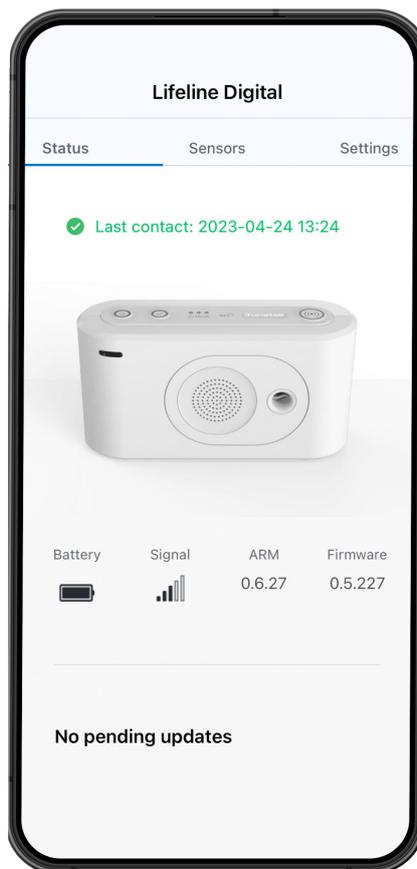


# Tunstall+ App iOS

User manual

Works with Lifeline Digital



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# 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 1.0 for iOS.

## 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

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.

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.

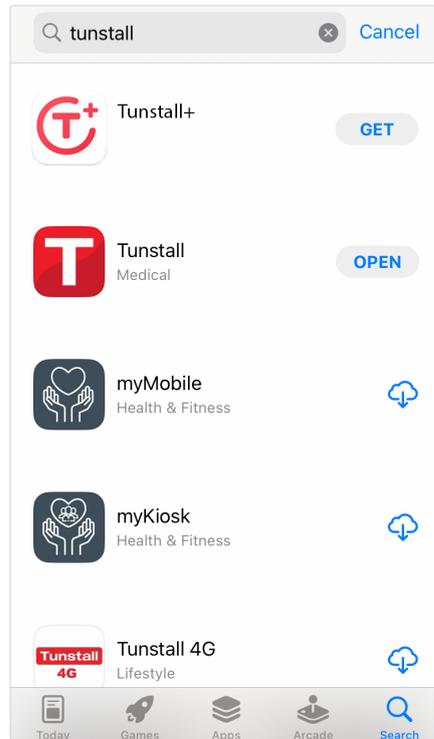
Refer to the user manual of your specific mobile device for instructions on how to enable or disable these features.

## 2. Getting Started

### 2.1. Download and install the app

You require an Apple-ID and a passcode to download and install the app. Contact your system administrator or IT department if you have any questions or need assistance installing the app.

- a) On your iOS device, open the App store app  and search for "Tunstall+".
- b) Tap **GET** and follow the onscreen instructions to download and install the app.

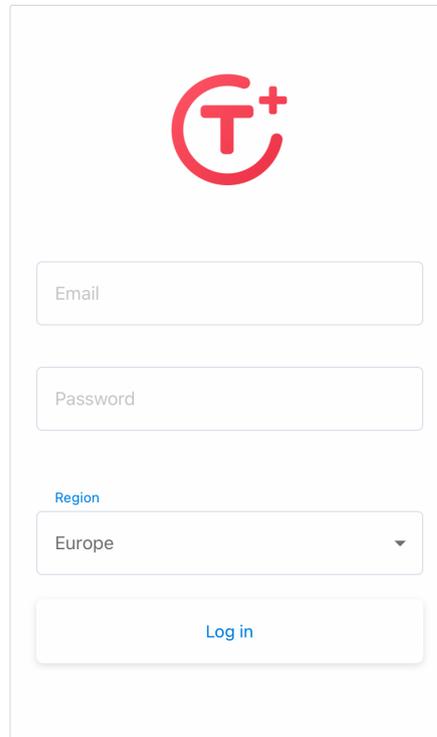


### 2.2. Log in

- 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.



The image shows a login form for an application. At the top center is a red logo consisting of a circle with a 'T' inside and a '+' sign to its upper right. Below the logo are four input fields: an 'Email' field, a 'Password' field, a 'Region' dropdown menu currently showing 'Europe', and a 'Log in' button.

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

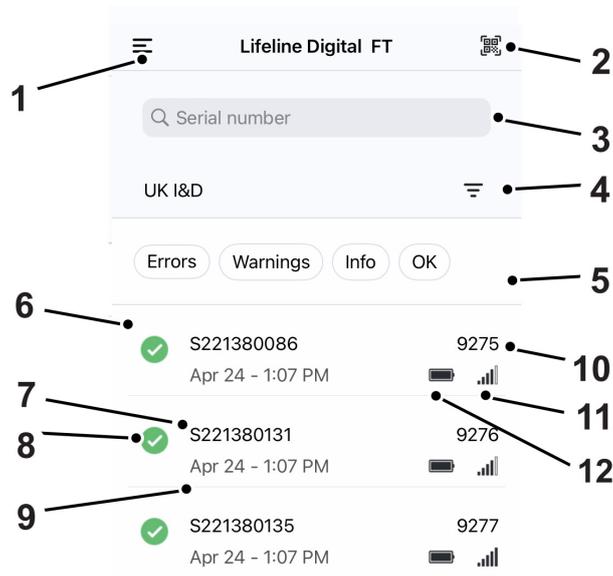
### 2.3. EULA (End User Licence Agreement)

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

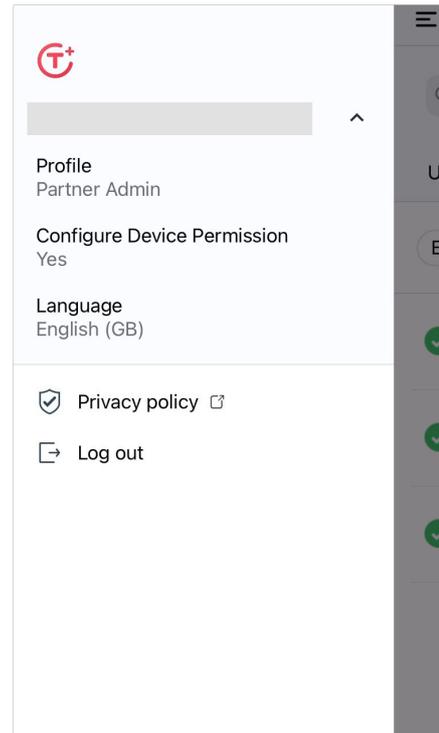
- OK
- 6. Device list
- 7. Device serial number
- 8. Device status icons:
  -  - Error status
  -  - Warning status
  -  - Technical status

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

### 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.



## 4. Searching for a device

### 4.1. Filter devices

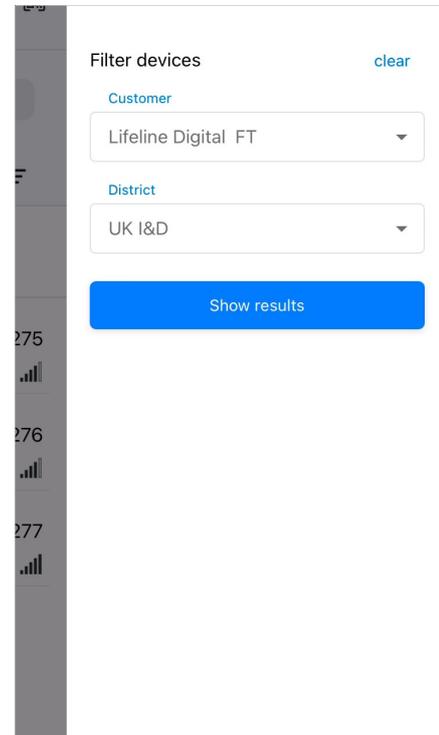
To filter devices on the Start page, tap the ☰ *Filter devices* icon.

☰ *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**.

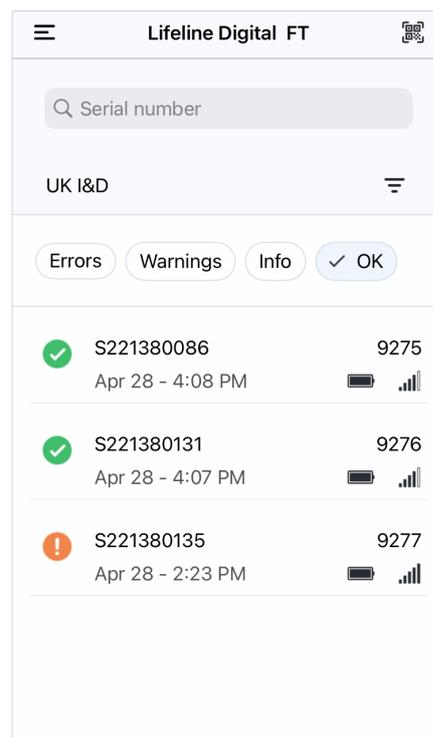
When the Start page loads, the device list is displayed according to the selected filters.



### 4.2. Search within filtered devices

To search for devices in the device list:

- Tap the search field and enter the serial number, or part of the serial number, of the device you want to view.



### 4.3. Search for a device

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

 Scan has two search options:

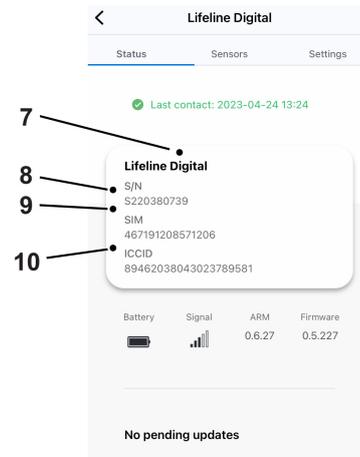
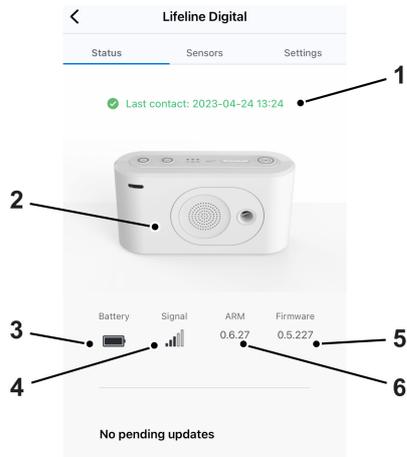
- *Scan the barcode* - Point the camera at the barcode and make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
- *Enter manually* - Tap the search field and enter the serial number of the device then tap **Search**.

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

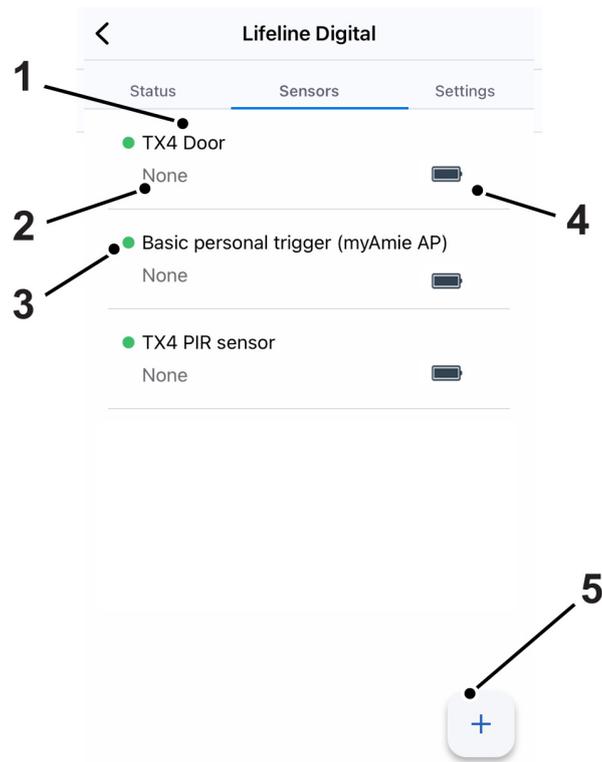
Tap the device image ② to view additional details:

7. Device type name
8. Serial number
9. SIM (device telephone number)<sup>1</sup>
10. ICCID<sup>1</sup>

<sup>1</sup>Only available for SIM cards that have been provided by Tunstall.

## 5.2. 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:

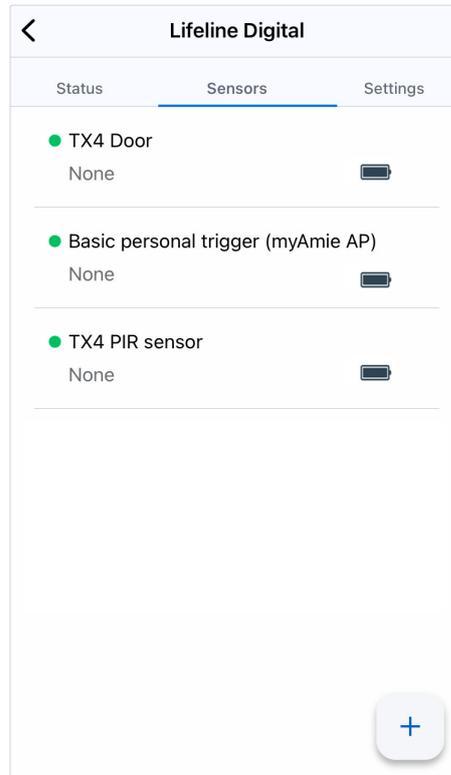
- ● - OK
- ● - Error
- ● - Warning
- ● - Technical status
- ○ - Inactive

4. Sensor battery level
5. Add new sensor button

### 5.2.1. Add a sensor

To add a sensor:

- a) Select a device and go to **Sensors**.
- b) Tap the  icon.



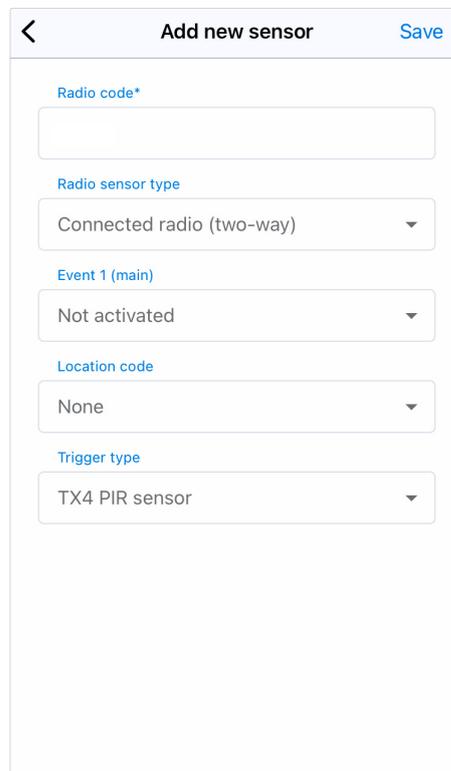
c) Configure the following sensor settings:

- *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.

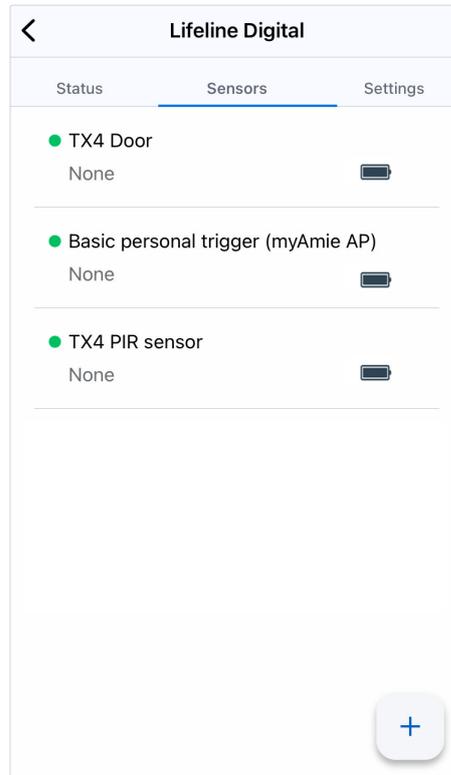
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

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

## 5.2.2. Adjust sensor settings

To adjust sensor settings:

- a) Select a device and go to **Sensors**.
- b) Tap the sensor that you want to adjust.



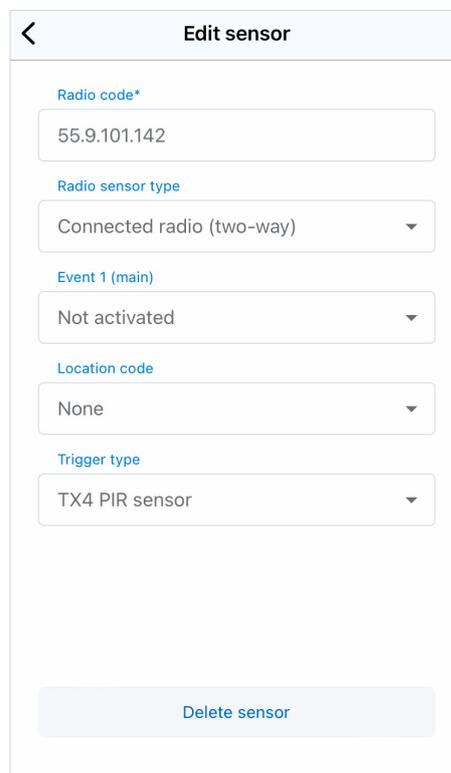
- c) A sensor has the following configurable settings:

- *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.

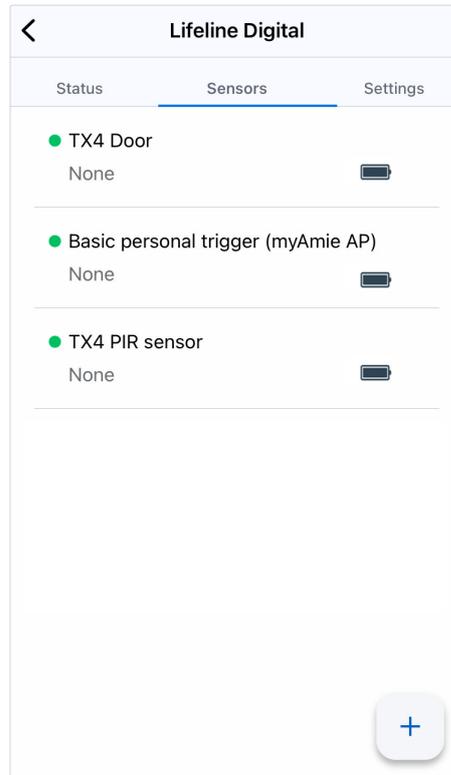
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

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

### 5.2.3. Delete a sensor

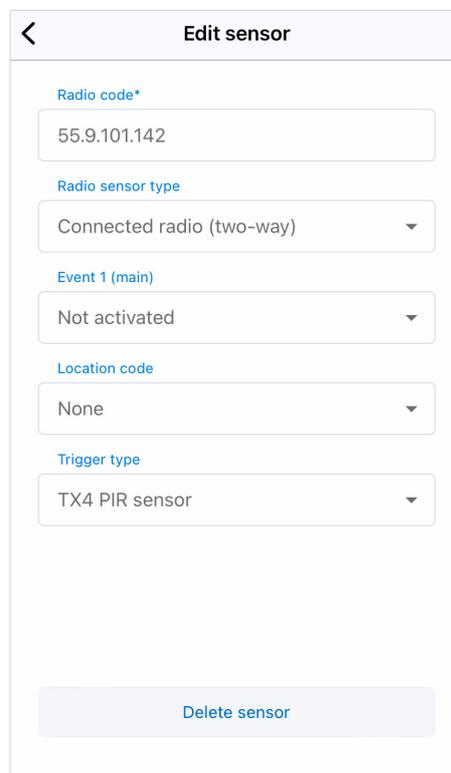
To delete a sensor:

- a) Select a device and go to **Sensors**.
- b) Tap the sensor that you want to delete from the device.



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

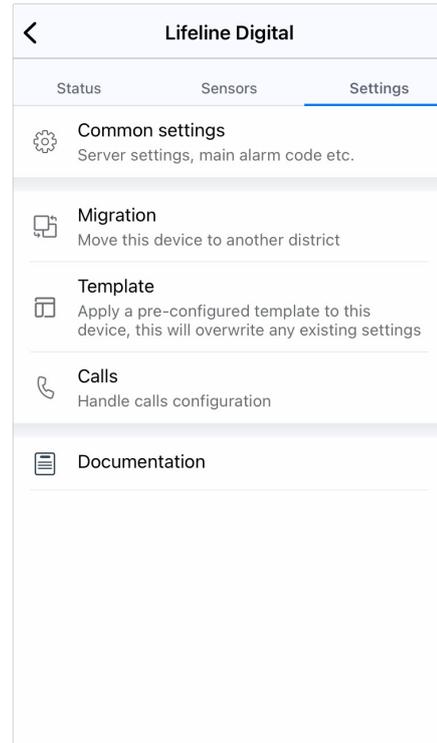
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



## 5.3. 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.
-  **Calls** - Manage call configuration.



### 5.3.1. 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.

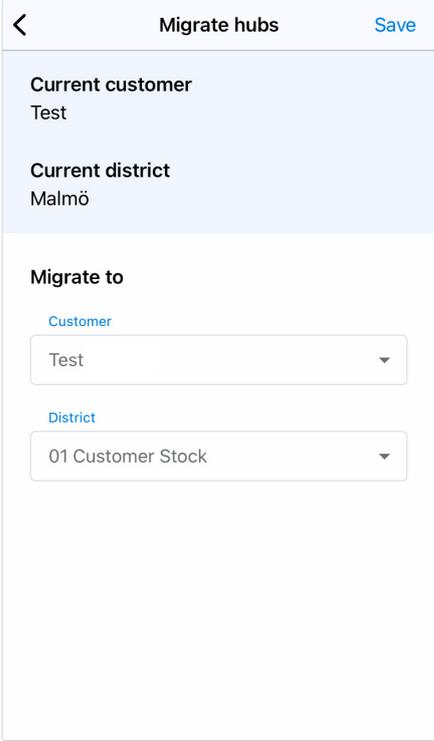
The screenshot shows the 'Common settings' interface. At the top, there is a back arrow and the title 'Common settings'. Below the title, there are several settings sections, each with a blue header and a text input field or dropdown menu. The settings are: 'Main alarm code' with the value '555'; 'Speech messages language' with a dropdown menu showing 'AUS English'; 'Time zone' with a dropdown menu showing '(UTC+01:00) Am...nna --- (W. Europe)'; 'APN' with a text input field containing '.....tele2.m2m'; 'Callback phone number' with a text input field containing '00467.....'; and 'Volume' with a slider control set to '1'.

### 5.3.2. 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



The screenshot shows a mobile application interface titled "Migrate hubs" with a "Save" button in the top right corner. The interface is divided into several sections:

- Current customer:** Test
- Current district:** Malmö
- Migrate to:**
  - Customer:** A dropdown menu currently showing "Test".
  - District:** A dropdown menu currently showing "01 Customer Stock".

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

The device is now available at the new location.

### 5.3.3. Template

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



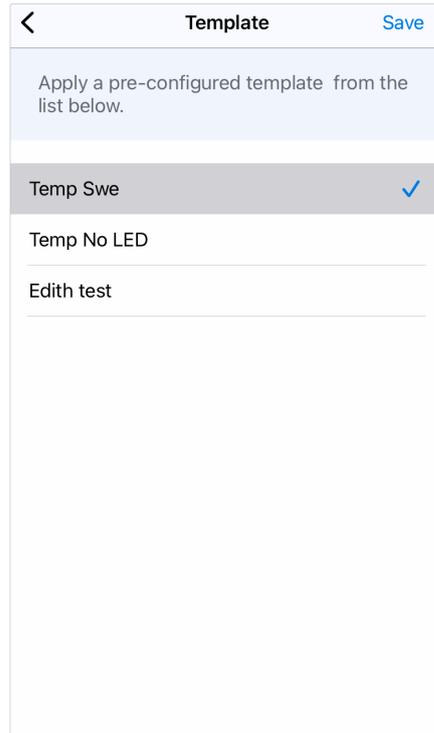
#### NOTE

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**.

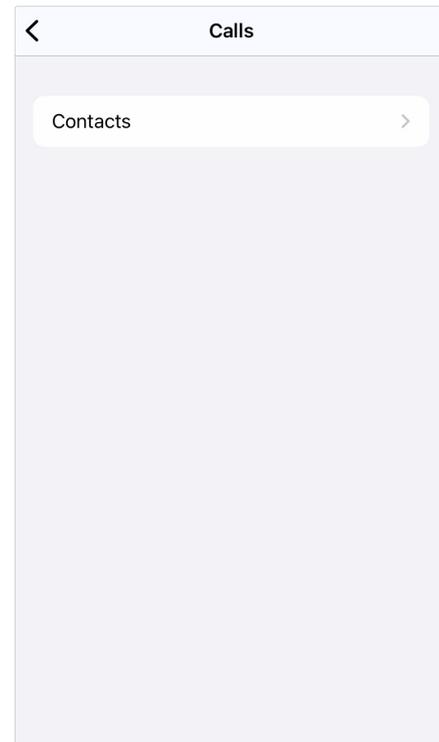
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



## 5.4. Call configuration

*Calls*  contains settings for alarm calls and communication between the device and Alarm Receiving Centre (ARC):

- *Contacts* - Call settings for the ARC and other alarm receivers



### 5.4.1. Contacts

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

To configure contact settings:

- Select a device and go to **Settings** >  **Calls** > **Contacts**.
- Tap the contact that you want to edit.

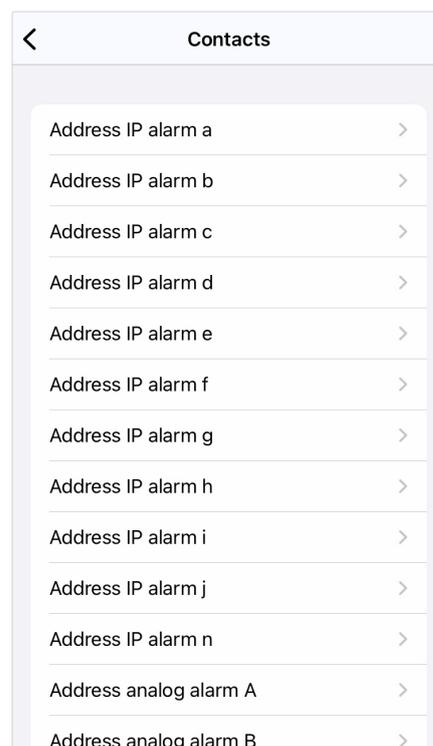
There are two types of contacts:

- IP alarms, got to [Step c\)](#)
- Analog alarms, go to [Step d\)](#)



#### **NOTE**

Depending on your permission profile, some settings might not be accessible.



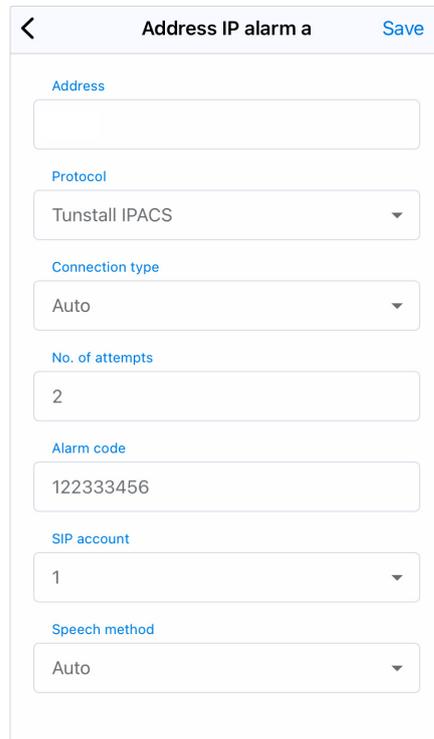
c) IP alarms contain the following settings:

- *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 **Save** and then tap **OK** to confirm in the dialogue to save changes.



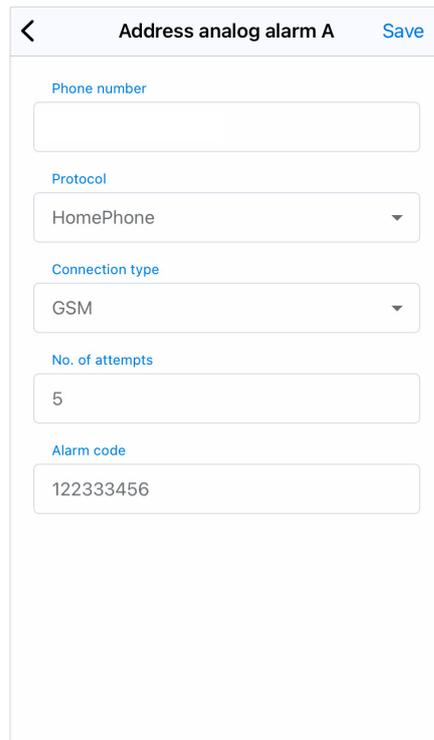
d) Analog alarms contain the following settings:

- *Number* - telephone number of the alarm receiver

Tunstall recommends using international call prefix "00", 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 **Save** and then tap **OK** to confirm in the dialogue to save changes.



e) 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

### Australia

Tunstall Australasia  
Unit 1  
56 Lavarack Ave  
Eagle Farm  
Queensland 4009  
Australia

*Mail address:*  
Tunstall Australia  
Locked Bag 1  
985 Kingsford Smith Drive  
Eagle Farm QLD 4009  
Australia

☎ +61 7 3637 2200  
✉ info@tunstallhealthcare.com.au  
🌐 www.tunstallhealthcare.com.au

### Belgium

Tunstall N.V.  
Rusatiralaan 1  
1083 Brussels  
Belgium

☎ +32 2 51 000 70  
✉ info@tunstall.be  
🌐 www.tunstall.nl/be

### Canada

Tunstall Health Inc.  
1672 Barrington Street  
Suite 300  
Halifax  
Nova Scotia B3J2A2  
Canada

☎ +1 902 423 2032  
✉ info.canada@tunstall.com  
🌐 www.canada.tunstall.com

### Danmark

Tunstall A/S  
Niels Bohrs Vej 42  
Stilling  
8660 Skanderborg  
Denmark

☎ +45 87 93 50 00  
✉ dk.info@tunstall.com  
🌐 www.tunstall.dk

### Finland

Tunstall Oy  
Äyritie 22  
01510 Vantaa  
Finland

☎ +358 10 320 1690  
✉ info@tunstallnordic.com  
🌐 www.tunstall.fi

### France

Zone Harfleur  
90A Allee Hubert Curien  
71200 Le Creusot  
France

☎ +33 810 00 55 63  
✉ contact@tunstall.fr  
🌐 www.tunstall.fr

Vitaris SAS  
90A Allee Hubert Curien  
BP 28  
71201 Le Creusot  
Cedex  
France

☎ +33 3 85 73 05 05

### Deutschland

Tunstall GmbH  
Orkotten 66  
48291 Telgte  
Germany

☎ +49 2504 701-0  
✉ DE.info@tunstall.com  
🌐 www.tunstall.de

### Malta

emCare Group Malta Limited  
6PM Business Centre  
Triq it-Torri  
Swatar  
BKR 4012

☎ +356 2142 4949

### New Zealand

Tunstall New Zealand  
2/65 Chapel Street  
Tauranga  
New Zealand

*Mail Address:*  
Tunstall New Zealand  
PO Box 13153  
Tauranga  
New Zealand

☎ +64 (0)7 517 2680  
✉ info@tunstall.co.nz  
🌐 www.tunstall.co.nz

### Norge

Tunstall AS  
Hyllie Boulevard 10 B  
Box 31044  
215 32 Malmö  
Sweden

☎ +46 40 625 25 00  
✉ nordic.tunstallinfo@tunstall.com  
🌐 www.tunstall.no

### España

Tunstall Televida  
Avda. de Castilla  
2 Parque Empresarial San Fernando  
Edificio Munich  
2ª Planta  
28830 San Fernando de Henares  
Madrid  
Spain

☎ +34 91 655 58 30  
✉ teleasistencia@televida.es  
🌐 www.tunstalltelevida.es

---

**Sverige**

Tunstall AB  
Box 31044  
200 49 Malmö  
Sweden

☎ +46 20-66 11 11  
@ info@tunstallnordic.com  
🌐 www.tunstall.se

---

**Switzerland**

Tunstall AG  
Atte Lyssstrasse 1  
3270 Aarberg  
Switzerland

☎ +41 264 93 43 46  
@ s.beyeler@tunstall.ch  
🌐 www.tunstall.ch

---

**Nederland**

Tunstall B.V.  
Oslo 28  
2993 Id Barendrecht  
The Netherlands

☎ +31 180 696 696  
@ info@tunstall.nl  
🌐 www.tunstall.nl

Vitaris Response B.V.  
Oslo 26  
2993 LD Barendrecht  
PO Box 311  
2990 AH Barendrecht

The Netherlands

☎ +31 55 539 54 00  
@ info@vitaris.nl  
🌐 www.vitaris.nl

---

**Head office - United Kingdom**

Tunstall Healthcare (UK) Ltd  
Whitley Lodge  
Whitley Bridge  
Yorkshire  
DN14 0HR  
United Kingdom

☎ +44 1977 661234  
@ enquiries@tunstall.com  
🌐 www.tunstall.com

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**Tunstall**

[www.tunstall.se](http://www.tunstall.se)

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