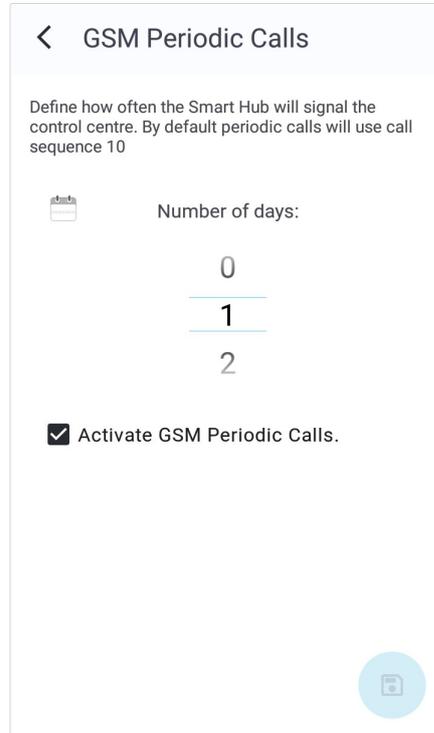
6.4.7. Clean-up

The 🔽 Clean-up feature is used to automatically remove programmed settings from the device. This is useful if you want to refurbish a device for a new user.

To use Clean-up:

a) Select a device and go to **Settings**.

b) Tap 🔽 **Clean-up**

c) Tap one or more checkboxes to select which settings to remove from the device.

Clean-up

Use this feature to remove the Smart Hub programmed settings prior to redeploying for a new user.

Unit Caller ID	☐
Active Services	☐
Applied Sensors	☐
Call Destinations	☐

d) Tap ⬚ to save changes, then tap **Continue** to confirm the selection.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.
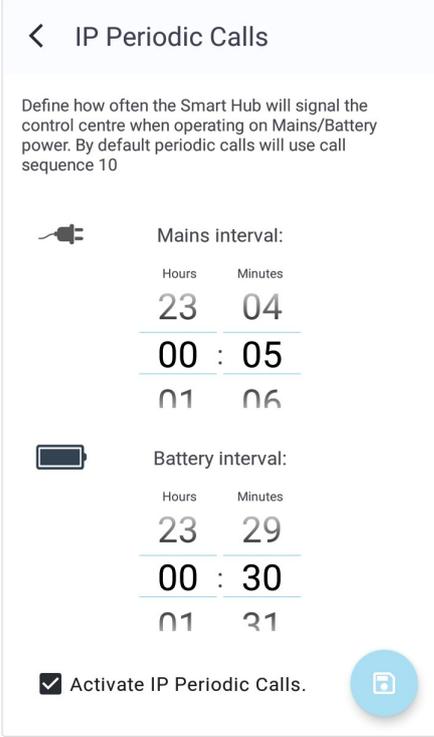
6.4.8. GSM Periodic Calls

The ✆ GSM Periodic Calls feature is used to adjust the frequency of periodic calls from the device to the monitoring centre via the SIM card.

To configure GSM periodic calls:

a) Select a device and go to **Settings**.

b) Tap ✆ **GSM Periodic Calls**.

c) Tap the *Activate GSM Periodic Calls* checkbox to enable this feature.

Adjust the frequency of the calls between 01-31 days, by sliding the figures up or down.

← GSM Periodic Calls
Define how often the Smart Hub will signal the control centre. By default periodic calls will use call sequence 10
Number of days:
0
1
2
☑ Activate GSM Periodic Calls.

d) Tap the 🖫 icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

> ⊘ **NOTE**
> GSM Periodic Calls will be made to call sequence 10 – which is configured in DMP.

6.4.9. IP Periodic Calls

The ✆ IP Periodic Calls feature is used to adjust the frequency of periodic calls from the device to the monitoring centre via an IP connection.

To configure IP periodic calls:

a) Select a device and go to **Settings**.

b) Tap ✆ **IP Periodic Calls**.

c) Tap the *Activate IP Periodic Calls* checkbox to enable this feature, then configure the following settings:

- Adjust the call interval period for *Mains interval* from 00:01 (every minute) to 23:59 (once a day) by sliding the figures either up or down.
- Adjust the call interval period for *Battery interval* from 00:01 (every minute) to 23:59 (once a day) by sliding the figures either up or down.

d) Tap the 🖫 icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.
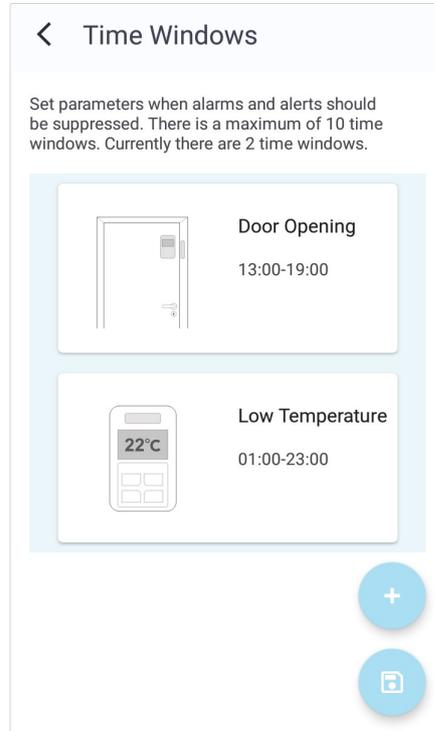
> ⊘ **NOTE**
> IP Calls will be made to call sequence 10, which is configured in the "Calls" category of DMP.

6.4.10. Time Windows

The ⏱ Time Windows feature is used to suppress a type of event that occurs within a specific time window, so that alarms relating to the event are not raised during that period.

To add or change time windows:

a) Select a device and go to **Settings**.

b) Tap ⏱ **Time Windows**.

c) The *Time Windows* page displays list of configured time windows. If there are no time windows currently configured, then the list will be empty.

- To add a time window, tap the ⊕ icon and go to <u>Step d)</u>.
- To edit a time window, tap the time window card and go to <u>Step d)</u>.
- Swipe right on a sensor to remove it from the list.
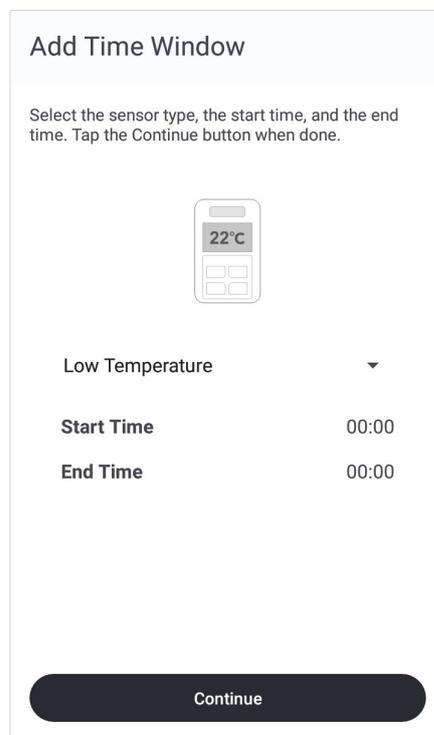- Tap the 🖫 icon to save changes.

d) On the *Add Time Window* page, select sensor type in the drop-down list and set the *Start Time* and *End Time*.

Tap **CONTINUE**.

> ⓘ **NOTE**
>
> If you enter an event suppression *End Time* that is less than the event suppression *Start Time*, then the end time occurs during the following day, for example from 23:00 to 07:00.

e) Tap the 🖫 icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the de-

vice or wait for the device to send its next automatic heartbeat.
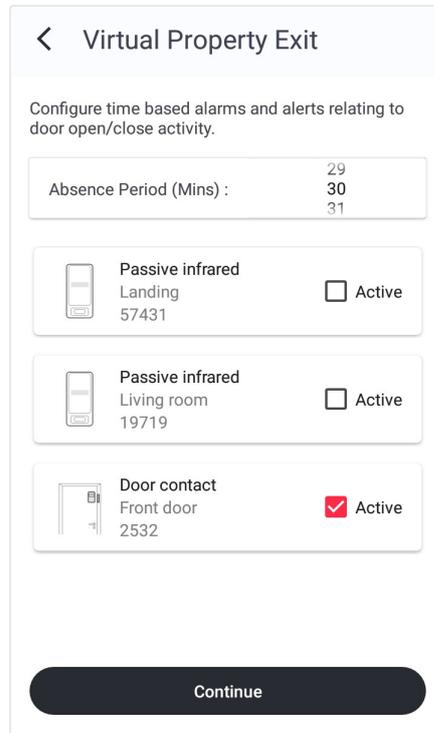
6.4.11. Virtual Property Exit Sensor

The ⌂ *Virtual Property Exit* Sensor (VPES), feature is used to schedule monitoring windows to generate alerts when the resident has left the property. The VPES determines absence from the residence by detecting the opening of a door followed by no movement activity. To do this, it monitors input from one or more door contacts and associated PIR (Passive Infra-Red) movement sensors; this use being defined as part of each sensor's configuration. If, after the door has opened, there is no movement activity for a specified absence period, then the unit raises an alarm to the monitoring centre.

a)   Select a device and go to **Settings**.

b)   Tap ⌂ **Virtual Property Exit**.

c)   On the *Virtual Property Exit* page do the following:

   i.   Set the *Absence period* by sliding the figures up or down.

     The absence period starts when the sensor detects an exit and raises an alarm if no activity is detected before the period expires.

   ii.   Tick the *Active* checkbox on the sensors you want to configure then tap **CONTINUE**.

d)   On the *Virtual Property Exit* menu, tick the checkboxes to select monitoring for specific days of the week, or a blanket option to monitor all days.
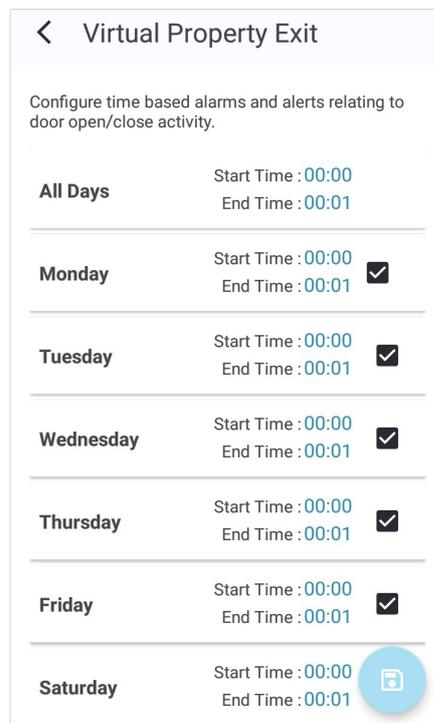
e) To set the start and end time for monitoring, tap the card of the days you want to configure or tap the **All Days** to select all days.

f) Set the *Start Time* and *End Time* for the monitoring period or tick the *24 Hours Enabled* checkbox to cover the entire 24-hour period then tap **CONTINUE**.

< All Days

	Start Time	End Time
	23 59	23 59
	00 : 00	00 : 01
	01 01	01 02

☐ 24 Hours Enabled

Continue

g) Make sure that the settings are correct then tap the 🔲 icon.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

< Virtual Property Exit

Configure time based alarms and alerts relating to door open/close activity.

All Days	Start Time : 00:00 End Time : 00:01	
Monday	Start Time : 00:00 End Time : 00:01	☑
Tuesday	Start Time : 00:00 End Time : 00:01	☑
Wednesday	Start Time : 00:00 End Time : 00:01	☑
Thursday	Start Time : 00:00 End Time : 00:01	☑
Friday	Start Time : 00:00 End Time : 00:01	☑
Saturday	Start Time : 00:00 End Time : 00:01	💾

6.4.12. Home or Away Button

The ⌂ *Home or Away Button* feature is used to specify the function of the yellow "Home/Away" button. This button is used to switch the unit between "Home" and "Away" mode but can also be used as a fast-dial button.

a) Select a device and go to **Settings**.

b) Tap ⌂ **Home or Away Button**

c) Select one of the following functions and tap **Continue**:

   - *Home/Away* - select to temporarily suppress sensor monitoring when in Away mode, go to Step d)
   - *Fast dial* - select to use the device as a fast dial speakerphone, go to Step e)
   - *Disable Home or Away button* - select this checkbox to disable the yellow button
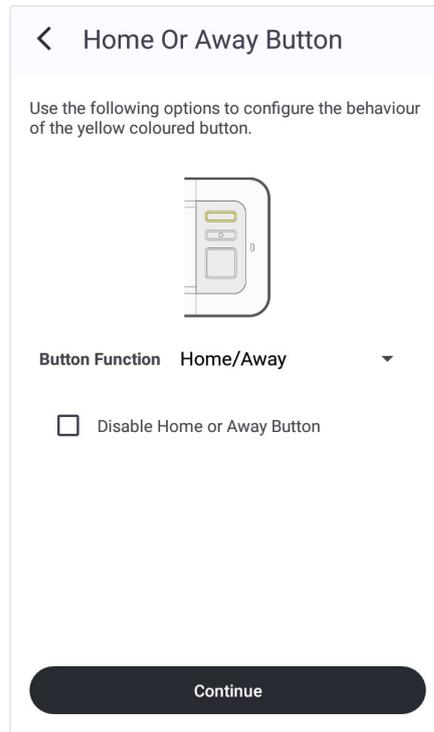
d) *Home/Away* - The Home or Away setting is used to temporarily turn off sensor monitoring while the user is not within the monitored environment.

   - Adjust the time delay from pressing the button to the device switching modes by sliding the *Time delay before state change (seconds)*
   - *Away state reminder* - select/clear to enable/disable audible notifications if the connected sensors are triggered while the device is in Away mode. This is to remind the resident to put the device in Home mode.

   Tap the 🖫 icon to save settings.

   To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.
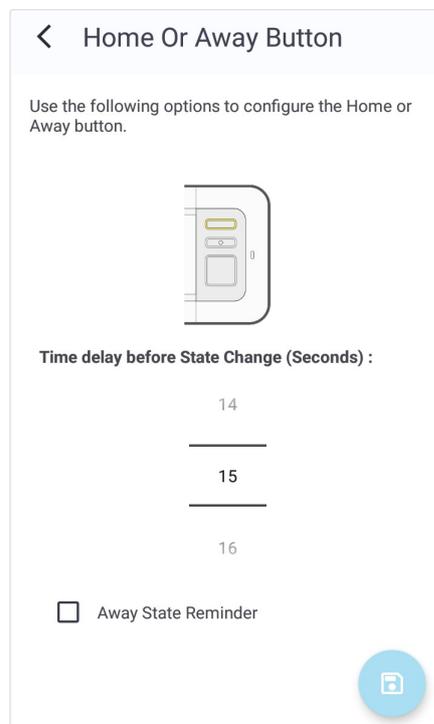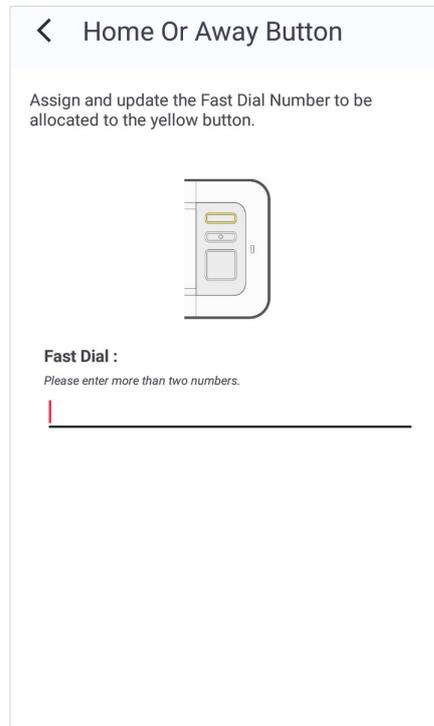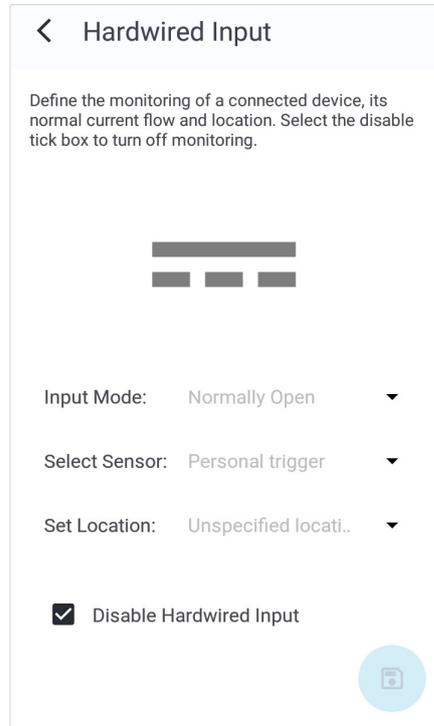
e) *Fast dial* - The "Fast Dial" feature is used to assign a telephone number that will be called form the device when the Yellow button is pressed.

- Enter the phone number using the full international format, for example "0046[...]". Similarly, do not use any telephone number that has a non-geographical code.

Tap the ⊡ icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

‹ Home Or Away Button

Assign and update the Fast Dial Number to be allocated to the yellow button.

Fast Dial :

Please enter more than two numbers.

6.4.13. Hardwired Input

The ⌇ Hardwired Input feature is used to programme triggers and sensors that are physically wired into the device.

a)   Select a device and go to **Settings**.

b)   Tap ⌇ **Hardwired Input**.

c)   On the *Hardwired Input* page configure the following settings:

- *Disable Hardwired Input* - Clear/select this checkbox to enable/disable the Hardwired input feature.
- *Input Mode* - Indicates the contact when the connected device is activated and needs to report to the device.
- *Select Sensor* - Choose which sensor is hardwired into the device.
- *Set Location* - Select the location within the premises that the sensor/trigger is positioned.

> **Hardwired Input**
>
> Define the monitoring of a connected device, its normal current flow and location. Select the disable tick box to turn off monitoring.
>
> Input Mode: Normally Open ▼
>
> Select Sensor: Personal trigger ▼
>
> Set Location: Unspecified locati.. ▼
>
> ☑ Disable Hardwired Input

d)   Tap the 🖫 icon to save settings.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.5. Call configuration

Use the *Call configuration* page to set up the communication between the device and the Alarm Receiving Centre (ARC):

- *Contacts* - destination settings for the Alarm Receiving Centre (ARC) and other alarm receivers
- *Sequences* - defines which destinations to call and in which order
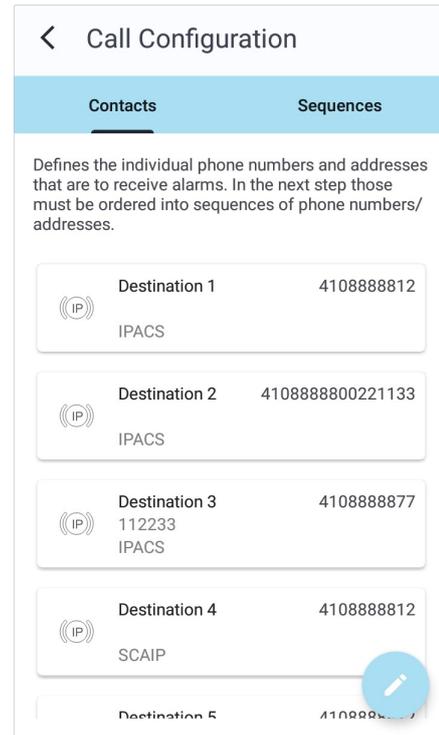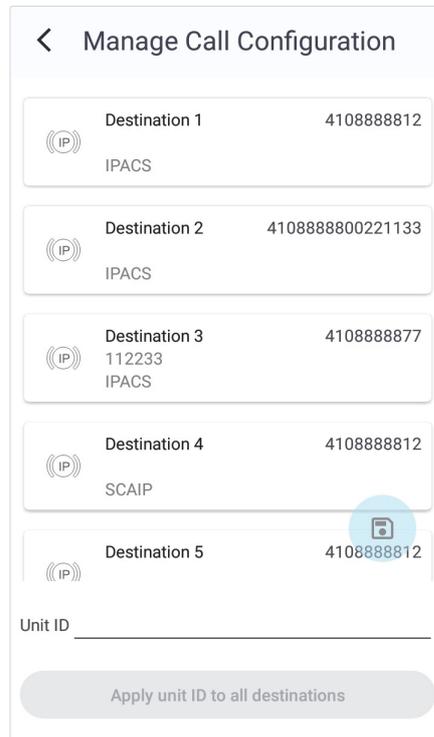

6.5.1. Contacts

Contacts contain destination settings for the Alarm Receiving Centre (ARC). It is possible to configure up to 10 destinations.

a)   Select a device and go to **Settings**.

b)   Tap ✆ **Calls**.

c)   On the *Call configuration* page, go to the *Contacts* tab and then tap the ✎ icon.
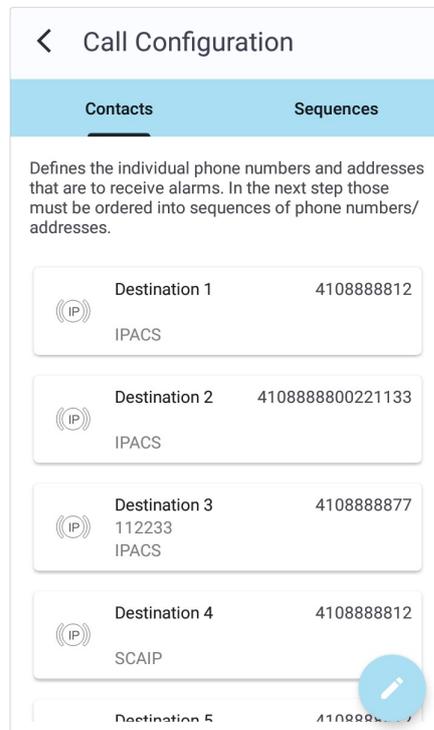
d) On the *Manage call configuration page*, tap on the destination that you want edit. There are three types of calls:

- IP – includes the destination URL/IP address, go to Step e)
- Telephone – includes the destination number, go to Step f)
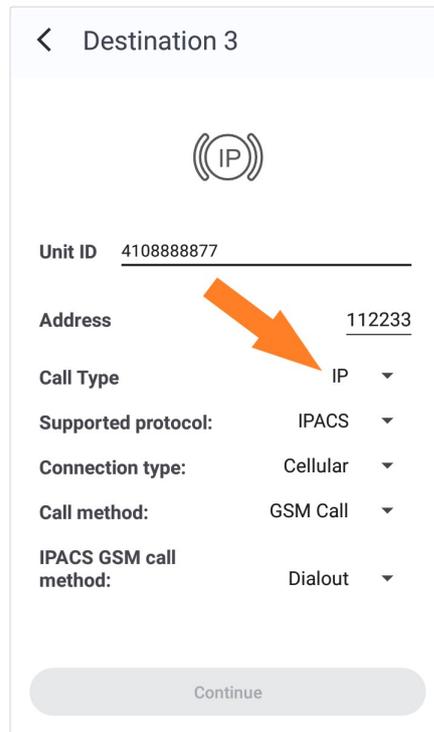- SMS – includes the destination number, go to Step g)

	Manage Call Configuration

| | Destination 1 | 4108888812 |
| (IP) | IPACS | |

| | Destination 2 | 4108888800221133 |
| (IP) | IPACS | |

	Destination 3	4108888877
(IP)	112233	
	IPACS	

| | Destination 4 | 4108888812 |
| (IP) | SCAIP | |

| | Destination 5 | 4108888812 |
| (IP) | | |

Unit ID _____

Apply unit ID to all destinations

e) For IP contacts, select **IP** in the *Call type* drop-down list and configure the following settings:

- *Unit ID* - identifies the device at the ARC
- *Address* - IP address of the contact
- *Supported protocol* - communication protocol, must match the capability of the ARC
- *Connection type* - the type of connection path to be used for the alarm call
- *Call method* - the type of voice channel to be used during the call
- *IPACS GSM call method*:
  - *Callback* - voice call is to originate from the ARC
  - *Dial out* - the voice call is to originate from the ARC

  This setting is only used for GSM calls that use the IPACS protocol, it is ignored for all other types of calls.

Tap **Continue** and go to step Step h) .

	Destination 3

(IP)

Unit ID	4108888877
Address	112233
Call Type	IP ▼
Supported protocol:	IPACS ▼
Connection type:	Cellular ▼
Call method:	GSM Call ▼
IPACS GSM call method:	Dialout ▼

Continue

f) For Telephone contacts, select **Telephone** in the *Call type* drop-down list and configure the following settings:

- *Unit ID* - identifies the device at the ARC
- *Number* - telephone number of the contact

Tap **Continue** and go to step <ins>Step h)</ins> .

Destination 3

IP

Unit ID   4108888877

Number

Call Type   Telephone

Continue

g) For SMS contacts, select **SMS** in the *Call type* drop-down list and configure the following settings:

- *Unit ID* - identifies the device at the ARC
- *Number* - telephone number of the contact

Tap **Continue** and go to step <ins>Step h)</ins> .

Destination 3

IP

Unit ID   4108888877

Number

Call Type   SMS

Continue

h) If required, to change all the destinations to the same ID, tap the *Unit id* field and enter the new ID number then tap **Apply unit ID to all destinations**.
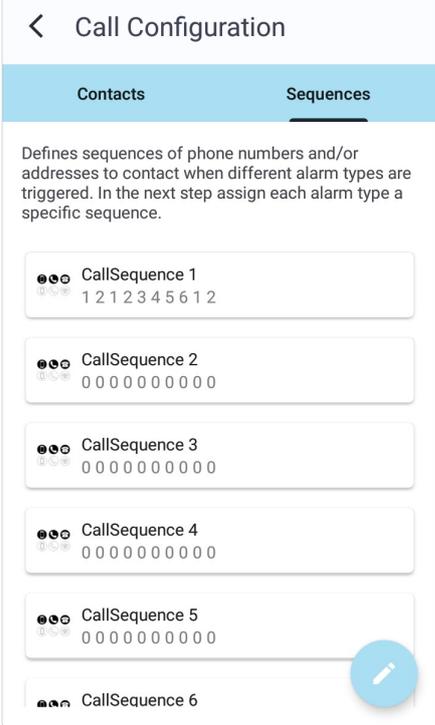

i) Tap the ⊡ icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

6.5.2. Sequences

Sequences define which destinations to call and in which order to call them.

a) Select a device and go to **Settings**.

b) Tap ✆ **Calls**.

c) On the *Call configuration* page, go to the *Sequences* tab and then tap the ✎ icon.
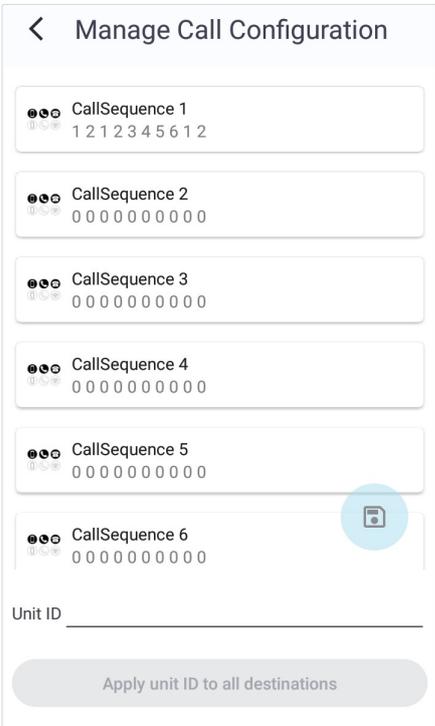
d) On the *Manage Call Configuration* page, tap the Sequence that you want to edit.

e) Each sequence has ten steps that each contain the following settings:

- *No. of attempts* - the number of connection attempts to be made for each destination
- *Destination* - select a destination for each step that you want to include in the sequence

Tap **Continue**.

CallSequence 3

| No. of Attempts | 1 ▼ |
| Destination | 0 ▼ |

| No. of Attempts | 1 ▼ |
| Destination | 0 ▼ |

| No. of Attempts | 1 ▼ |
| Destination | 0 ▼ |

| No. of Attempts | 1 ▼ |
| Destination | 0 ▼ |

| No. of Attempts | 1 ▼ |
| Destination | 0 ▼ |

| No. of Attempts | 1 ▼ |
| Destination | 0 ▼ |

| No. of Attempts | Continue | 1 ▼ |

f) Tap the 🔲 icon to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

Appendix A. Contact details

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