

PRODUCT UPDATE

PART NUMBER: 62505/030

Tunstall Universal Sensor – Default Settings



Background

We would like to make customers aware of a change to the default configuration on Universal Sensors that may affect programming and commissioning.

What has changed?

The default protocol setting on newly supplied Universal Sensors has changed.

Historically, Universal Sensors were supplied with the protocol configured as ALB (Auto Low Battery) by default. Newer Universal Sensors are now supplied with the setting configured as CR (Connected Radio; 2-way secure communication) by default.

Some sensors supplied during the transition period may have been configured with AP (Auto Presence) as the default setting.

All new Universal Sensors support the following protocol configuration options:

- CR (Connected Radio; 2-Way Secure)
- AP (Auto Presence)
- ALB (Auto Low Battery)

Why has this changed?

The CR setting was introduced to ensure compliance with the latest Radio Equipment Directive (RED) requirements. As a result, newly manufactured Universal Sensors are now supplied with CR selected as the default configuration.

Recommended configuration by equipment type

Equipment Type	Recommended Protocol
Communicall warden call equipment, Care Assist, Cair Notifier, Lifeline Vi/Vi+ and older legacy equipment	ALB (Auto Low Battery)
Smart Hub	ALB (Auto Low Battery) or AP (Auto Presence)
Lifeline Digital	CR (Connected Radio; 2-way secure)

Troubleshooting

The most common issue we are seeing is when a Universal Sensor is being paired with older Tunstall legacy equipment.

As new sensors are supplied with the CR setting enabled by default, they will not successfully programme onto older equipment. This can sometimes lead to the assumption that the sensor is faulty.

If you are unable to programme a newly supplied Universal Sensor onto legacy equipment, please check the protocol configuration setting and change it to ALB before attempting to programme the device again.

What action do I need to take?

When commissioning a new Universal Sensor, always check that the battery configuration setting is appropriate for the receiving equipment before programming the device.

No action is required for sensors that are already installed and operating correctly.

Further support

You can view further details on the latest Universal Sensor on our website, [here](#).

If you require assistance configuring Universal Sensors for your specific environment, or have any questions, please contact our Customer Support team using the following details:

Email: support@tunstall.com

Phone: 01977 660 204