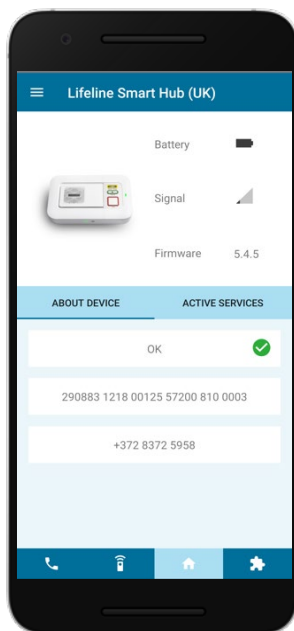


Tunstall +

Configuration App



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1. Features and Introduction


Tunstall +

The Tunstall + app simplifies the installation and setup of Tunstall products, providing a method to easily configure and control your connected Tunstall devices. The app provides a user focused tool for deploying Smart Hub units and associated sensors in the home.

The app increases installation efficiency by simplifying and automating the process through its intuitive interface. Tunstall + is designed to work with Smart Hub units and Tunstall sensors, using the same credentials as the DMP platform.

2. Getting Started

Downloading the App

1. Open the Google Play app by selecting the  icon on your mobile device. Alternatively, load <https://play.google.com/store> in your web browser.
2. When the page loads, type 'Tunstall +' in the search box.
3. Select 'Tunstall +' from the search results.
4. Tap 'Install' and follow the onscreen instructions.
5. To launch the app, tap the newly installed Tunstall + icon.

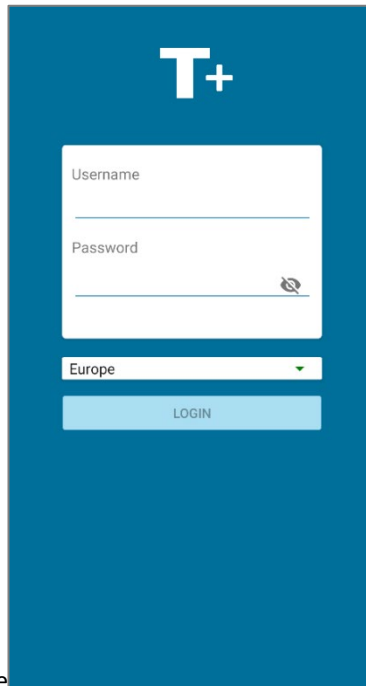


Note: Prior to first time use, you will need to read and accept the End User Licence Agreement. The EULA can be reviewed at any time after acceptance, and can be found in the Account Settings area of the app.

3. Logging In

1. Launch the app by tapping the Tunstall + icon on your mobile device.
2. When the app loads, you will be asked to enter your username and password in order to gain access. You will need to use the same login credentials as those used for your DMP account.
3. Tap 'LOGIN' to access the Tunstall + app.

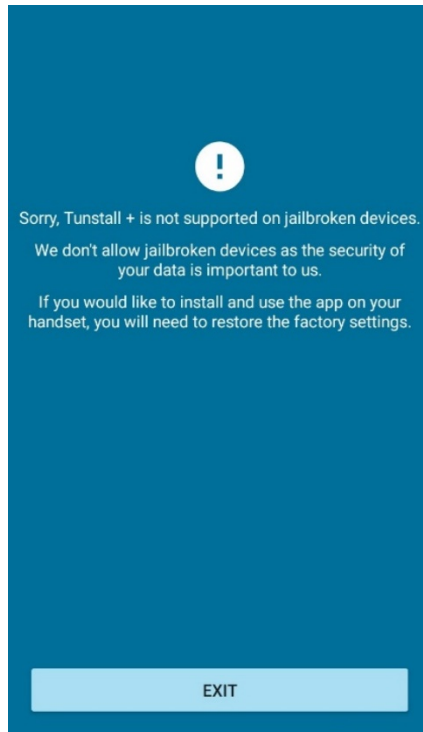
Note: If you have forgotten your password, tap “Forgotten password?” and follow the onscreen instructions to reset your password. For ease, please ensure that no-reply@tunstall.com has been added to the ‘safe senders’ list of the email address associated with your DMP account.



Jailbroken devices

If you use a mobile device that is jailbroken, you may not be able to use the Tunstall + app. In this instance you will see the below screen when you load the app.

Note: To gain access to Tunstall + on your jailbroken device, it must be reset to factory settings.



4. EULA Page

Please read the End User Licence Agreement and then confirm whether you wish to accept the terms of the EULA. By tapping 'ACCEPT EULA', you are agreeing to the EULA terms. If 'DECLINE EULA' is selected, you will no longer be able to access or use Tunstall + and the application will close.

PLEASE READ THESE LICENCE TERMS CAREFULLY

BY CLICKING ON THE "ACCEPT" BUTTON BELOW YOU AGREE TO THESE TERMS WHICH WILL BIND YOU.

IF YOU DO NOT AGREE TO THESE TERMS, DO NOT CLICK THE ACCEPT BUTTON.

Who we are and what this agreement does

We Tunstall Healthcare UK of Whitley Lodge, Whitley, Yorkshire DN14 0HR license you to use:

- Tunstall+ mobile application software (**App**) and any updates or supplements to it.
- The related online **OR** electronic documentation *User Guide – Tunstall+*
- The service you connect to via the App and the content we provide to you through it (**Service**).

as permitted in these terms.

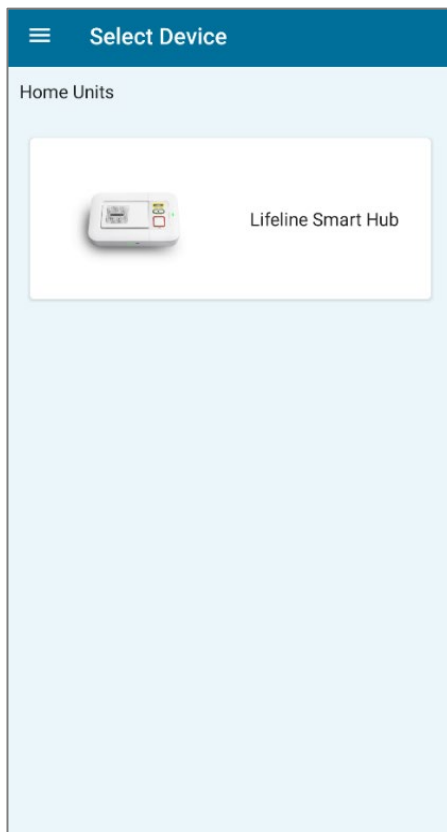
Your privacy

DECLINE EULA

ACCEPT EULA

5. Selecting a Device

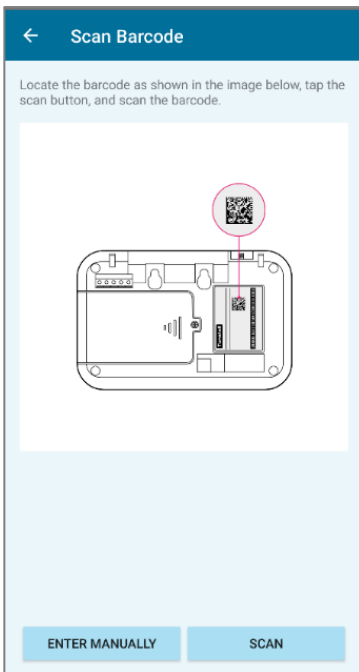
After logging into the app and accepting the terms of the EULA, you will be prompted to select a device to connect to the Tunstall + app. To start the process, tap the device card.



6. Searching for a Device

Scanning a Device

1. To begin, locate the QR code on the device, as shown in the example below. The same QR code is also on the packaging label affixed to the outside of the box.
2. Tap the “SCAN” button when you have identified the product QR code. This action will open the mobile device’s camera.
3. On first use, the app will require permission to access and use the camera of the mobile device. Tap “ALLOW” to permit access to the mobile device’s camera. If you tap “DECLINE” then the product code can be entered manually. Tapping either “ACCEPT” or “DECLINE” will close the onscreen prompt.
4. Position the mobile device above the QR code so the camera can read the image.
5. The mobile device will scan the QR code and continue to the app’s next screen.



Note: Once permission for the app to access the mobile device’s camera has been granted the onscreen prompt will no longer appear. To restore the onscreen prompt, access will need to be manually denied by changing the app’s permission in the mobile device’s setting.

Manual Searching

If you do not wish to permit access to the mobile device’s camera, the following alternative method can be used.

1. Locate the product code of your device, this is situated next to the product QR code on the device, as well as on the product packaging.
2. Tap the 'ENTER MANUALLY' button when you have identified the product code. This action launches a manual input screen (shown above).
3. Enter the 27-digit product code into the search bar, and tap "SEARCH".
4. Once the correct product code has been entered, the mobile device will continue to the app's next screen.



← Connect Device

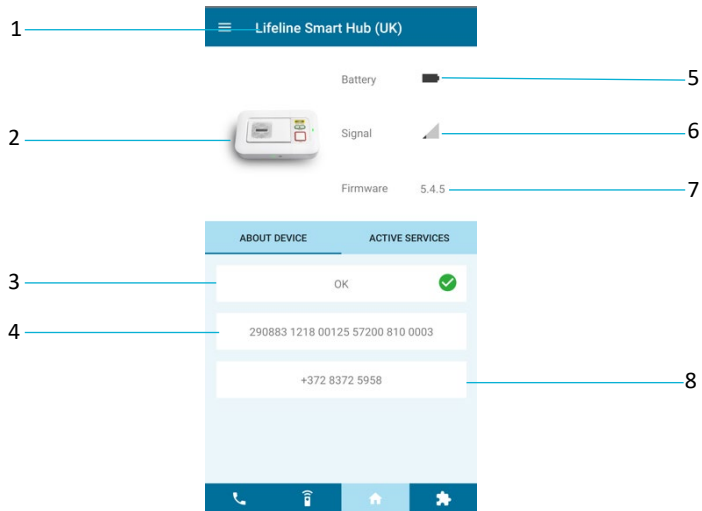
Enter the required information about the device and tap the Search button.

Product Number

0/27

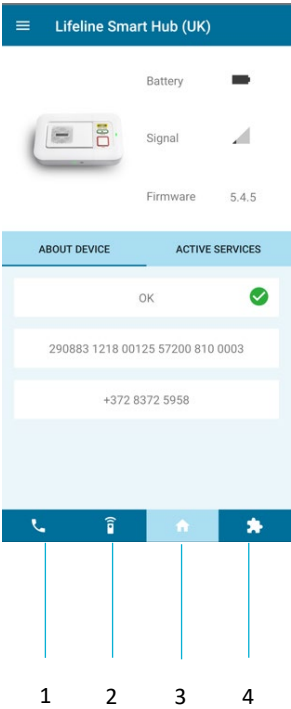
SEARCH

7. Device Overview



- | | |
|-------------------------|-------------------------------------|
| 1) Device Type | 5) Current Device Battery Level |
| 2) Device Image | 6) Current Device Cellular Strength |
| 3) Device Status | 7) Device Firmware Version |
| 4) Device Serial Number | 8) Device Telephone Number |

8. Navigation Bar




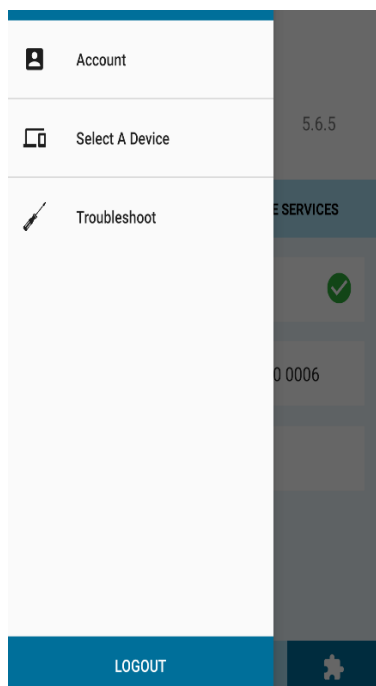
- 1) Calls Menu

2) Sensor Menu
- 3) Home Button

4) Services Menu

9. Side Menu

The side menu can be accessed from any of the 'Device Overview' pages by tapping the  button. From here, a user can access:



Account

Shows the user credentials of the logged in user, including their email address, a copy of the EULA and a list of customers to whom they have access.

Select Device

Allows a user to select another device to programme or re-select the current device.

Troubleshoot

Provides users with step-by-step guidance to follow if errors are experienced.

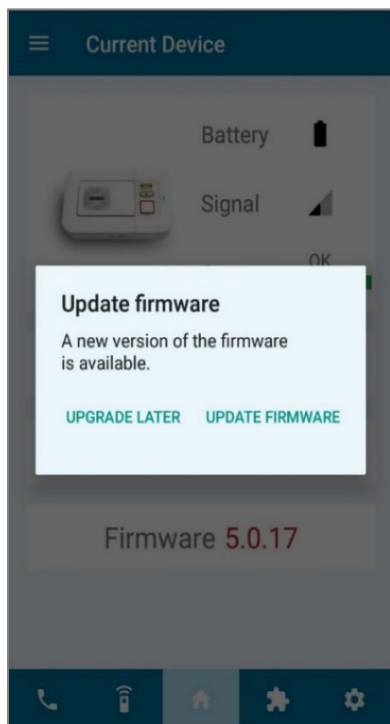
Logout

Logs the current user out of the Tunstall + application.

To close the side menu, tap the screen to the right of the side menu and you will be returned to the screen from which it was opened.

10. Updating the Device Firmware

An 'Update firmware' notification message will be displayed when new firmware has been made available for the scanned device:



Tap "UPDATE FIRMWARE" to immediately begin the update.

Tap "UPGRADE LATER" to return to the update at a more convenient time.

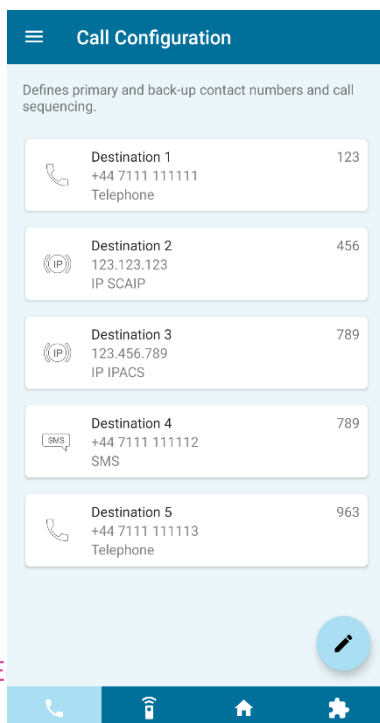
Note: Firmware download time will vary on the speed of the Smart Hub connection to the DMP platform. Download speeds may be increased if the Smart Hub is connected to a router via the Ethernet cable where possible.

11. Call Configuration

The 'Call Configuration' page is accessed by tapping the 'Calls Menu' icon on the navigation bar. This page will display the primary and back-up contact numbers in sequence that are set for the Smart Hub unit. There will be a maximum of 10 cards on the page, however if no call destinations have been set, this page will be empty.

The types of calls available are:

- Telephone – includes the destination number
- IP – includes the destination URL/IP address
- SMS – includes the destination number




Call Configuration - E


Unit ID's

Tunstall + makes it possible to change the Destination Unit ID on each individual Destination, alternatively you can also unify all the Destination Unit ID's at one time.




To start the individual process, tap on the  icon in the 'Call Configuration' menu.


← Manage Call Configuration

Destination 1
+44 7111 111111
Telephone


123

Destination 2
123.123.123
IP SCAIP


456

Destination 3
123.456.789
IP IPACS


789

Destination 4
+44 7111 111112
SMS

789

Destination 5
+44 7111 111113
Telephone

963

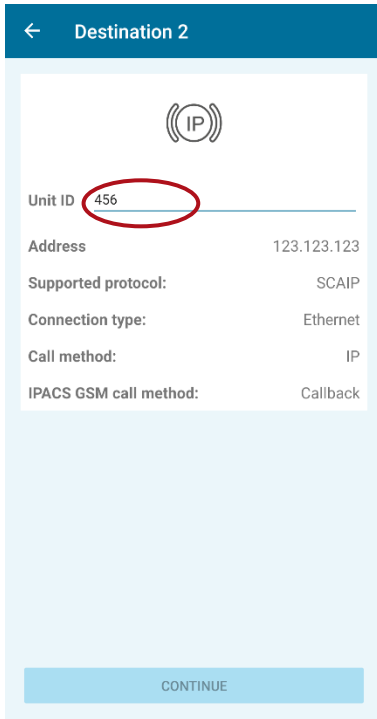


Unit ID

APPLY UNIT ID TO ALL DESTINATIONS

In the 'Manage Call Configuration' menu, all the available Destinations will be listed.

To change an individual Destination Unit ID, tap on the identified card.



← Destination 2

((IP))

Unit ID 456

Address 123.123.123

Supported protocol: SCAIP

Connection type: Ethernet

Call method: IP

IPACS GSM call method: Callback

CONTINUE

The 'Destination #' page will now open, this will list in greater detail the specifics of that Destination.

Click in the "Unit ID" category and enter in the new ID numbers you wish to assign that Destination.

To accept the changes and return to the 'Manage Call Configuration' menu, click the "CONTINUE" tab.

Note: To change any of the category aspects of the Destination, except the Unit ID, you will need to access DMP and make the amendments in the 'Calls' settings section.

Any changes made in DMP will not show until the unit has updated and has been re-scanned through the Tunstall + app. This can be done by clicking the 'Select A Device' option on the side bar and re-entering the current Smart Hub details.

←

Manage Call Configuration

Destination 1

123

+44 7111 111111

Telephone

Destination 2

456

123.123.123

IP SCAIP

Destination 3

789

123.456.789

IP IPACS

Destination 4

789

+44 7111 111112

SMS

Destination 5

963


+44 7111 111113

Telephone

Unit ID

APPLY UNIT ID TO ALL DESTINATIONS

The Destination ID will now show the new ID number assigned. To amend further individual Destinations, repeat the process.

To save the changes press the  icon.

You will now be prompted to press the green button on the Smart Hub so that the settings change process can be completed.

Alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Call Configuration - Changing All Destinations Unit ID's

19

Manage Call Configuration


Destination	Unit ID
Destination 1 +44 7111 111111 Telephone	111222333
Destination 2 123.123.123 IP SCAIP	111222333
Destination 3 123.456.789 IP IPACS	111222333
Destination 4 +44 7111 111112 SMS	111222333
Destination 5 +44 7111 111113 Telephone	111222333

Unit ID 111222333

APPLY UNIT ID TO ALL DESTINATIONS

To change all the Destinations to the same ID, click on the “Unit ID” category at the bottom of the screen.

Enter the new ID number you wish to apply and click the “APPLY UNIT ID TO ALL DESTINATIONS” tab to make the new changes.

To save the changes press the  icon.

You will now be prompted to press the green button on the Smart Hub so that the settings change process can be completed.

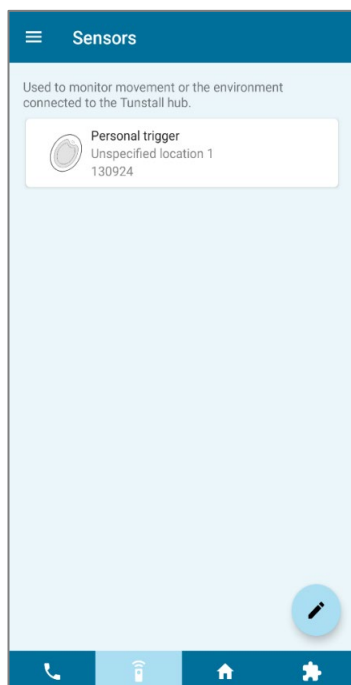
Alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

12.Sensors

The 'Sensors' page is accessed by tapping the 'Sensor Menu' icon on the navigation bar. This page will display any sensor which is currently paired with the scanned hub. To view the total list of sensors, you may need to scroll down the page. If no sensors are associated with the scanned Hub, then the page list will be empty.

For each sensor record, the following information is displayed:

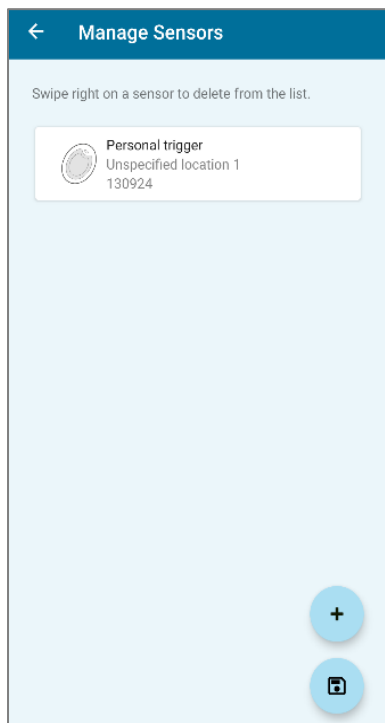
- Sensor Type
- Sensor Location
- Radio Code (Sensor ID).




Sensors - Adding Sensors

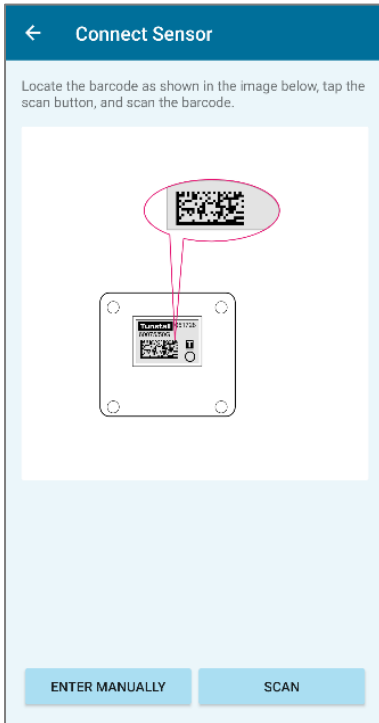
Using the app, it is possible to add sensors to a scanned hub.

From the 'Sensors' page, tap  icon to access the 'Manage Sensors'.



To add an additional sensor, tap the  icon.

The app will display a diagram detailing where the QR code is located on an example sensor.




After tapping “SCAN”, the camera will launch, and you will be able to scan the sensor QR code.

Alternatively, it is possible to add additional sensors manually by following the instructions found in: **Sensors - Adding Sensors Manually**

Note: Either the QR code on the sensor or the QR code on the box can be scanned.

Add New Sensor



Sensor Type MyAmie ALB Cream/Red

Serial Number 123456


Location Unspecified location 1 ▼


CANCEL **ADD**

After the app has recognised the QR code, it will load the sensor data.

From here, you can assign a location to the sensor, via the drop-down tab.

Tap “ADD” to add it to the list of pending sensors.

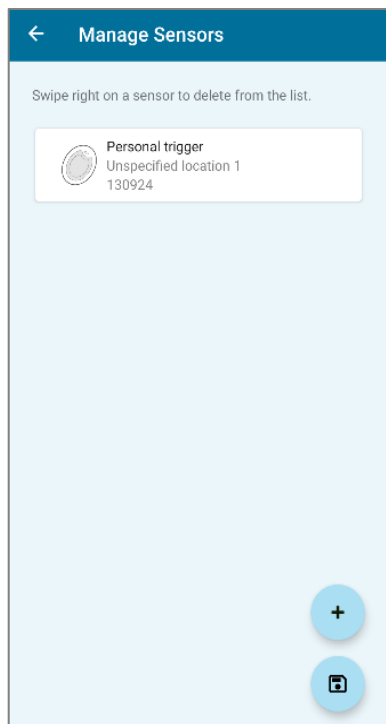
In the ‘Manage Sensors’ page, you can add further sensors by tapping the  icon.


To commit the added sensors to the hub, tap the  icon.

You will now be prompted to press the green button on the Smart Hub so that the settings change process can be completed. Follow this instruction, or alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.


Sensors - Adding Sensors Manually

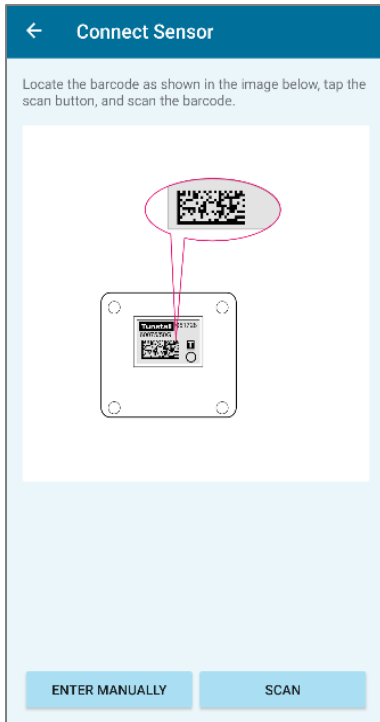
Using the app, it is possible to manually add sensors to a Smart Hub.



From the 'Sensors' page, tap the  icon. This will load the 'Manage Sensors' page.

The 'Manage Sensors' page displays all the sensors currently connected to the Smart Hub.

To add a sensor, tap the  icon to begin the process.



The app will display a diagram detailing where the label is located on an example sensor.

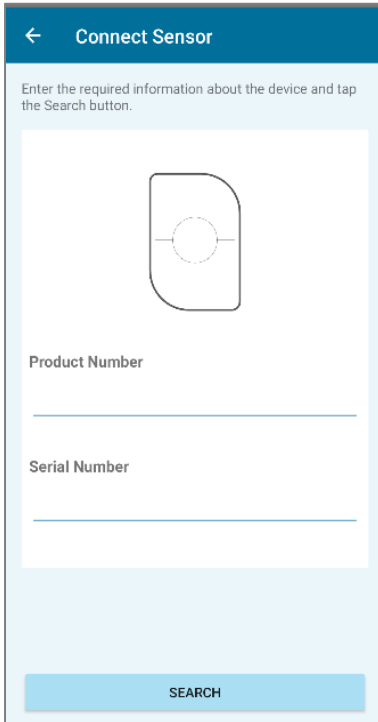
Tap 'ENTER MANUALLY' to load the data input page.

These codes can be found on the sensor label and additionally on the product box. An example would be:

Product No. 67005/89-D1

Serial No. 3017-072658

Note: Only the first 7 digits of the product number and the last 6 digits of the serial number are required.



← Connect Sensor

Enter the required information about the device and tap the Search button.

Product Number



Serial Number

SEARCH

Enter both the 'Product Number' and the 'Serial Number' found on the sensor unit.

Press "SEARCH" for the app to find the new sensor in the app.

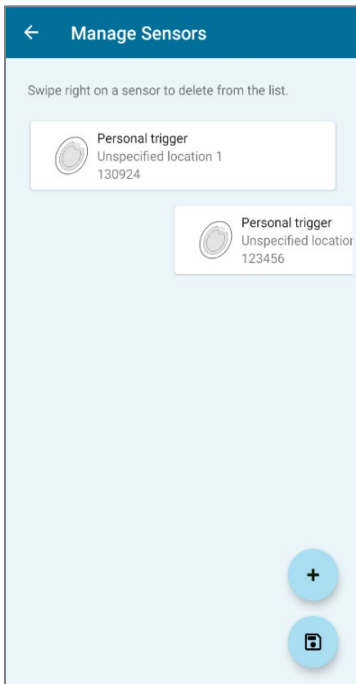
Once the sensor is found press "ADD" to include the new sensor on the 'Manage Sensors' menu.

On the 'Manage Sensors' page, you can add further sensors by tapping the  icon, or commit the added sensors to the hub by tapping the  icon.

You will now be prompted to press the green button on the Smart Hub so that the settings change process can be completed. Follow this instruction, or alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Sensors - Removing Sensors

Using the app, it is possible to remove currently paired sensors from a hub.



On the 'Manage Sensors' menu identify which sensor you wish to remove.

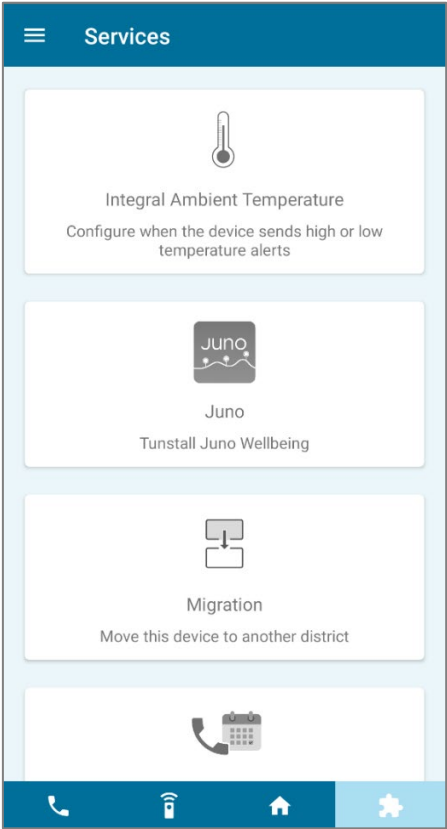
Hold down on the sensor card and swipe right to remove it from the list. Repeat on any additional sensors you wish to remove.

Once you have finished removing the unwanted sensors, tap the icon to confirm the changes and commit them to the device.

Note: If you accidentally delete a sensor that you wish to retain, tap the back arrow to reverse these changes.

13. Services

The 'Services' page is accessed by tapping the 'Services Menu' icon on the navigation bar. This page will display any services which are currently available for the scanned Hub. To view the total list of available services, you may need to scroll down the page. If there are no services available for the scanned hub then the page list will be empty.

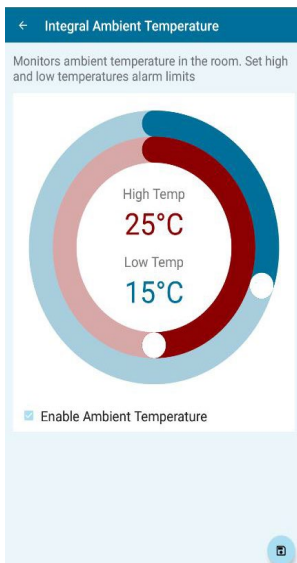


Services - Integral Ambient Temperature

The 'Integral Ambient Temperature' facility is used to set the environmental condition boundaries which, if breached, will cause the Smart Hub to send a high or low temperature event alert to the Alarm Receiving Centre (ARC). It is accessed via the 'Services' page.




Tap the "Integral Ambient Temperature" card to launch the process.



In the 'Integral Ambient Temperature' menu select the "Enable Ambient Temperature" tab. Once selected you are now able to adjust the 'High Temp' and 'Low Temp' configuration.

Adjustments are made by sliding the rings to increase and decrease the temperature marks.

Adjusting the blue ring will set the **minimum** temperature level. Adjusting the red ring will set the **maximum** temperature level.

Once the temperature parameters have been selected press the  icon to confirm the selection.

You will now be prompted to press the green button on the Smart Hub in order to complete the setup process.

Services - Juno

The 'Juno' feature is used to set up and enable the Smart Hub for use with the Tunstall Juno Wellbeing app. It is accessed via the 'Services' page.

Note: An activation code will be required in order to use this service.



Tap the 'Juno' card to launch the process.

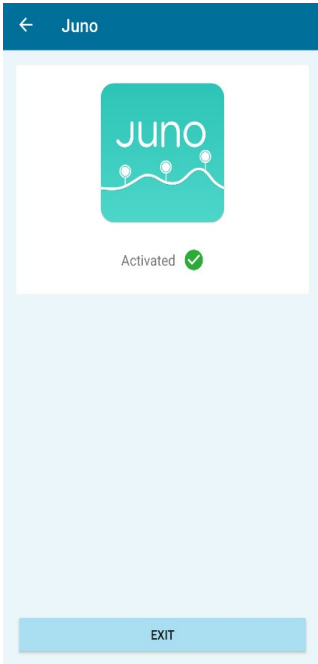
A screenshot of a mobile app screen. The title bar is blue with a back arrow and the text 'Juno Activation Code'. Below the title bar, it says 'Enter the activation code to enable Juno for this device'. There is a text input field with the placeholder 'Code' and a character count '0/8' on the right. At the bottom of the screen is a blue button with the text 'ACTIVATE'.

When the screen loads, you will be prompted to input the eight-digit activation code into the available space.

Press "Activate" to submit the code.

Check that the returned user information is correct and press the 'CONFIRM' button.

You will now be prompted to press the green button on the Smart Hub in order to complete the setup process. Follow this instruction, or alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

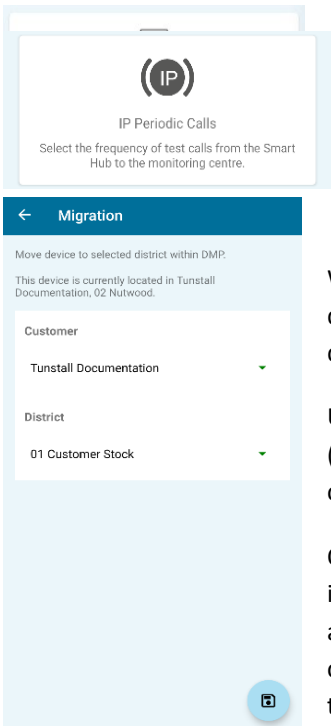


A confirmation message stating that the Juno service has been activated will then be displayed on the mobile device screen.

Tapping the 'EXIT' button will navigate back to the 'Services' menu.

Services - Migration


The 'Migration' feature is used to transfer scanned Smart Hubs from one DMP district to another. It is accessed via the 'Services' page.



Tap the 'Migration' card to launch the process.

When the screen loads, the current customer and district where the scanned Smart Hub is located will be displayed.

Using the 'Customer' and 'District' drop-down tabs (where available), select the desired migration changes.

Once the new selections have been made use the  icon to make the changes live. A confirmation message advising that the migration has successfully been completed will be displayed. The message will confirm the new district and/or customer for the scanned device.

Note: No templates will be applied during the migration process.

Services - IP Periodic Calls

The 'IP Periodic Calls' feature is used to adjust the frequency of test calls from the Smart Hub to the monitoring centre via IP connection. It is accessed via the 'Services' page.

Tap the “IP Periodic Calls” tab to start the process.

The ‘IP Periodic Calls’ menu allows you to adjust the frequency of signals sent to the control centre when on Mains/Battery power.

Click the “Activate IP Periodic Calls” tab to enable this feature.

Adjust the call interval period from 00:01 (every minute) to 23:59 (once a day). Do this by sliding the figures either up or down.

← GSM Periodic Calls

← IP Periodic Calls

Define how often the Smart Hub will signal the control centre when operating on Mains/Battery power. By default periodic calls will use call sequence 10

Mains interval:

Hours

Minutes

00

10

01

11

02

12

Battery interval:

Hours

Minutes

21

21

22

22

23

23

☒ Activate IP Periodic Calls.

GSM Periodic Calls

Select the frequency of test calls from the Smart Hub to the monitoring centre.

To confirm the call intervals, press the  icon.

Note: IP Calls will be made to call sequence 10, which is configured in the “Calls” category of DMP.

You will now be prompted to press the green button on the Smart Hub in order to complete the setup process.

Services - GSM Periodic Calls

The ‘GSM Periodic Calls’ feature is used to adjust the frequency of test calls from the Smart Hub to the monitoring centre via the inserted SIM card. It is accessed via the ‘Services’ page.

Tap the “GSM Periodic Calls” tab to launch the process.

Select the “Activate GSM Periodic Calls” tab to enable this function.

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

Once the frequency has been set press the icon.



Note: GSM Periodic Calls will be made to call sequence 10 – which is configured in DMP.

You will now be prompted to press the green button on the Smart Hub in order to complete the setup process. Alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Services - Sensor Clone

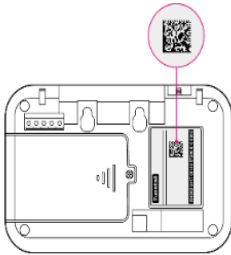
The ‘Sensor Clone’ feature enables the sensors from one saved device to be imported to the scanned device which is currently being configured. It is accessed via the ‘Services’ page.



Tap the ‘Sensor Clone’ card to launch the process.

← Scan Barcode

Locate the barcode as shown in the image below, tap the scan button, and scan the barcode.



Locate the QR code of the hub you wish to import the sensors from, then select “SCAN” to launch the mobile device’s camera and scan in the QR code.

Alternatively, select “ENTER MANUALLY” to launch the data input page, where you will need to enter the 27-digit product code of the hub.

← Sensor Clone

Serial Number of the original device
290802241700183572008100009



Smoke detector
Landing
41201



Personal trigger
First resident
23480



Door contact
Front door
46488



Carbon monoxide detector
Living room
147471



Personal trigger
First resident
928271910



Personal trigger
Second resident
716192




Personal trigger
Unspecified location 1
56



A list of the sensors which are currently paired with the saved hub and which can be imported to the new hub will be displayed.

Check the list carefully to make sure that all the sensors detailed are required for the new hub.

To remove an unwanted sensor from the clone list, hold down the sensor in question and swipe it to the right of the screen.

To accept the clone list, tap the  on to initiate the cloning process.

Note: Using the ‘Sensor Clone’ facility does not remove the sensor record from the scanned host device.

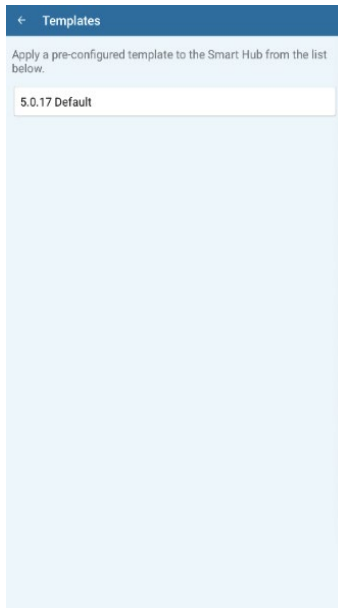
You will now be prompted to press the green button on the Smart Hub so that the cloning process can be completed. Follow this instruction, or alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Services - Template

The 'Template' feature is used to apply a preconfigured template to a Smart Hub, which will overwrite any existing settings on the device. It is accessed via the 'Services' page.



Tap the "Template" card to launch the process.



When the page loads, it will display a list of available templates which can be applied to the scanned Smart Hub.

Tap the required template card. An option to either apply this template, or cancel the application and select an alternative template, will be offered.

Choose "APPLY TEMPLATE" to continue with the process.

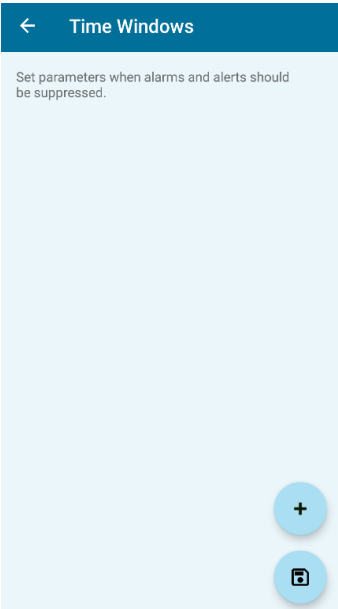
You will now be prompted to press the green button on the Smart Hub so that the application process can be completed. Alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Services - Time Windows

The 'Time Windows' feature is used to create a schedule for alarm events. It is accessed via the 'Services' page.



Tap the 'Time Windows' icon to launch the process.



A list of configured time windows will be displayed. If there are no time windows currently configured, then the list will be empty.

To add a time window, tap the  icon.

Add Time Window

Select the sensor type, the start time, and the end time. Tap the Continue button when done.



Door Opening



Start Time

00:00

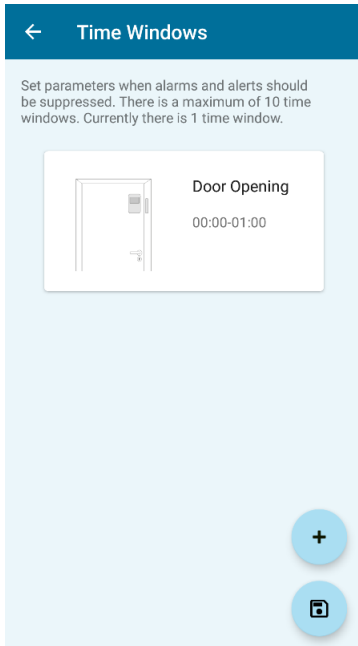
End Time

01:00


CONTINUE

Using the drop-down tab select the appropriate sensor type. You can then adjust the start time and end time.


Tap the 'CONTINUE' button to complete the setup for that sensor.



Once a time window has been created the 'Time Windows' menu will be populated with display cards for each sensor. This displays the sensor name and the time window.

To add another time window, tap the  icon.

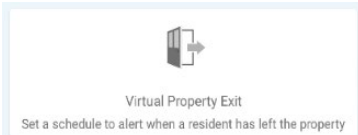
To remove an unwanted sensor from the list, hold down the sensor in question and swipe it to the right of the screen.

When you have finished adding time windows, commit the new settings to the hub by tapping the  icon.

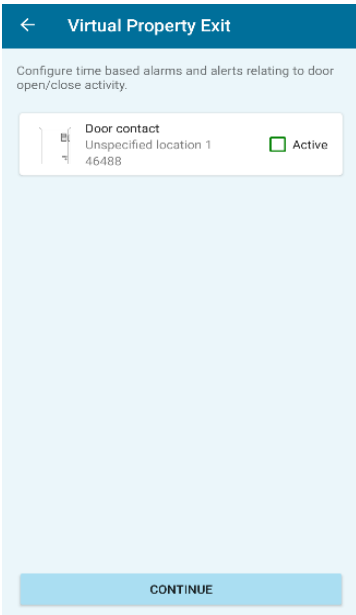
You will now be prompted to press the green button on the Smart Hub so that the update process can be completed. Follow this instruction, or alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Services - 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. It is accessed via the 'Services' page.



Tap the "Virtual Property Exit" tab to start the process.



Select the 'Door Contact' you wish to adjust the monitoring window on by clicking the "Active" tab.

Press "CONTINUE" to go to the 'Virtual Property Exit' menu of the selected sensor.

Virtual Property Exit

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

All Days	Start Time : 00:00 End Time : 00:00
Monday	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input type="checkbox"/>
Friday	<input type="checkbox"/>
Saturday	24 Hours Enabled <input checked="" type="checkbox"/>
Sunday	24 Hours Enabled <input checked="" type="checkbox"/>

The 'Virtual Property Exit' menu allows you to configure the specific time windows of monitoring door open/close activity.


You can select monitoring for specific days of the week, or a blanket option to monitor all days.

←

Virtual Property Exit

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

All Days	24 Hours Enabled
Monday	24 Hours Enabled <input checked="" type="checkbox"/>
Tuesday	24 Hours Enabled <input checked="" type="checkbox"/>
Wednesday	24 Hours Enabled <input checked="" type="checkbox"/>
Thursday	24 Hours Enabled <input checked="" type="checkbox"/>
Friday	24 Hours Enabled <input checked="" type="checkbox"/>
Saturday	24 Hours Enabled <input checked="" type="checkbox"/>
Sunday	24 Hours Enabled <input checked="" type="checkbox"/>




Once the desired monitoring day has been selected you will then be given the option to set the monitoring period start and end time in a 24-hour window.

You can also select the “24 Hours Enabled” tab to cover the entire 24-hour period.

Once the desired hours have been set, press the “CONTINUE” tab.

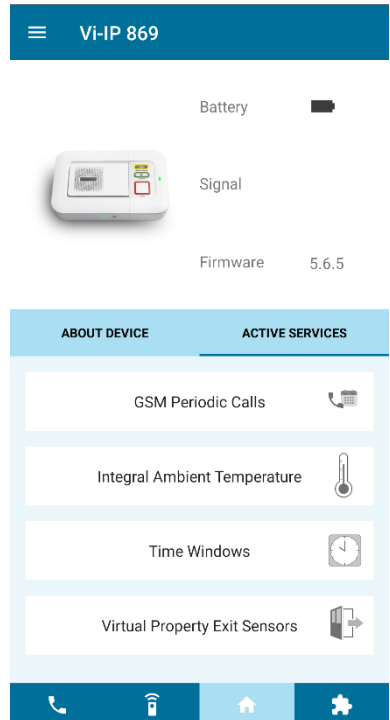
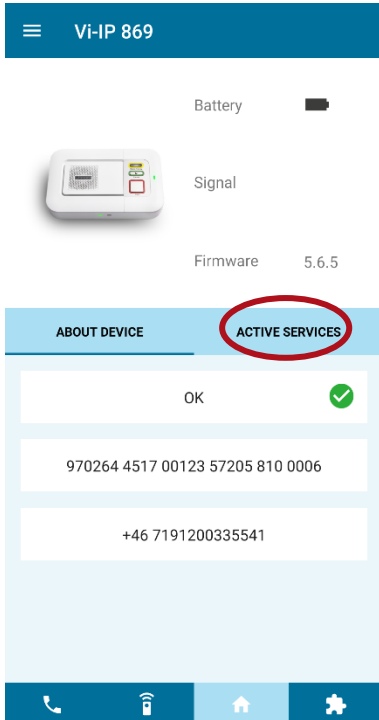
You can now see the monitoring window that has been set for each day in the ‘Virtual Property Exit’ menu.

To save and apply the monitoring windows set press the  icon.

You will now be prompted to press the green button on the Smart Hub so that the update process can be completed. Follow this instruction, or alternatively, wait for the Smart Hub to send its next automatic heartbeat as this will also save the settings.

Services - Active Services

The 'Active Services' feature is a quick reference display of the currently activated services running on the scanned Smart Hub. To access this feature, tap the "ACTIVE SERVICES" tab shown on the 'Device Overview' page.



14.Contact details

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