

# Lifeline GSM

## What is the Lifeline GSM?

Lifeline GSM is Tunstall's first Lifeline home unit with an integral GSM module to enable the unit to be deployed on a mobile phone network, enabling it to be used in situations where no landline is available. The Lifeline GSM also utilises Tunstall's patented STMF protocol to ensure more reliable communication to a PNC monitoring centre over the GSM network.

The Lifeline GSM includes a programming keypad for simple installation, and is supplied SIM-free, enabling the telecare service provider to choose the most appropriate mobile network for their geographic location.

## How does it work?

Users can call for help by pressing the large button on the Lifeline GSM, or by pressing the red button on their pendant anywhere in the home. The call is raised to the 24-hour monitoring centre where call details (caller's name, address and relevant information), are displayed on screen.

The operator is able to communicate with the caller through the Lifeline GSM unit's loudspeaker/microphone and decide upon an appropriate course of action. This may be calling a relative or the emergency services.

The Lifeline GSM is also a hub for telecare in the home, monitoring the environment 24 hours a day. A range of sensors is available, which can be chosen according to the needs of the user. Placed discreetly around the home, the wireless sensors detect problems such as fire, flood or gas leaks and automatically raise a local, audible alarm as well as communicating with the Lifeline GSM to send an alarm to the monitoring centre via the GSM network.



## Who is it for?

The high degree of flexibility offered by the Lifeline GSM means a wide variety of users can benefit from the state of the art technology, including people who:

- Are older or have limited mobility
- Have long-term conditions such as dementia, heart disease, COPD etc.
- Have physical disabilities or sensory impairments
- Have learning disabilities
- Have been discharged from hospital and require additional support and assistance at home
- Are subject to domestic violence, racial harassment, repeat victimisation or distraction burglary
- Have household security issues or are living in fear of crime
- Are of any age living alone
- Caring for someone in their home

In addition to the wealth of benefits provided to the user, the Lifeline GSM offers family, carers and friends the reassurance that their loved ones can use their personal trigger to easily summon help whenever they need it from anywhere in and around the home.

# STMF technology

The Lifeline GSM incorporates the Tunstall patented STMF (Sequential/Single Tone Multi Frequency) technology that helps ensure its products continue to operate effectively on next generation (NGN) and GSM networks.

There are now a number of telecom providers in the UK operating NGNs, providing increased capacity and speed and supporting all telephony services – including voice, data, video and internet. However, there are some concerns that NGNs may cause protocol signalling issues for social alarm/telecare providers using analogue DTMF (Dual Tone Multi Frequency). The potentially life-saving STMF technology offers enhanced reliability and resilience to voice and data transmission. Lifeline GSM can be easily configured to use either DTMF or STMF, or both, depending upon the capability of the PNC monitoring centre.

## Key features

- **Away mode button** – suspends inactivity monitoring and switches to intruder monitoring mode
- **Intruder alarm functionality** – a simple to use zoned intruder system that can be armed by a press of a personal radio trigger to give additional user protection and reassurance against the fear of crime
- **Basic inactivity monitoring** – checks for inactivity over a 12 or 24 hour period
- **Event based configuration** – all events are configurable to select the required behaviour and response to events
- **Critical visits management facility** – enables an alert to be raised if a carer has not made and confirmed a scheduled visit to the user's home
- **Reminder facility** – reminds the user about key information e.g. medication times through the use of automatic reminder messages that require user confirmation for added peace of mind
- **User recordable messages** – allows messages to be recorded and used to replace fixed phrases for reassurance, personal recipients (This is an alarm call from Mrs Smith) and reminder purposes
- **Advanced personal recipient speech** – enhances the information provided to personal call recipients by adding the type of telecare sensor that generated the call along with its location and battery state
- **Advanced inactivity monitoring** – increases the flexibility of inactivity monitoring by allowing for inactivity to be checked over two separate time windows

\* Feature included in home units manufactured after week 05 year 11.

Older units require a parameter change to turn on

\*\*Feature is turned off by default and requires a parameter change to turn on

## Safety features

- **869 MHz European Social Alarm frequency** – compatible with Tunstall's full range of telecare sensors
- **Radio reliability** – the EN300 220-2 (2010) Category 1 radio receiver ensures that signals from sensors are reliably received
- **Periodic calls** – an automatic test call can be set up to ensure the unit is working properly
- **Backup battery monitoring** – unit reports the status of its backup battery to the monitoring centre\*
- **SMFT protocol** – to ensure more reliable communication to a PNC monitoring centre over GSM and NGN networks

## Programming and installation features

- **10 telephone numbers (Monitoring Centre, Personal Recipient, POTS)** – allows a different number to be dialled depending on what generates the alarm by routing calls to the most appropriate recipient
- **Plug & Play registration** – telecare sensors can be assigned quickly and easily, together with their location within a dwelling, reducing installation times
- **Local programming** – basic parameters and quick codes can be carried out using a normal telephone handset (via integral keypad)
- **Range test and walk test features** – allow the radio range of the pendant and telecare sensors to be easily tested
- **Advanced local programming** – downloadable PC Connect software application for programming of home unit via a connected PC or laptop (requires TAPIT programming interface)
- **12 telecare sensor inputs** – the number of sensors that can be linked to the home unit

## Service support features

- **Intelligent speech switching** – ensures the best quality of speech depending on how the alarm was generated (requires PNC4 or later monitoring centre)
- **Automatic British Summer Time update** – removes the need to manually adjust the clock on the unit

## User features

- **Telephone answering with personal trigger** – users can answer incoming telephone calls hands-free by simply pressing their personal trigger
- **Configurable audible ringing** – can be set up to get progressively louder the longer the call goes unanswered
- **Automatic audible warning alerts** – the unit alerts the user to mains and telephone line failure/resumption with a visual or audible and visual signal
- **Ergonomic design** – a contemporary design to fit into the modern home environment
- **Easy switching between hands-free and handset mode** – hands-free calls can easily be made private by picking up the handset of an attached telephone
- **Optional local audible warnings** – non-critical warnings such as mains failure can be turned off at night to avoid disturbing the user
- **Technical call queuing** – if the telephone is in use, non-critical calls (e.g. low battery warning) will be queued until after the call has ended, thereby not interrupting your call
- **Ability to signal a 'beep'** – if the user is unable to speak in the event of an alarm, they can press their personal trigger during an alarm call to signal to the monitoring centre\*\*

## Connectivity features

- **Hardwired input** – for connection from other devices (via AUX port)
- **Integrated GSM function** – enables the home unit to send alarm calls and receive incoming telephone calls by fitting a SIM card to the home unit

## Technical details

Weight:	777g
Dimensions:	195 x 215 x 36mm (W x L x D)
Telecare connectivity:	12 radio trigger/sensor inputs, 1 hard-wired input (via Aux port)
Mains power:	230V ac 13A electrical socket
Stand-by battery:	1200mAh capacity (continuously internally recharged)
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 European Social Alarm Frequency Band
Radio Range:	Up to 50m in buildings, up to 125m outside of buildings (line of sight)
REN:	1

External connections: 3m telephone line cord with BS 6312 plug, plug top transformer with 3m cable

## Environment

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

GSM:	QUAD band 850/900/1800/1900MHz (Lifeline GSM only)
EMC:	EN55022: 1998, EN55024:1998, EN50130-4: 1995, EN 301 489-1: 2008, EN 301 489-3:2002
Safety:	EN 60950:2006
Radio:	ETSI EN 300 220-2 (2010) Category 1
CE:	Compliant
Social alarm:	EN50134-1 (system requirements), EN50134-2 (trigger device), EN50134-3 (local unit and controller)
Design, manufacture, installation & service:	ISO9001:2008
Warranty:	3 year return to base warranty, this can be optionally extended by a further 2 years
Part numbers:	Lifeline GSM & MyAmie 56000/320

Please note: Category 1 receivers are for use within highly reliable Short Range Devices serving human life inherent systems where failure may result in a physical risk to a person.

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

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