

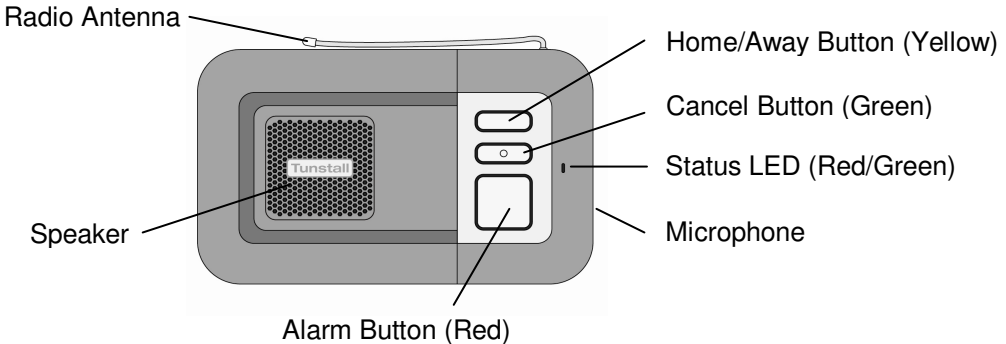
# Lifeline Vi/Vi+ User Guide



**Tunstall**

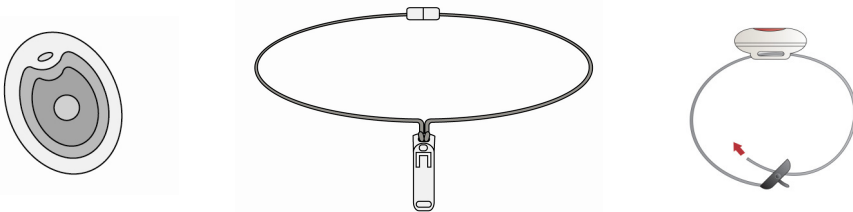
## Your Lifeline Vi home unit

The Lifeline home unit is connected to the mains power supply and your telephone line. It enables you to generate a call for help when and if you need it by immediately contacting a monitoring centre who will be able to provide you with the assistance you require.



## Your personal radio trigger

Your personal radio trigger is wirelessly connected to your Lifeline home unit and enables you to generate a call for help from anywhere in your home or garden. The personal trigger should be worn at all times and can be worn around the neck or on the wrist using the attachments supplied. Personal radio triggers are water resistant (to IP67 standard) up to 1m. It can be worn in the shower however wearing it in the bath should be avoided where possible.



The personal radio trigger has the below features:



Water resistant



Up to 50m  
radio range (typical)



Auto Low Battery\*

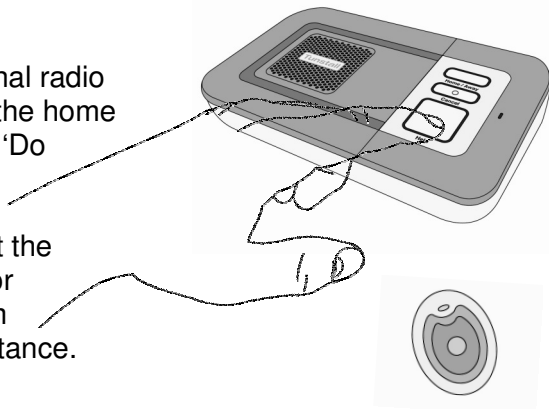
**\*NOTE:** The trigger will automatically send a notification call via the home unit to the monitoring centre when its battery is low.

For installation instructions please visit [tunstall.com/productinfo](http://tunstall.com/productinfo)

## Using the home unit

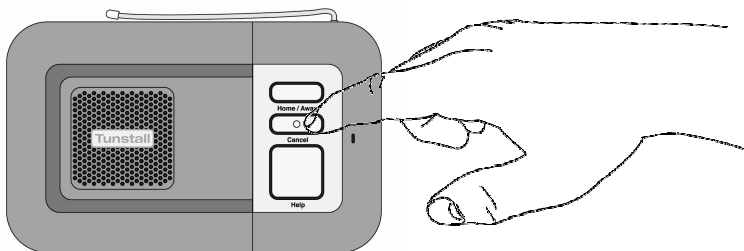
### Making an alarm call

Press the red button on the personal radio trigger or the red alarm button on the home unit. The home unit will announce 'Do not worry your alarm telephone is dialling for assistance'. The call will be answered by an operator at the monitoring centre. Tell the operator why you have generated the alarm call and they will arrange for assistance.



### Cancelling an alarm call

Wait 5 seconds (after the alarm button is pressed) and press the green cancel button. The home unit will announce 'The alarm call has been cancelled'. This in-built delay prevents accidental cancellation of an alarm.



### Answering telephone calls

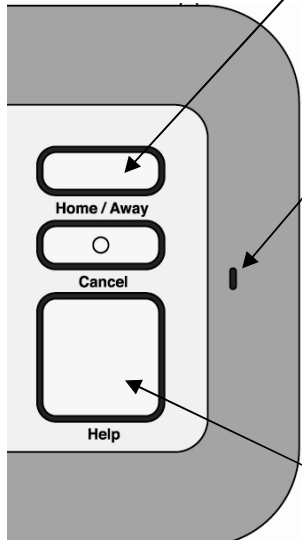
Personal radio triggers can be used to answer incoming telephone calls by pressing the personal radio trigger button while the telephone is ringing. When pressed, the home unit will answer the call in hands-free mode using the loudspeaker. To revert to handset mode, just pick up the handset of a connected telephone. To end a hands-free call, press the button on the personal radio trigger again or press the cancel button. Calls can also be answered in hands-free mode at the home unit by pressing the cancel button.

### 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.

## What the Warning/Status lights on the home unit indicate

The home unit has warning and status lights to clearly show the unit's status lights on the home unit provide indications of its status based on the below.



Home/Away Button (Yellow)	Home unit status
On	Away mode
Off	Home mode
Flashing	Intruder entry/exit time period

Status LED (Green/Red)	Home unit status
Green LED on	Normal mode
Red LED flashing (1 every 4 seconds)	Low battery
Red LED flashing (1 every second)	Telephone line disconnected
Red/Green flashing	Radio blocking detected

Alarm Button (Red)	Home unit status
On	Normal mode
Flashing (1 every 4 seconds)	Normal mode running on battery
Flashing (1 every second)	Alarm mode

## 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.

## How to respond to announcements

Announcement	What to do
'Warning – telephone line disconnected'	Check the home unit is plugged into a working telephone socket
'Warning – there is no mains power'	Check the home unit is plugged into a working electrical socket
'Warning - Radio blocking detected'	Check that the home unit is not close to any other electrical devices such as a computer, television, fan, mobile phone. If so, turn-off or move the equipment away from the home unit and check if this stops the warning.
'Warning – battery low'	Check the home unit is plugged into a working electrical socket
'The mains power is restored'	Nothing, power has been reconnected to the home unit.
'Test Reminder – please press personal trigger'	Press your personal radio trigger and follow the next announcement
Press the green cancel button to complete the test	Press the cancel button on the home unit, the unit will then announce 'Test completed'.
If the warnings persist please contact your supplier.	

## Help and advice

### Dos

- Wear your personal radio trigger at all times.
- Test your home unit on a regular basis.
- Keep the home unit connected to the mains power at all times.
- Dust the home unit/personal radio trigger with a soft cloth which can be slightly moistened with a gentle detergent if required.

### Don'ts

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit.
- Move the home unit from the location that it was originally installed
- Move objects close to the home unit that either; create lots of noise, heat, or are made of metal such as a televisions, radios, washing machines, microwaves, WiFi routers, mobile phones, laptops etc.

For installation instructions please visit [tunstall.com/productinfo](http://tunstall.com/productinfo)

## Battery information

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

## Technical Details

Weight:	572g (939g Packaged)
Dimensions:	185mm x 122mm x 41mm (WxLxD)
Mains power:	230v ac 13A electrical socket (3 Watts)
Stand-by battery:	1200mAh capacity (continually internally charged)
Back-up time:	40 hours of stand-by operation 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
REN:	1
External connections:	Telephone line cord with type BS6312 plug and 3m cable DC power adapter with 3m cable
Radio trigger battery:	3V Lithium (not changeable) with up to 7 year life

## Environmental

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
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, EN55024, EN50130-4, EN301 489-1, EN301 489-3
Safety:	EN60950
Radio:	EN300 220-2 Category 1
CE:	Compliant
Social alarm:	EN50134-1:2002, EN50134-2:1999 (trigger device), EN50134-3:2001
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.



tunstall.com



Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept any responsibility for any errors or omissions contained in this document.

© 2012 Tunstall Healthcare Group Ltd. © TUNSTALL and LIFELINE are registered trade marks.

Tunstall Group Limited, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR  
Tel: 01977 661234 Fax: 01977 662450 Email: enquiries@tunstall.co.uk

D5707001A