Installation and user guide

Lifeline GSM

D5107148C

All the reassurance you need

Tunstall EMERGENCY RESPONSE

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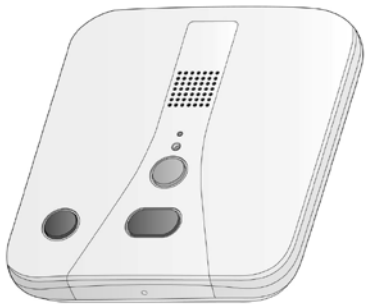
What's in the box?

When the box is opened for the first time, please ensure it includes all of the following:

<table>
<tr><td>Home unit
  </td><td>Personal radio trigger
MyAmie

wearing options
Wrist strap

Neckcord
 </td></tr>
<tr><td colspan="2">Telephone lead (3 metre cable)

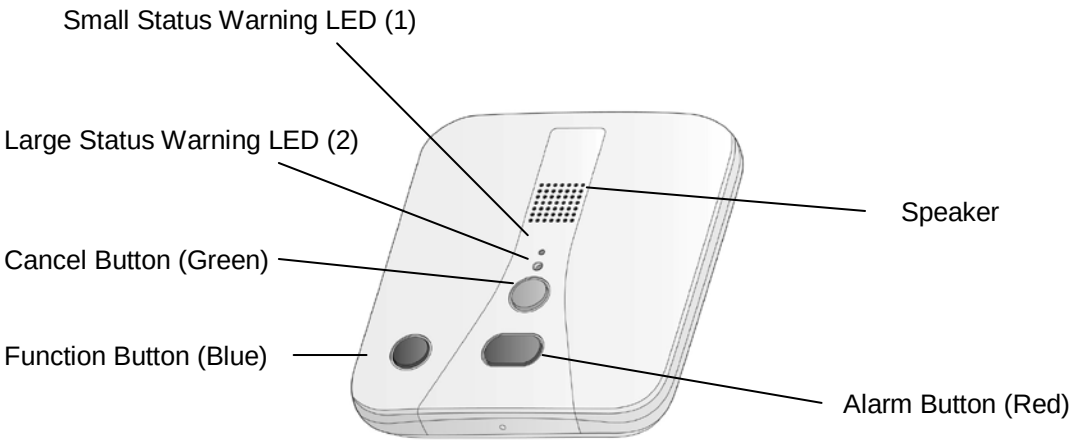
Mains adaptor (3 metre cable)

External Antenna
 </td></tr>
<tr><td colspan="2">2 x Stickers for covering the SIM card slot</td></tr>
<tr><td colspan="2">2 x Velcro for mounting the external antenna</td></tr>
<tr><td colspan="2">Installation and User Guide</td></tr>
</table>

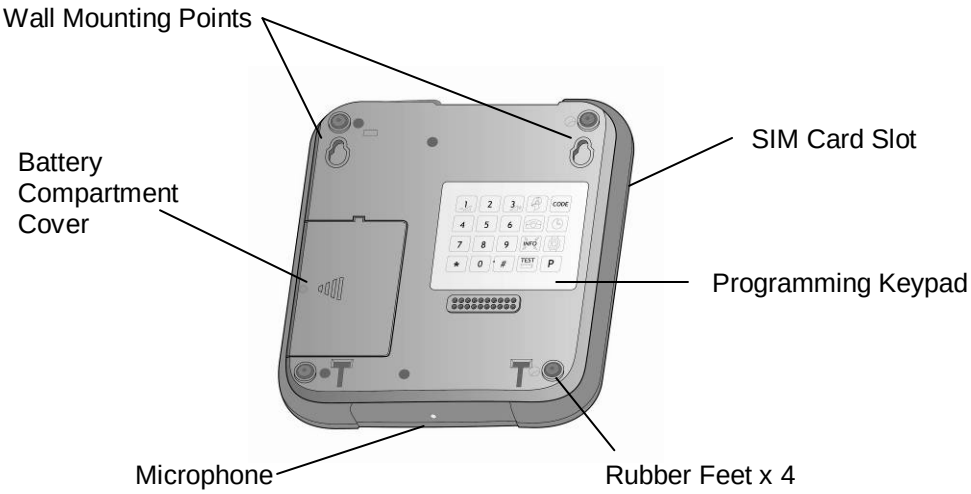
If any of the above items are missing, please contact your supplier.

The home unit

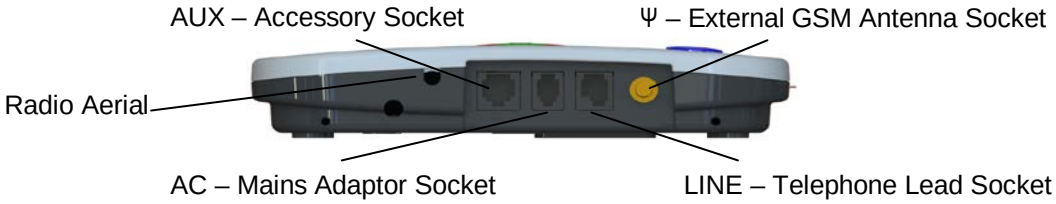
Front view



Back view



End view



What is the Lifeline GSM?

The Lifeline GSM is a home unit designed to automatically call a monitoring centre or designated telephone number (personal recipient) when it receives a signal from a personal radio trigger or Telecare sensor indicating that the user requires assistance. When the call is answered by the monitoring centre, the home unit enables a hands-free conversation to take place between the user and monitoring centre operator in order for them to ascertain the problem and take appropriate action.

The Lifeline GSM has been specifically designed to operate on the mobile telephone network therefore doesn't require a normal telephone connection in order to provide communication.

Alternatively, the Lifeline GSM can be connected to a normal telephone line and the GSM connection can be used as a backup. This is particularly useful if the user relies on a VOIP telephone service that may be interrupted during a power or service failure.

IMPORTANT: When operating over GSM mobile network, the home unit requires a satisfactory GSM signal in order to operate.

How to install the home unit

IMPORTANT: In order to operate, the home unit must be programmed correctly to a monitoring centre or personal recipient. Please contact your local supplier if you are unsure whether the home unit has been programmed correctly.

Step 1 – Insert SIM card

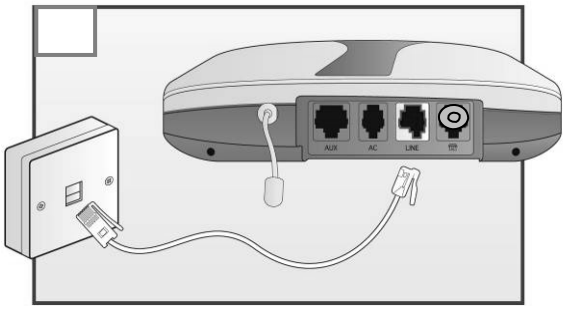
If a GSM connection is not being used go to Step 2.

In order to use the GSM mobile network a SIM card must be fitted into the Lifeline GSM. The SIM card is fitted into the slot on the left hand side of the unit. Insert the SIM card with the gold contact side of the SIM facing down by pushing it into the home unit (see photo) until it clicks then release. If required, a SIM PIN number can be entered using the keypad on the underside of the home unit (see page 17). A sticker is provided in the box to cover over the SIM card slot.

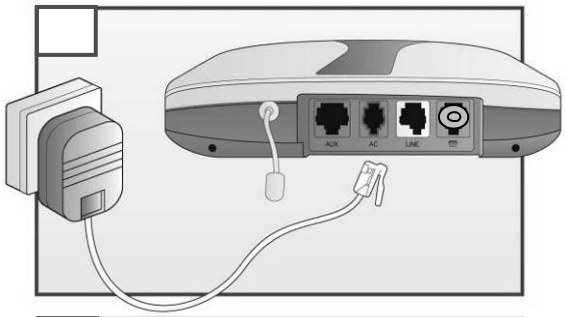
Note - If a normal telephone line is connected to the unit, the Lifeline GSM will still operate without a SIM card fitted. When operating over a GSM network, the home unit will not work unless there is satisfactory GSM availability.

IMPORTANT – The Lifeline GSM is a safety product that needs to work in an emergency therefore 'pay as you go' SIM cards should not be used as they may run out of 'talktime' credit or unused credit may expire. A contract SIM should always be used. To remove the SIM card, push the SIM into the unit until it clicks and then release. The SIM card will eject and can then be taken out of the home unit.

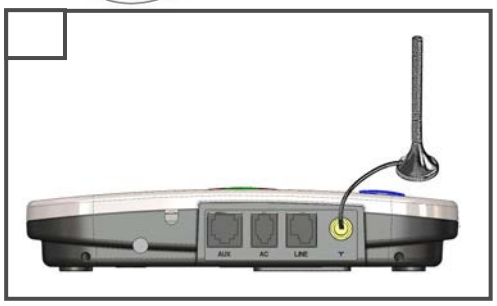
Step 2 - Connecting the leads and adaptors



Step A – If a telephone line is available, plug the telephone lead into the home it socket unit into the home unit socket labelled LINE and the telephone wall socket. **A Tunstall Safe Socket must also be used on telephone wall sockets to ensure the alarm can be generated if an extension telephone is in use.**



Step B – Plug the mains adaptor into the home unit socket labelled AC and then connect to the mains power. Note – Only the mains adaptor (part number XD5206005) can be used with the Lifeline GSM. Ensure the mains power is switched on.



Step C – If using a GSM network, connect the external GSM antenna into the home unit socket labelled Ψ and place the antenna in a suitable place to give optimum signal strength using either the magnetic base of the antenna or the Velcro pads supplied. The signal strength can be checked by pressing P*802P on the programming keypad (the unit will announce the signal strength see page 17 for more details) or by viewing the home unit's large status LED (see page 10).

Step D – Adjust speaker volume if required (see page 7 for more details).

Step 3 – Programming

If alarm numbers have not already been programmed into the home unit, this can be done using the programming keypad (see page 14).

Step 4 - Testing

Press the red alarm button on the home unit and ensure it raises a call through to the monitoring centre/personal recipient. Also remember to test the MyAmie personal radio trigger by pressing its red button and ensuring a call is raised. The MyAmie test should be done at various points around the property to ensure the radio range provides sufficient coverage for the user to raise an alarm call using their personal radio trigger.

Step 4 – Adding personal triggers/telecare sensors

For more information on adding personal triggers/telecare sensors, please see page 16.

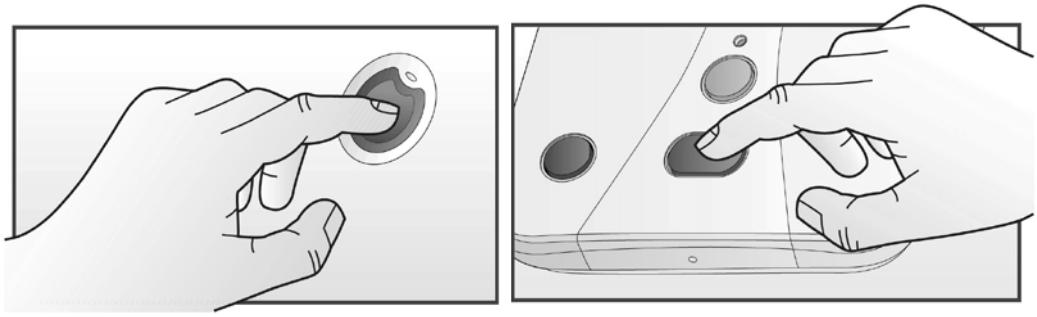
Step 5 – Ready to use

Once successfully tested, the home unit is ready for use.

Using the home unit

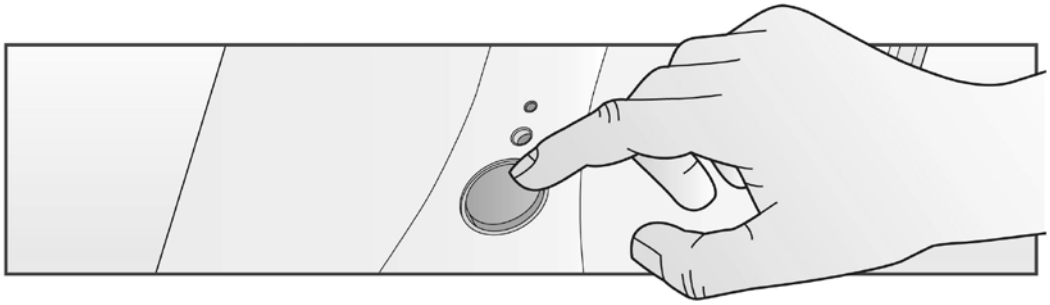
Making an alarm call

Press the red button on the personal radio trigger or red alarm button on the home unit.



Cancelling an alarm call

Wait 5 seconds (after the initial alarm button is pressed) and press the green cancel key. This in-built delay prevents false cancellation of an alarm call. Alarm calls made from a personal radio trigger can be cancelled immediately by pressing the green cancel key.



Adjusting the speaker volume

The home unit has four volume level settings, which can be adjusted using the programming keypad.

Increase volume – press the 3 key and a tone will sound for 12 seconds. Press the 3 key repeatedly until the desired volume is reached.

Decrease volume – press the 1 key and a tone will sound for 12 seconds. Press the 1 key repeatedly until the desired volume is reached.

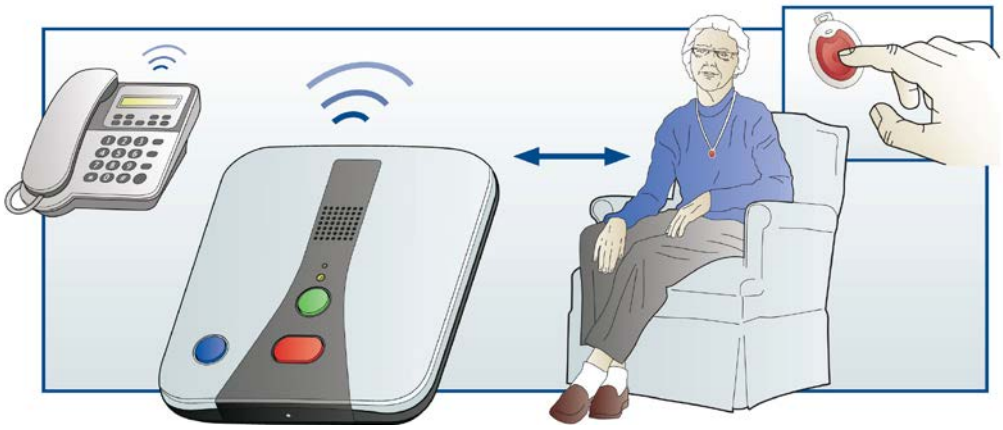
Press the P key before the tone ends to save the new volume setting.

Using the function button

The blue function button as standard is configured to act as an away button meaning the user should press the button each time they leave/enter their home in order to activate/deactivate intruder/inactivity monitoring. Each time the button is pressed the unit will announce home/away to indicate its status.

Answering calls remotely via the personal trigger

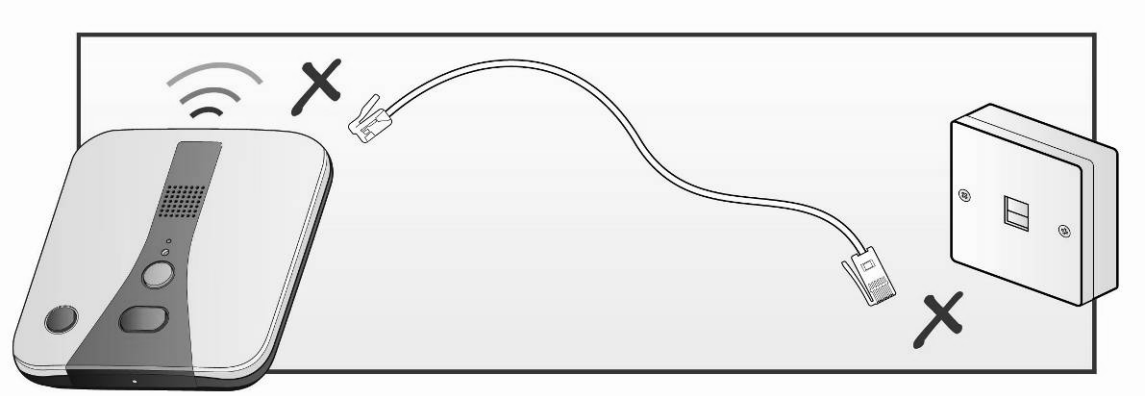
The MyAmie personal radio trigger can be used to answer incoming telephone calls remotely by pressing its red button while the home unit or connected telephone is ringing. When pressed, the home unit will answer the call and you can speak to and hear the caller handsfree via the home unit.



Status warnings

Telephone line monitoring

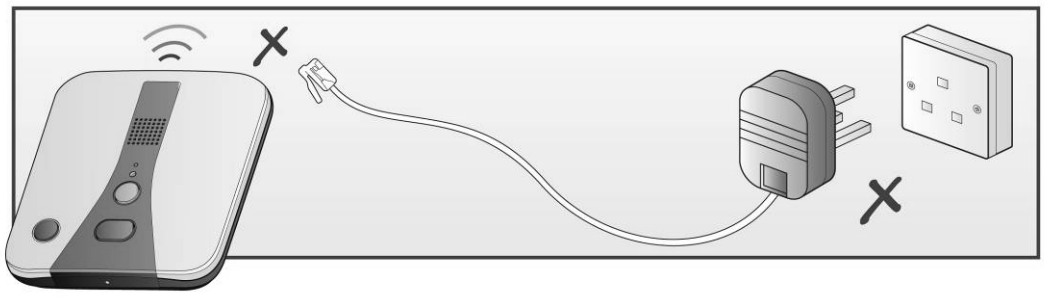
If the telephone line or GSM connection is faulty, becomes disconnected or the signal strength becomes poor, the home unit will announce 'WARNING – the telephone line is disconnected' after 1 minute. This warning will be repeated every 30 seconds until the telephone line or GSM becomes available again. The status LEDs will also provide further information on the specific problem i.e. GSM or telephone line (see page 10).



To silence the warning, re-connect the telephone/GSM service. If the service is connected and the warning continues, check the external antenna connection, signal strength and press the green cancel key. If the warning continues you should contact your connection supplier (e.g. BT) as the telephone line/GSM connection may be faulty.

Power failure monitoring

If a power failure occurs, the home unit will continue to work using its backup battery, however, as a warning the red LED will flash once every 4 seconds (see section –the LEDs on the home unit indicate). The unit will also announce 'WARNING – there is no mains power'. This warning is repeated every 5 minutes. To silence the warning reconnect the power lead.



If the power failure lasts for more than 1 hour, during the next hour the unit will automatically call the monitoring centre. A call will then be raised every 4 hours to the monitoring centre until the power is restored. The battery provides up to 50 hours backup.

NOTE: When operating on backup batteries, the home unit cannot receive incoming calls to the GSM number however if it is connected to a standard POTS telephone line this will continue to operate as normal. Outgoing alarm calls over GSM remain available when operating on backup batteries.

The LEDs on the home unit indicate

Two LEDs on the home unit provide indications of its status based on the below.

Status	Small Status LED (1)	Large Status Warning LED (2)
Telephone line disconnected	**Red LED flashing (2 every second)**	
Telephone line in use	**Red LED on**	
Function button in away mode	**Yellow LED on**	
Intruder entry/exit time period	**Yellow LED flashing (2 every second)**	
Normal mode running on battery (mains power off)		**Green LED flashing (1 every 4 seconds)** Note – no GSM signal strength is indicated when operating on battery
Alarm mode		**Green LED flashing (1 every second)**
Incoming telephone call		**Magenta LED on**
GSM signal strength Poor = less than 7		**Red LED on**
GSM Signal Strength OK = 7 - 18		**Yellow LED on**
GSM Signal Strength – Strong = 19+		**Green LED on**
SIM PIN incorrect		**White LED flashing (2 every second)**
No SIM or Network coverage		**White LED on**
NO LED on	**Unit powered down (if power is on and connected then the unit may be faulty)**	

The LED on the personal radio trigger indicates

When pressed the red LED on the personal radio trigger will light up. This is to indicate that the button has been pressed. If the LED flashes when pressed this indicates that the personal radio trigger battery is low and should be replaced. You should contact your supplier as soon as possible in the event of low battery indication.

Personal recipients

The home unit can be used to make an alarm call to a personal recipient (e.g. a relative or carer) before calling the monitoring centre. Please contact your monitoring centre if you wish to enable this facility.

MyAmie personal radio trigger

Water resistant | Up to 50m radio range (typical) | Auto Low Battery*

*__NOTE__: The trigger will automatically send a notification call to the monitoring centre when its battery is low.

Telecare Sensors

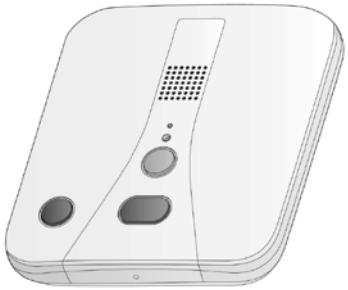
What is Telecare?

Telecare consists of various sensors placed around the home linked to the home unit. The sensors provide greater reassurance and protection by monitoring for environmental risks such as flooding and fire as well as personal risks such as falling. Upon detection of a dangerous situation the sensors automatically generate an alarm to the home unit which then alerts the monitoring centre (or personal recipient) where a highly trained operator can quickly deal with the issue and take the most appropriate action.

Smoke Detector

PIR Detector

Radio Output Module (ROM)



Fall Detector

Pullcord

Bogus Caller Button

If you would like to know which telecare sensors are currently available, please contact your supplier.

Help and advice

False alarms
If you accidentally raise a false alarm, please do not worry as your monitoring centre is always happy to hear from you and the raising of the alarm acts as a useful test of your home unit.

Troubleshooting
If your home unit does not work, please ensure:

- The telephone lead is plugged into the main telephone socket
- A SIM is inserted fully into the SIM card slot
- That the mains adaptor is plugged into the unit and a wall socket
- That the power supply is switched on (the green LED should be on).
- If the home unit has a lit or flashing LED, please see the status warning section on page 10.

Cleaning
Dust the home unit with a soft cloth which can be moistened with a gentle detergent if required. Ensure that no moisture goes through the speaker grill.

Moisture
Don't position your home unit where it may come into contact with water or moisture.

The MyAmie personal radio trigger is waterproof but it is not designed for complete immersion over extended periods of time. For example it can be worn in the shower but not in the bath.

Battery information

Home Unit
The home unit contains a Nickel Metal Hydride back-up battery that is user replaceable and recharges itself when plugged into the mains. It is recommended that this battery is replaced after 5 years. The battery provides 50 hours of standby operation (40 hours with one 30 minute alarm call). The battery in the home unit can be tested by pressing the TEST button on the programming keypad (3 bleeps = battery ok, 1 long bleep = fail).

NOTE: If 1 bleep is heard ensure the battery is installed correctly and has been charged for at least 24 hours then retest. If 1 bleep is heard again the battery should be replaced. A test should be carried out each time a battery is fitted.

Personal Radio Trigger
The MyAmie contains a 3V Lithium battery that is not user replaceable. The battery has an expected life of up to 7 years (20,000 operations).

All batteries should be disposed of in accordance with the latest legislation.

For your safety - installation advice

Dos

- Keep the home unit connected to the mains power at all times.
- Contact your supplier as soon as possible after the LED on your personal radio trigger indicates a low battery.

Don’ts

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit.

Wall mounting

Decide where you want to situate the home unit. Remember it should be within 2 metres of the mains and main telephone line socket. Then drill 2 holes 149mm apart, firmly attach screws and then locate the wall mounting points on the home unit with the screws.

Spare parts/Accessories

The following spare parts/accessories are available from Tunstall. Please call 01977 660479 for more details.

Accessory	**Part Number**
Mains power adaptor	XD5206005
Antenna	S2005019
Battery cover	D5102003
Battery	D3706005

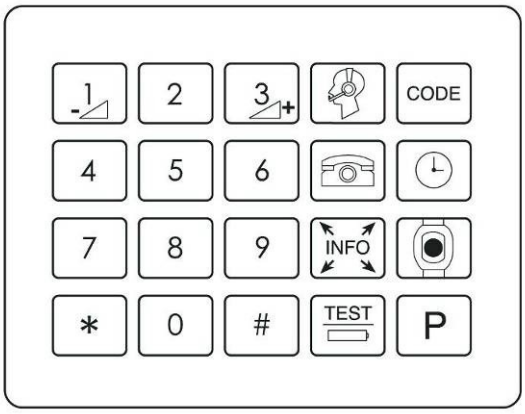
Programming the home unit

Programming of the home unit and its functions can be achieved using three different methods:

Programming keypad

Basic programming can be achieved by using the programming keypad on the underside of the home unit. This includes a simplified way of programming telephone numbers, time settings, Telecare sensors and the turning on/off of functions of the home unit. Basic instructions are included within this programming guide, more detailed instructions are available in a separate programming guide.

All programming begins and ends with [P] except for programming of the test alarm to the monitoring centre.



Each time a key is pressed a tone is sounded indicating that the press is approved. After each programming sequence a tone is sounded indicating the following:

Successful programming = 3 tones
Unsuccessful programming = 1 tone

Explanation
In the following instructions the below keys have the following meanings:

(1-4) This button press can be either 1, 2, 3 or 4 depending upon the position of the number required to program. For example to program monitoring centre number 2, press 2 when this key is shown.

NOTE: The programming keypad does not work when the unit is running on battery power.

To prevent buttons from being pressed accidentally, the keypad can be locked/unlocked. Each time the home unit is programmed, the keypad should be unlocked then locked.

Frequently used keypad codes

Locking/Unlocking the keypad

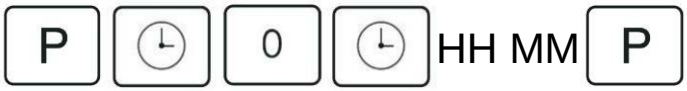
To prevent buttons from being pressed accidentally, the keypad can be locked/unlocked. Each time the home unit is programmed, the keypad should be unlocked then locked again after the programming is completed.

To unlock, press:

To lock, press:

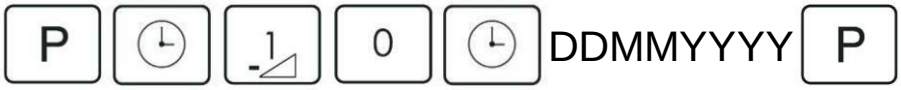
Setting the time

There is a real time 24 hour clock in the home unit which automatically adjusts to BST. To set the clock press:



HH represents hours 00-23; 24 cannot be programmed
MM represents minutes 00-59; 60 cannot be programmed

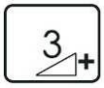
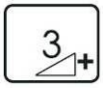
Setting the date



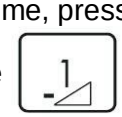
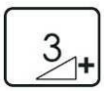
Adjusting the speaker volume

The home unit has four volume level settings, which can be adjusted as follows.

To increase volume, press:

 Tone sounds for 12 seconds. Press  repeatedly until volume is reached. Then press before the tone ends to save the new volume setting.

To decrease volume, press:

As above but use  instead of 

Personal radio triggers and telecare sensors

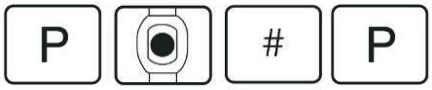
Each home unit can be easily programmed to receive up to 12 personal radio triggers and telecare sensors, this can be done by pressing:

then activate the trigger/sensor.

If successful, a high pitched confirmation tone will be heard. If unsuccessful, a low pitched tone will be heard (e.g. 12 triggers/sensors already programmed).

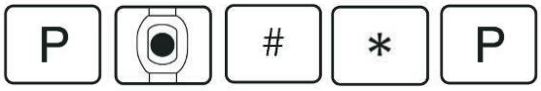
NOTE: If speech is enabled on the home unit then the appropriate spoken message for the trigger/sensor programmed will be heard. Location codes and individual settings, e.g. setting a PIR as entry/exit, must be done via the PC Connect programming tool or the monitoring centre.

To erase **one** trigger/sensor, press:



then activate the trigger/sensor to be deleted.

To erase **all** triggers/sensors, press:



NOTE: Personal radio triggers and Telecare sensors can also be programmed by using the green cancel button. This is achieved by pressing and holding the green cancel button for 5 seconds, the unit will announce ‘Programming Mode’ then pressing and holding the green cancel button again until it beeps. The unit is then in ‘sensor assign mode’. Once a sensor is programmed, the unit returns to ‘programming mode’ and needs to be put back in to ‘sensor assign mode’ for each subsequent sensor to be programmed.

Turn off the unit for transit

The Lifeline GSM can be turned off immediately in order to allow the unit to be packaged and delivered. This can be done as follows:

NOTE: The unit will turn off immediately if it is disconnected from the mains power supply. If power is still connected, the unit will turn off as soon as the power is disconnected.

GSM keypad codes

GSM Signal Strength Test

The strength of the GSM signal can be tested by pressing the following code on the keypad. The signal strength value is then announced by the home unit. The home unit's large status LED also provides a continuous indication of signal strength (see page 10 for more details).

The unit will announce signal strength

Less than 7	= Signal strength is poor and the unit/antenna should be repositioned.
7 to 18	= Signal strength is OK
19+	= Signal strength is strong
99	= No signal (check the antenna is connected and ensure the unit has been powered for at least one minute before repeating the test)

SIM PIN Number

If the SIM card requires a PIN number to operate, this can be entered as follows:

Where XXXX is the PIN.

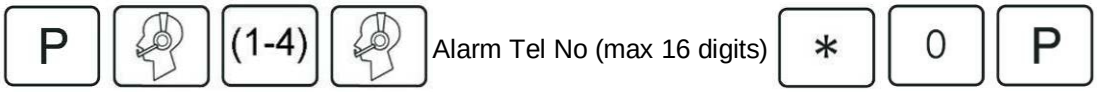
NOTE: After three unsuccessful attempts the SIM card may be blocked and should be removed. A Personal Unblocking Key (PUK) can be obtained from your network provider. When the PIN in the Lifeline GSM does not match the PIN in the SIM card this is indicated using the large status LED flashing white (see page 10). Should you require to secure a SIM card using a PIN, this can be done by inserting the SIM into a standard mobile phone or SIM card reader and following the devices user instructions. This method can also be used to enter a PUK.

Alarm numbers

The keypad supports the programming of 4 alarm numbers (10 numbers are supported via PC Connect and the monitoring centre). The home unit automatically selects a call sequence depending upon the type of alarm numbers programmed into it, please see call sequences section for more information.

Depending upon how the Lifeline GSM is installed, alarm numbers can be programmed to be assigned for use only for particular communication methods. For example, an alarm number can be allocated only to be used when operating via GSM or standard telephone line (POTS). Alternatively, alarms numbers can be assigned to automatically use the last successful communication method (GSM or POTS). Monitoring centre numbers are programmed as follows:

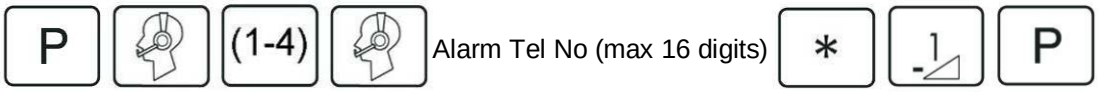
Automatically select last successful method (POTS or GSM)



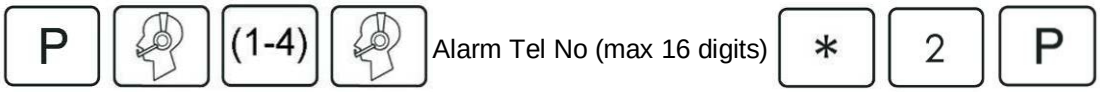
If using this method, the GSM caller line identification (CLI) should be disabled using the following keypad code:

When only using the GSM connection, the CLI can be enabled using keypad code

Only use standard telephone line (POTS) connection



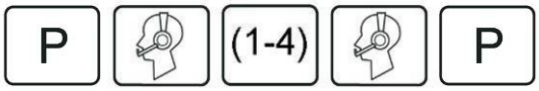
Only use GSM connection



NOTE: By entering new alarm numbers via the keypad, call sequences previously programmed via the PC Connect programming tool or via the monitoring centre may be overwritten.

Deleting alarm numbers
Alarm numbers can be deleted either one at a time or all at once using the following sequences:

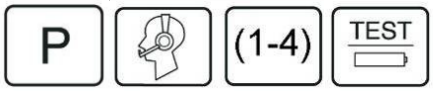
To erase **one** monitoring centre alarm number, press:



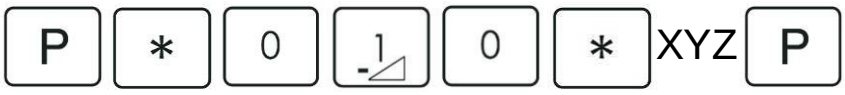
To erase **all** monitoring centre alarm numbers, press:

Testing alarm numbers
Tests should always be carried out to ensure that alarm receivers have been programmed correctly along with the correct codes. These can be carried out as follows:

Monitoring centre numbers, press:



Dialling method, pauses and communication method
Pauses can be inserted before alarm numbers or where a prefix is used between the prefix and the alarm number. The length of the pause, the dialling method (DTMF or pulse) and the preferred communication method (POTS, GSM or last successful) can be set by pressing:

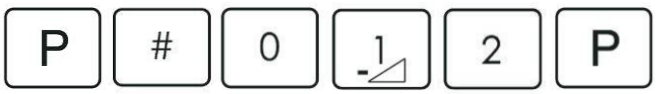


X is the dialling method = 0 (DTMF) or 1 (Pulse)
Y is the length of pause in seconds = 1 to 9
Z is the communication method = 0 (last successful i.e. POTS or GSM), 1 (POTS), 2 (GSM)

Prefix numbers
When operating over a standard telephone line (POTS), a function can be enabled/disabled to ensure a prefix number is inserted before all dialled numbers from the home unit e.g. dialling 9 when using a PBX. This can be achieved by pressing:

Enable

Disable



NOTE: The prefix is ignored when operating over GSM.

Suffix numbers
Suffix numbers are not supported in the Lifeline GSM.

Call sequences

As it is not possible to program call sequences using the keypad, default call sequences are used which depend on the mixture of monitoring centre, personal recipient and information numbers programmed into the home unit. Call sequences should be programmed using PC Connect software.

The call sequence depends upon the selection of the preferred communication method (POTS and/or GSM) for each alarm number (see alarm number section), the protocol tones (DTMF and/or STMF) as well as the call sequence set up using PC Connect programming software. For example, a unit configured to use POTS and GSM, as well as DTMF and STMF with a call sequence of 3 dial attempts at each alarm number will follow the below sequence:

1. Unit makes 3 attempts to Alarm Number 1 over POTS using DTMF protocol
2. Unit makes 3 attempts to Alarm Number 1 over POTS using STMF protocol

If these call attempts are unsuccessful, then:

3. Unit makes 3 attempts to Alarm Number 1 over GSM using DTMF protocol
4. Unit makes 3 attempts to Alarm Number 1 over GSM using STMF protocol

If these call attempts are unsuccessful, then unit moves to the next element in the Call Sequence i.e. following the above sequence for alarm number 2.

Selecting DTMF or STMF

Traditionally all home units have used Dual Tone Multi Frequency tones to communicate with monitoring centres. As a result of network changes, these can on occasion be corrupted therefore a new signalling method Sequential Tone Multi Frequency (STMF) has been designed. All Lifeline GSM home units have already been configured to allow the STMF method to be utilised. In these units, if a DTMF failure does occur then the home units will automatically switch to STMF for subsequent alarm dial attempts and will then continue to use STMF in preference to DTMF for all future alarm calls.

Using the following quick codes, Lifeline GSM home units can easily be set to use DTMF or STMF.

Unit chooses DTMF or STMF (default status).

Unit always uses DTMF (should be used when communicating to a monitoring centre that cannot support STMF)

Unit always uses STMF (for use when operating on GSM and/or NGN networks).

NOTE: Before using STMF, the PNC monitoring centre and back up centre must be configured to receive STMF protocol.

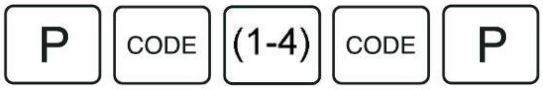
Unit ID number

The home unit sends a unit ID number to the alarm receiver when an alarm is sent. The number identifies which home unit is sending the alarm. Unit ID number 1 must be programmed into the home unit in order for an alarm to be sent. The unit ID number may be the same for all monitoring centres and personal recipients. Using the keypad, the home unit can be programmed with up to 4 unit IDs (10 ID numbers can be programmed using the other programming methods).

The unit ID can be programmed into the home unit by pressing:

NOTE: If no unit ID is linked to an alarm number, the first valid code will be used. The actual number of digits sent to the alarm receiver depends upon the type of monitoring centre being used. Please contact your monitoring centre for more information.

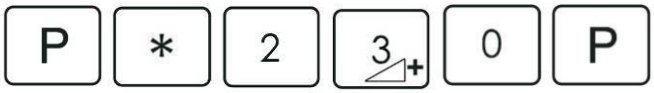
To erase **one** unit ID number, press:



To erase **all** unit ID numbers, press:

Walk/Range test for triggers/sensors

The range of all programmed triggers/sensors can be tested without actually raising an alarm call to an alarm recipient. The range of the personal trigger must always be tested immediately after installation to ensure correct operation. To put the home unit into walk/range test mode, press:



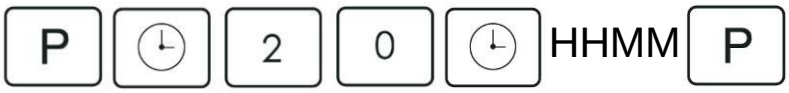
Each time the personal trigger is pressed, the home unit will bleep to indicate the trigger has made contact with the home unit. The home unit will automatically exit walk/range test mode after 3 minutes or when the green cancel button is pressed.

NOTE: If the unit is already wall mounted the range test mode can be accessed by pressing and holding the green cancel button for 5 seconds, the unit will announce ‘Programming Mode’.

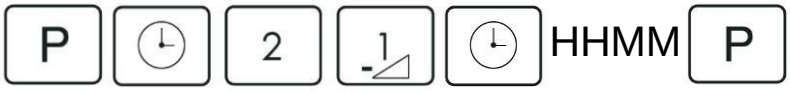
No fault report window

The speech announcements of fault conditions such as mains failure can be turned off between a start and end time e.g. at night (10pm – 7am). The daily start (e.g. 22:00) and end (e.g. 07:00) times can be set as follows.

To set the start time, press:



To set the end time, press:



The time must be entered in 24 hour format.

Resetting the home unit

To reset all previous programmed information press:

NOTE: Resetting erases all programmed telecare sensors and triggers and all functions are reset to default settings. The date and time will also need to be re-programmed.

Technical Details

Weight:	777g
Dimensions:	195 x 215 x 36mm (WxLxD)
Mains power:	230v ac 13A electrical socket
Stand-by battery:	1200mAhr capacity (continually internally charged)
Back-up time:	50 hours of stand-by operation (40 hours with one 30 minute alarm call) minimum expected at date of purchase and when fully charged.
Radio frequency:	869.2125MHz, compliant with the European Social Alarm frequency band
GSM:	QUAD band 850/900/1800/1900MHz
REN:	1
External connections:	3m telephone line cord with type BS6312 plug 3m cable with plug top transformer 3m cable with external GSM antenna

Environmental

Temperature:	Operating temperature (to perform to full specification) = 0℃ to 45℃, storage = -10℃ to 50℃
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

Standards

EMC:	EN55022: 1998, EN55024:1998, EN501304-4: 1995, ETSI EN 301 489-1: 2008
Safety:	EN 60950:2006
Radio:	ETSI EN 300 220-2 (2010) Cat 1
CE:	Compliant
Social alarm:	EN 50134-2 (trigger device - MyAmie)

Design, Manufacture, Installation and Service: ISO9001:2008

Declaration of Conformity

We, Tunstall declare that this social alarm equipment is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Important Information

DISCLAIMER: In order for the overall service to work, the Lifeline GSM requires sufficient network coverage and availability. Tunstall accepts no liability for effects that are the result of conditions outside its control including but not limited to the failure of third parties to supply related services or the availability of GSM telecommunications and service networks.

www.tunstallemergencyresponse.ie

Tunstall is a founder member of the Continua Health Alliance

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